

24 July 2018

Statement on phishing email and fraudulent websites

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to phishing emails purported to be sent by Bank of China (Hong Kong). The phishing email claimed to be sent out by Bank of China <bochk@customerservice.com> requests customers to click the embedded link and access to the following fraudulent websites:

<https://evalscafe.tk/update/it's.bochk.com/boc/indexchina.html>

<https://evalscafe.tk/update/it's.bochk.com/boc/index.html>

<https://valscafe.tk/secure/it's.bochk.com/boc/indexchina.html>

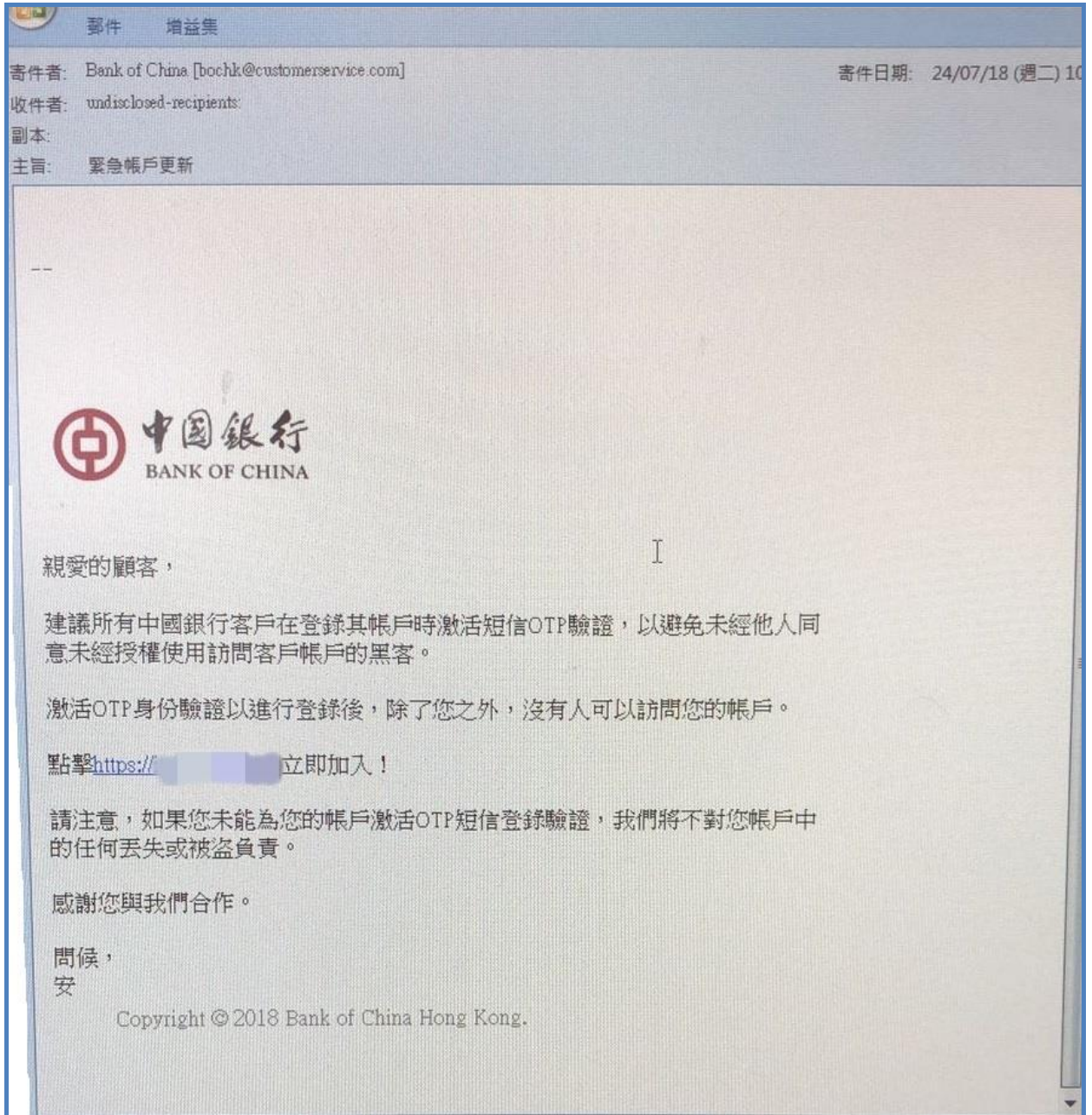
<https://valscafe.tk/secure/it's.bochk.com/boc/index.html>

<http://yakimavalleykennelclub.com/bochk/netbanking/authentication/prelogon/logon/cn.htm>

With the design similar to the official Internet Banking login page of BOCHK, the fraudulent websites intend to steal customers’ personal data, such as Internet Banking account name, login password, Identity Certificate/Passport number, email, mobile phone number and the one-time password sent to the mobile phone. BOCHK declares that it has no connection with the phishing email and fraudulent websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Customers are advised not to click on the link in the phishing email. Under no circumstances would BOCHK send out e-mails or SMS messages containing embedded links to the logon page of BOCHK Internet banking, or call customers asking them to call back or log into any website/Mobile Banking to provide or verify their personal information (including their passwords). Anyone who has logged into the webpages and provided his or her personal information should immediately call BOCHK Customer Service Hotline (852) 3988 2388 (press 4, 1 and 1 after language selection).

Below are the screenshots of the phishing email and fraudulent websites:





中國銀行(香港) BANK OF CHINA (HONG KONG) ENG 简体 A A A 聯絡我們

登入香港網上銀行

已登記 / 辦理網上銀行服務

網上銀行號碼 / 用戶名稱

網上銀行密碼

驗證碼 **7f48**

[更新圖像](#) 

若閣下 [忘記網上銀行號碼 / 用戶名稱](#), [重設網上銀行密碼](#).

