

23 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. 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.

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



BOCHK has joined the SMS Sender Registration Scheme and uses registered sender IDs starting with “#” to send SMS messages to customers’ registered mobile phone number. These registered sender IDs include: #BOCHK, #BOCHK\_TXN and #BOCHK\_CC. In addition, for SMS messages of which receiving parties are expected to reply to the senders via phone numbers or two-way alert SMS messages, the Bank will send the SMS messages through one of the following phone numbers: +852 622649931110 or +852 645063570006 to customers’ registered mobile phone number for confirmation.

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](http://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](http://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).

Bank of China (Hong Kong) Limited