

28 August 2026

### **Statement on fraudulent website**

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

hxxps[:]//boc[.]tearwhereh[.]cfd

The fraudulent website has a login page which intend to steal customers’ data, such as the internet banking number / user name and internet banking password. BOCHK declares that it has no connection with the fraudulent website. 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](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 <https://www.bochk.com/en/security.html>.

Customer who has logged into the aforesaid fraudulent website and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Below is the screenshot of the fraudulent website (Chinese only):

 中國銀行(香港)  
BANK OF CHINA (HONG KONG)

繁體 简体 A A A Contact Us

登入香港網上銀行

已登記 / 辦理網上銀行服務

網上銀行號碼/用戶名稱 

網上銀行密碼

[申請辦法](#)

若閣下忘記用戶名稱, 重設網上銀行密碼。



 重要提示

經此渠道提供的服務之相關條款及細則將以電子形式提供。請於申請產品或服務或進行交易前先看閱相關條款及細則、資料及文件。查詢請聯絡在線客服。

客戶在登入網上銀行時, 請注意登入版面有否出現任何異常情況(例如: 不正常的彈出版面、視窗運作緩慢、重複要求客戶輸入密碼等)。如有懷疑, 切勿按照可疑網頁上的指示操作或輸入任何資料, 並請即致電本行客戶服務熱線(852) 3988 2388。詳情請參閱[保安資訊](#)。

[更多](#)

若您想了解更多網上銀行操作, 請瀏覽[操作指引](#)。

Bank of China (Hong Kong) Limited