

14th September 2026

Beware of “Fake Refund” Scams

BOCHK would like to remind customers to stay vigilant against scammers who may impersonate banks or merchants in connection with recent credit card fraud incidents, and attempt to obtain customers' personal information under the guise of assisting with refunds for subsequent fraud.

The Bank reminds customers to be vigilant against possible scams:

- Should you receive any suspicious calls or text messages claiming to offer assistance with refunds, please verify the caller's identity. Do not click on any unknown links or scan any QR codes.
- BOCHK staff will never request customers to provide bank account passwords, credit card information, or One-Time Passwords (OTPs) to process transactions. Under no circumstances should you disclose this information to anyone.
- Customers who have received any suspicious calls or messages purporting to be from BOCHK staff, should contact our Customer Service Hotline immediately at (852) 3988 2388 (press 3, # and 2 after language selection) for verification.

Bank of China (Hong Kong) Limited