

16 August 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 a phishing email purported to be sent by BOCHK. The phishing email claimed to be sent out by Bank Of China. <customerservices@ bochk.com> requests customers to click the embedded link and access to the following fraudulent websites:

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

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

<https://dergalvanet.tk/secure/bochk.com/boc/index.html>

<https://dergalvanet.tk/secure/bochk.com/boc/indexchina.html>

With the design similar to the official Internet Banking login page of BOCHK, the fraudulent websites intend to steal customers’ personal data, such as Identity Certificate/Passport Number, Internet Banking account name, login password, mobile phone number, email address and the one-time password sent to customer’s 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 embedded with hyperlinks directing to the logon page of its Internet Banking, or call customers asking them to call back or log into any 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, QR Codes or attachments embedded in e-mails or from websites. For security information of our electronic banking services, please browse <https://www.bochk.com/en/security.html>.

Anyone who has logged into the aforesaid fraudulent websites 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 website:



尊敬的客戶，

我們致力於確保您擁有安全的網上銀行體驗，滿足您的銀行需求。

作為在線訪問您帳戶的附加安全措施，中國銀行在登錄和執行敏感在線交易（如第三方資金轉帳）時採用了雙因素身份驗證（“2FA”）進行客戶驗證。這是一次性密碼（“OTP”）將通過移動應用程序生成，該移動應用程序充當額外的身份驗證層，以防止網上銀行欺詐。因此，所有客戶都被要求與我們更新他們的帳戶信息。

