

19 October 2016

Notice of Internet Banking Security

Bank of China (Hong Kong) (“BOCHK”) would like to remind its customers and the general public to stay alert to a fake pop-up window during their login into Personal Internet Banking (www.bochk.com). This fake pop-up window requests customers to enter personal data such as Hong Kong Identity Card number/passport number, date of birth and phone banking password. BOCHK has reported the case to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK wishes to reiterate that BOCHK’s Internet Banking login process does not require customers to enter personal data, including but not limited to Hong Kong Identity Card number/passport number, etc.

Customers are reminded to stay vigilant of any unusual login webpage during their Internet Banking login process (such as unusual pop-up window and/or the unusually slow computer response). If customers find any webpage suspicious, they should not follow its instruction or input any information and should close the browser immediately. Customers who discover any unauthorised transactions in their bank accounts or have any query relating to Internet Banking Service should call BOCHK Customer Service Hotlines (852) 3988 2388 (Personal Customers)/(852) 3988 2288 (Corporate Customers).

To ensure Internet Banking security, customers should install firewall and anti-virus software in their personal computers and keep them up-to-date. They should also avoid visiting or downloading software from suspicious websites, and be wary of opening attachments in emails from unfamiliar sources.

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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 crossborder 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”.