

14 August 2024

Statement on Suspicious SMS Message

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following suspicious SMS message (please refer to the screenshot below). BOCHK declares that it has no connection with the SMS message and the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force. The Bank wishes to remind customers and the general public to remain vigilant to any suspicious SMS messages to avoid being scammed.

BOCHK advises its customers to verify any SMS messages purporting to be from BOCHK and not to access their bank accounts or provide personal information (including passwords) through hyperlinks, QR codes or attachments embedded in SMS messages, e-mails or on websites. The Bank will update the fraud alerts on its website from time to time. For details, please visit www.bochk.com/en/aboutus/fraudalert.html. For more security information about BOCHK’s electronic banking services, please visit www.bochk.com/en/security.html.

Customers who have received any SMS messages purporting to be from BOCHK should contact our Customer Service Hotline immediately at (852) 3988 2388 (press 3, # and 2 after language selection).

Below is the screenshot of the suspicious SMS message (Chinese only):



Bank of China (Hong Kong) Limited