

17th February 2025

Beware of phishing SMS messages

Bank of China (Hong Kong) (“BOCHK”) would like to remind customers and the general public to stay vigilant against phishing SMS messages.

BOCHK reiterates that we will **NOT** ask for sensitive personal information such as bank account details, Internet Banking usernames, bank card numbers, login passwords, one-time passwords or mobile tokens, through phone calls, phone call recordings, emails, SMS messages, hyperlinks, QR codes, attachments, etc.

The Bank reminds customers to be vigilant against possible scams:

- Please carefully protect your personal information and electronic banking credentials (including Internet Banking usernames, bank card numbers, login passwords, one-time passwords and mobile tokens), do not disclose your personal information, electronic banking credentials and passwords, including the SMS one-time password and mobile token.
- When logging in or 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 Banking Application downloaded from official App stores or the Bank’s official website.
- Do not open email, SMS messages, attachments or click on the hyperlink from unknown sources. In case of doubt, please stop the operation and do not input any data. Please close the window and contact the Bank immediately and provide the suspicious hyperlink or screenshot (if any).
- If customers have provided personal information to suspected fraudulent websites, please immediately contact the Bank’s Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection), and contact the Police.
- Review transactions record frequently through internet banking, mobile banking or statements to check if there is any suspicious or unauthorized transaction.

BOCHK will update the fraud alerts on the Bank’s website from time to time. For details, please visit www.bochk.com/en/aboutus/fraudalert.html. For more security information about our electronic banking services, please visit www.bochk.com/en/security.html.