



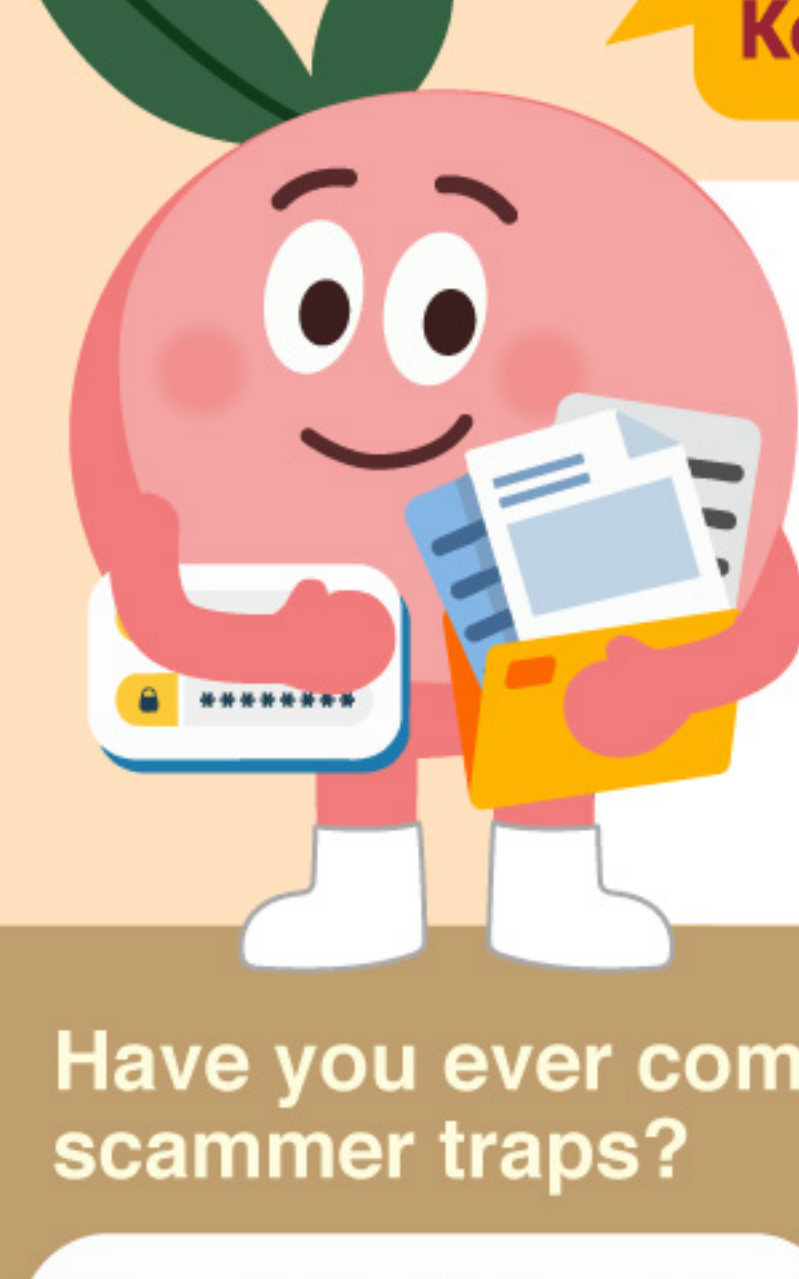
中國銀行(香港)
BANK OF CHINA (HONG KONG)

深知 所以更近
Understanding Brings Us Closer

Trusty Reminds You



Safeguard Your Personal Information to Keep Your Account Safe



Stay with Trusty, stay safe from scams! As BOCHK's Anti-Fraud Ambassador, I am always keeping a watchful eye on your account to help keep it secure.

Have you ever come across these scammer traps?

【Urgent Alert】Fraudulent activity detected on your account. **Click the link below** to verify your identity.

To reverse unauthorised charge, **please provide the One-Time Password (OTP)** sent to your phone.

【Exclusive】Investment opportunity with guaranteed high returns! **Provide your online banking credentials** now to set up your VIP account.

【Final Notice】Please enter your **credit card number, expiry date and CVV security code** within 10 minutes to cancel this pending debit.



Trusty reminds you:



Stay calm



Don't click

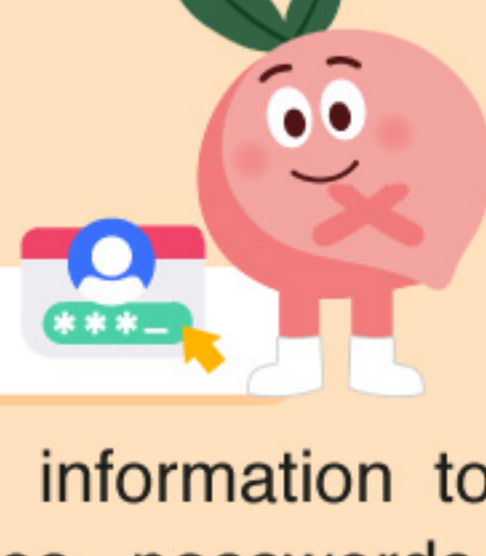


Verify facts



Don't reply

Trusty's Anti-Fraud Habits:



- ✓ Never disclose any personal information to strangers, including usernames, passwords, One-Time Passwords (OTP) and credit card details
- ✓ Never use links, QR codes, or attachments in messages or emails for conducting transactions or submitting personal information
- ✓ Avoid using public Wi-Fi or public devices to enter personal information
- ✓ Change passwords regularly; never use the same password across multiple platforms
- ✓ Download applications and always log in through official channels
- ✓ Monitor your account activity regularly. Promptly report any unusual activity to the bank

You can also use these protection measures:



“Money Safe” Service

Jointly launched by the HKMA and retail banks in Hong Kong. Once deposit has been “locked”, customer can only “unlock” through in-person verification at a branch, effectively preventing unauthorised transactions.

“Suspicious Account Alert” Mechanism

When making transfers (including FPS) or deposits at BOCHK branches, ATMs, or online banking, the system will automatically cross-reference to the Police's “Scameter” database. If the recipient is labelled “High Risk”, a warning will be issued instantly.

If you suspect you have been scammed, please stay calm and take the following actions:

1. Immediately stop all contact with the scammer and retain all relevant chat and transaction records.
2. Call the **BOCHK Customer Service Hotline at +852 3988 2388** (Press **3 > # > 2**) to request an immediate freeze on the relevant accounts and credit cards.
3. Call the Anti-Deception Coordination Centre's **“Anti- Scam Helpline 18222”** for enquiries, or dial **999** immediately.

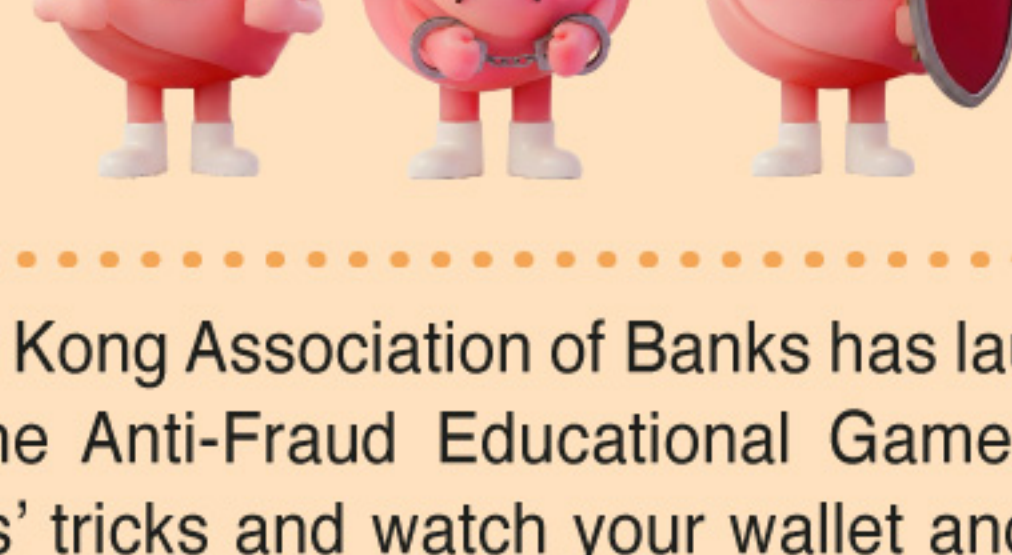


Monthly Anti-Fraud Tips

“Trusty” stickers are now live!

Visit the BOCHK Instagram Official Account under “Anti-Fraud Class” Story Highlights to learn more.

Want to share anti-fraud tips with family and friends? Stay tuned to BOCHK's official social media accounts for the Trusty's latest updates.



The Hong Kong Association of Banks has launched the “Online Anti-Fraud Educational Game”. Spot scammers' tricks and watch your wallet and boost your defense against scams through the fun quizzes. Visit the game website for details: <https://onlinegame.hkab.org.hk/>



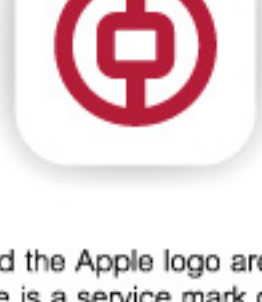
BOCHK Wins
The Asian Banker
Best Retail Bank Awards

Excellence starts with you
Best Retail Bank in Asia Pacific
Best Retail Bank in Hong Kong

TAB Global EXCELLENCE IN RETAIL FINANCE
GLOBAL AWARDS 2024

TAB Global EXCELLENCE IN RETAIL FINANCE
GLOBAL AWARDS 2024

Login to BOCHK Mobile Banking now



BOCHK 中銀香港 |

Download on the App Store

GET IT ON Google Play

EXPLORE IT ON AppGallery

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.. Android, Google Play, and the Google Play logo are the registered trademarks of Google Inc.. HUAWEI EXPLORE IT ON AppGallery and the HUAWEI EXPLORE IT ON AppGallery logo are the registered trademarks of Huawei Technologies Co., Limited.