重要提示

全新的「流動保安編碼」經已推出，為您的網上銀行帶來更輕鬆便捷的體驗。只要以流動裝置下載本行的流動應用程式及進行簡單的啟動步驟便可即時使用。進行「[指定交易](#)」更輕鬆。 [查詢詳情](#)

最新消息

客戶在登入網上銀行時，請注意登入版面有否出現任何異常情況(例如：不正常的彈出版面、視窗運作緩慢、重覆要求客戶輸入密碼等)。如有懷疑，切勿按照可疑網頁上的指示操作或輸入任何資料，並請即關閉視窗。[詳情請參閱保安資訊](#)

有關登記有效電郵地址及流動電話號碼進行指定投資交易。[詳情](#)

為加強對客戶的保障，由2018年4月22日起，客戶必須使用雙重認證方可於網上或手機銀行進行「指定投資交易」。[詳情](#)



中國銀行(香港) BANK OF CHINA (HONG KONG) ENG 简体 A A A Contact Us

請輸入發送到您手機的六位OTP

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YOUR PREMIER BANK

 **中國銀行(香港)**
BANK OF CHINA (HONG KONG)

ENG 簡體 A A A Contact Us

請驗證您的詳細信息

IC/護照號碼

手機號碼

電子郵件

 **中國銀行(香港)**
BANK OF CHINA (HONG KONG)

ENG 簡體 A A A Contact Us

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您的最佳選擇
YOUR PREMIER BANK



 **中國銀行(香港)** BANK OF CHINA (HONG KONG) ENG 繁體 A A A 聯絡我們

登入香港网上银行

已登记 / 办理网上银行服务

网上银行号码 / 用户名称

网上银行密码

验证码 **7-247**

[更新图片](#) 

[申请办法](#)

请按下 [忘记密码 / 用户名称](#)、[重置网上银行密码](#)。

重要提示

全新的「流动保安程序」现已推出，为您的网上银行服务提供最佳保障。只要以流动装置下载本行的流动应用程序及进行简单的启动步骤便可即时使用，进行「[安全交易](#)」更轻松、[更快捷](#)。

最新消息

为加强对客户的保障，由2018年4月22日起，客户必须使用双重认证方可于网上或手机银行进行「指定投资交易」。 [详情](#)

中银香港全新手机银行已经推出，请立即更新，体验全新界面及便捷服务！ [详情](#)

客户请通过账户所属银行的网上银行办理交易，
南洋商业银行网址：<http://www.ncb.com.hk>
集友银行网址：<http://www.chiyubank.com>

客户如使用流动电话登入网上/手机银行，请定期透过官方软件应用商店或本行网站下载并安装流动应用程序、手机操作系统及浏览器的最新版本，切勿尝试安装来源不明的软件/应用程序，如发现任何可疑的程序，切勿尝试下载、登入及应即时停止操作。同时，切勿使用已被破解的iPhone或Android流动电话尝试登入网上/手机银行，以防潜在保安漏洞。 [详情](#)

请定期更改并使用保安程度较高的登入密码，切勿透过任何电子部件提供的超连接登入网上银行及手机银行服务，避免使用公用电脑或无线网络登入网上银行及手机银行，如有怀疑，切勿按照可疑网页上的指示操作或输入任何资料，并请即致电本行客户服务热线 (852)3988 2388。

保安资讯 

如何确保您的网上交易安全稳妥？请

首次登入或登记 

阁下可使用持有之储蓄 / 支票账户、

系统提升时间表 

客户服务热线：

 **中國銀行(香港)** BANK OF CHINA (HONG KONG) 主頁 ENG 繁体 聯絡我們 香港分行

設定预设 信息 我的快捷

理财 | 银行服务 | 投资 | 贷款 | 保险 | 信用卡 | 人民币 | 中银财互通 | 跨境金 | 电子结算 | 提升/开立服务 | 个人助理 | 个人设定

账户设定 | 利率设定 | 保安设定 | 境外自动柜员机取款设定 | 信用卡每月网上消费限额设定 | 中银卡App的购买限额设定 | 宣传计划 | 更改密码 | 更改个人资料 | 更改自我证明 | 新面设定 | 设定用户名称 | 手机银行设定

增强安全性

[加入我的推荐](#) [列印](#) [反馈](#) [设置](#)



短信代码已发送到您的手机号码

输入代码:

帮助中心 | 重要提示 | 柜面业务指引 | 保安资讯 | 跨境服务

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, QR Codes or attachments embedded in e-mails or from websites. For security information of our electronic banking services, please browse <http://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 commercial banking group in Hong Kong with strong market positions in all major businesses. We have the most extensive local branch network and diverse service platforms in Hong Kong, including approximately 200 branches, more than 250 automated banking centres, efficient e-channels of over 1,000 self-service machines, as well as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers. To implement the overseas development strategy of BOC Group, we strive to drive our regional development by expanding our business in the Southeast Asian region. Our branches and subsidiaries have been extended to Southeast Asian countries such as Malaysia, Thailand, Indonesia, Cambodia, Brunei, Vietnam and the Philippines, with the provision of professional and high-quality financial services to local customers. We will also expedite our development into a top-class, full-service and internationalised regional bank.

BOCHK is one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong. With our strong RMB franchise, we are the first choice of customers in this business. Through the deep collaboration with our parent bank, BOC, we provide 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 one of the largest listed companies on the main board of the Stock Exchange of Hong Kong, with stock code “2388” and ADR OTC Symbol “BHKLY”.