

26 November 2025

Statement on phishing emails

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the phishing emails purported to be sent by BOCHK, with the email addresses as follows:

mu@bochk .com
zyqnbjrbt@bochk .com
aific@bochk .com

The phishing emails intend to steal customers’ data. BOCHK declares that it has no connection with the phishing emails. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK advises its customers to verify any emails that claim to be sent from BOCHK. Please delete suspicious emails and attachments immediately without opening them. Customers who have received the aforesaid phishing emails and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Below are the screenshots of the phishing emails (Chinese only):



发件人

日期

2025年11月24日 05:13

收件人

主题

5:12:08 请立即查看

您好！

财政补助已下发，需要尽快跟进处理。

进入查看

本邮件是系统发出，请勿直接回复。

From

Date

11/19/2025 23:26

To

Subject

1	尊敬的:
2	2025年度
3	"财政补助已下发"
4	若是收到邮的用户，请你查看
5	点这里查看

Bank of China (Hong Kong) Limited