

27 May 2026

Statement on fraudulent website and phishing emails

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following fraudulent website and phishing emails, purported to be from BOCHK:

Fraudulent website:

hxxps[:]//www[.]privbochkg[.]com

Fraudulent email addresses:

info[@]privatebochk[.]com

admin[@]privbochkg[.]com

The fraudulent website has a login page which intends to steal customers’ data, such as the internet banking user ID and password. BOCHK declares that it has no connection with the fraudulent website and the phishing emails. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

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) 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 <https://www.bochk.com/en/security.html>. BOCHK also advises its customers to verify any emails that claim to be sent from BOCHK. Please delete suspicious emails and attachments immediately without opening them.

Customer who has logged into the aforesaid fraudulent website or 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 fraudulent website:

