中國銀行(香港)有限公司
BANK OF CHINA (HONG KONG) LIMITED

13 November 2026

Notice on phishing messages related to Microsoft Outlook service outage

Bank of China (Hong Kong) Limited ("BOCHK") would like to alert its customers and the general public to phishing messages from fraudsters seeking to steal customers' personal and account information by exploiting the Microsoft Outlook service outage.

Customers are advised to carefully verify the identity of the sender of any electronic messages, and not to click on links in suspicious messages, scan QR codes, open suspicious attachments, or download unknown software or applications. In addition, personal information, bank account numbers and passwords should never be disclosed.

Customers who have received the above-mentioned fraudulent messages purportedly sent by BOCHK or 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