

19 March 2024

## Statement on fraudulent websites

Bank of China (Hong Kong) Limited ("BOCHK") would like to alert its customers and the general public to hyperlinks leading to fraudulent BOC websites, that embedded in phishing websites purporting to be from a logistics service provider and an online trading platform.

Fraudulent websites:

hxxp://sf-express[.]orderfrom[.]shop/personal/232520919?refer=&bank=4 hxxps://sf-express-hk[.]webefx[.]shop/login/118OQ617TQ108W1150898/ hxxps://sfexpress[.]s-wallet[.]in/personal/230353928?refer=&bank=4 hxxps://carousell[.]s-wallet[.]in/personal/199275131?refer=&bank=4

The fraudulent BOC websites have a login page which intend to steal customers' data, such as user name, bank card number and Internet Banking password. BOCHK declares that it has no connection with the fraudulent websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK (www.bochk.com) directly into the browser address bar, or through the BOCHK Mobile Application downloaded from official App stores or reliable sources. Customers should not access such accounts or provide personal information (including passwords) through hyperlinks, QR codes or attachments embedded in e-mails or on websites. For more security information about BOCHK's electronic banking services, please visit https://www.bochk.com/en/security.html.

Customer who has logged into the aforesaid fraudulent websites and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

BANK OF CHINA 🙎 Online customer service 🛂 Barrier free browsing 🚺 中文 😢 Help		
中国银行 全球服务 Bank of China Global Services	中行网银。	
User name/bank card number: Password:	<ul> <li>Make a reservation for foreign currency cash</li> <li>Apply for Credit Card</li> <li>Apply for loan online</li> <li>BOC Express Payment Service</li> <li>Quick payment service</li> <li>Castomer Service Holline</li> <li>Sity certification</li> </ul>	
Login Forget user name or password? Click here.	Security Instruction   FAQ   Download and Update CA Certificate   E-Banking Regulations   Online Banking Rules	
<ul> <li>Before login, you shall have installed <u>Windows</u> or <u>Macversion</u> "Online Banking Login Security Controls",</li> <li>Please download and install <u>Windows or <u>Macversion</u> "USBKey Management Tool" for BOC USBKey user.</u></li> </ul>		

Below are the screenshots of the fraudulent websites:

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	Login Hong Kong Internet Banking		
	For those who have already registered / applied for Internet Banking Service	A Important Notes	
	Internet Banking No. / User Name 🔋	The terms & conditions of the services delivered through this channel will be	
	Internet Banking Password	provided in electronic format. Please contact Online Chat for enquiry.	
	How to Apply Login	Customers are reminded to stay vigilant to anything abnormal when logging into	
L	If you forgot your Internet Banking No. / User Name , Reset Internet Banking password.	the Internet Banking service (e.g. unusual pop-up screens, unusually slow	
	n you reget you memor camera res cost rame, i rest montor camera passitorio	browser response, multiple requests for password input etc.). In case of doubt,	
		please do not follow the instructions of the suspicious web page or input any	
		data, and call our customer service hotline (852) 3988 2388. Please refer to	
		Security Information for details	
		More	
		If you would like to know more about the	
		operation of Internet Banking, please access to the operational guidelines.	

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