17 November 2026

Statement on fraudulent websites and suspicious message

Bank of China (Hong Kong) Limited ("BOCHK") would like to alert its customers and the general public to the following fraudulent websites, and a suspicious WhatsApp message purportedly sent by a BOCHK staff member:

Fraudulent websites:
hxxps[:]//boc[.]bansercent[.]com
hxxps[:]//boc.txnuecsm[.]us[.]cc

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



Below is the screenshot of the suspicious WhatsApp message (Chinese only):



The fraudulent websites have 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 websites and suspicious WhatsApp message. Meanwhile, the cases have 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.

Customer who has logged into the aforesaid fraudulent websites or received the aforesaid WhatsApp message and 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