

12 March 2026

### Statement on Fraudulent Mobile Application

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following fraudulent mobile application. BOCHK declares that it has no connection with the fraudulent mobile application, and the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Below are the logo and screenshot of the fraudulent mobile application (Simplified Chinese only):



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](http://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 [www.bochk.com/en/security.html](http://www.bochk.com/en/security.html).

Customer who has downloaded the abovementioned fraudulent mobile application 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 (Hong Kong) Limited