

30 September 2016

Statement on Fake E-mail and Fraudulent Website

Bank of China (Hong Kong) (“BOCHK”) wishes to alert customers and the general public about a fake e-mail (info@bochn-hk.com) which requests customers to click on the embedded link connecting to a fraudulent website (<http://bochn-hks.com/home/>). This fraudulent website, with similar layout to the official website of BOCHK, intends to steal customers’ personal data, such as account number and password. BOCHK declares that it has no connection with the fake e-mail and the fraudulent website. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Anyone who has logged into the fraudulent website and has provided his or her personal information, or has conducted any transactions through the fraudulent website should immediately call BOCHK Customer Service Hotline (852) 3988 2388.

Under no circumstances would BOCHK send out e-mails or SMS messages, or call customers asking them to call back or log into the website/Mobile Banking for system upgrade, or to provide or verify their personal information (including their passwords). When conducting transactions through electronic channels, customers are advised to type the website address of BOCHK (www.bochk.com) into the browser address bar, or download the BOCHK Mobile Application from official App stores or trustworthy sources, for access to their Internet Banking or Mobile Banking accounts. Customers should not access such accounts or provide their personal information (including their passwords) through any hyperlinks or attachments embedded in e-mails or from websites. For security information of our electronic banking services, please browse www.bochk.com/en/security.html.

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About Bank of China (Hong Kong) Limited

Bank of China (Hong Kong) Limited (BOCHK) is a leading listed commercial banking group in Hong Kong with strong market positions in all major businesses. It has the most extensive local branch network and diverse service platforms, including about 220 branches, efficient e-channels of over 1,000 self-service machines, as well as Internet and mobile banking services. It offers a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers. BOCHK is one of the three note-issuing banks and the Clearing Bank for Renminbi business in Hong Kong. With its strong RMB franchise, BOCHK is the first choice for customers in this business. Through the deep collaboration with its parent bank, BOC, it provides a full range of high quality cross-border services to multinationals, cross-border customers, Mainland enterprises going global, central banks and super-sovereign organisations.

BOC Hong Kong (Holdings) Limited, BOCHK’s holding company, is listed on the main board of the Stock Exchange of Hong Kong, with stock code “2388”, ADR OTC Symbol “BHKLY”.