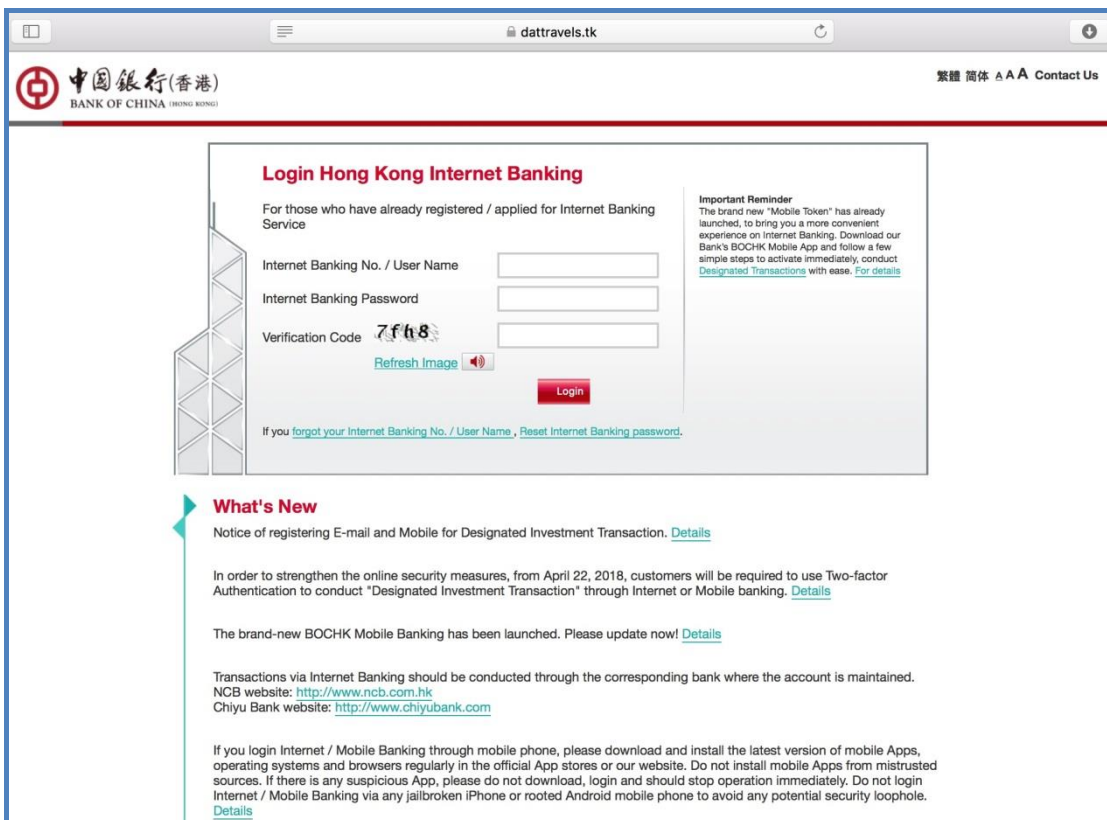
請注意，如果您未能更新帳戶，我們將不對您帳戶中的任何丟失或被盜負責。

單擊 <https://www.bocchi.com> 以激活您帳戶的新安全功能。

我們希望您喜歡這個新的未來。

感謝您與我們合作。

問候，
中國銀行。





Login Hong Kong Internet Banking

For those who have already registered / applied for Internet Banking Service

Internet Banking No. / User Name

Internet Banking Password

Verification Code 

[Refresh Image](#) 

If you [forgot your Internet Banking No. / User Name](#), [Reset Internet Banking password](#).

Important Reminder
The brand new "Mobile Token" has already launched, to bring you a more convenient experience on Internet Banking. Download our Bank's BOCHK Mobile App and follow a few simple steps to activate immediately, conduct [Designated Transactions](#) with ease. [For details](#)

What's New

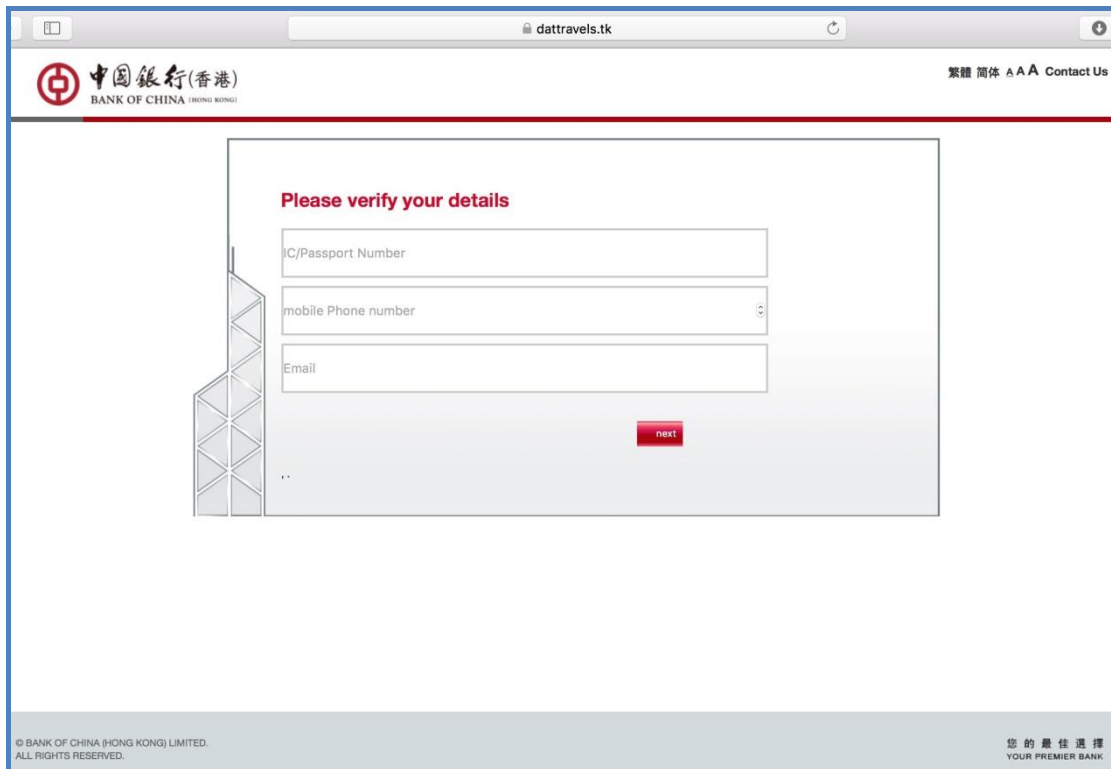
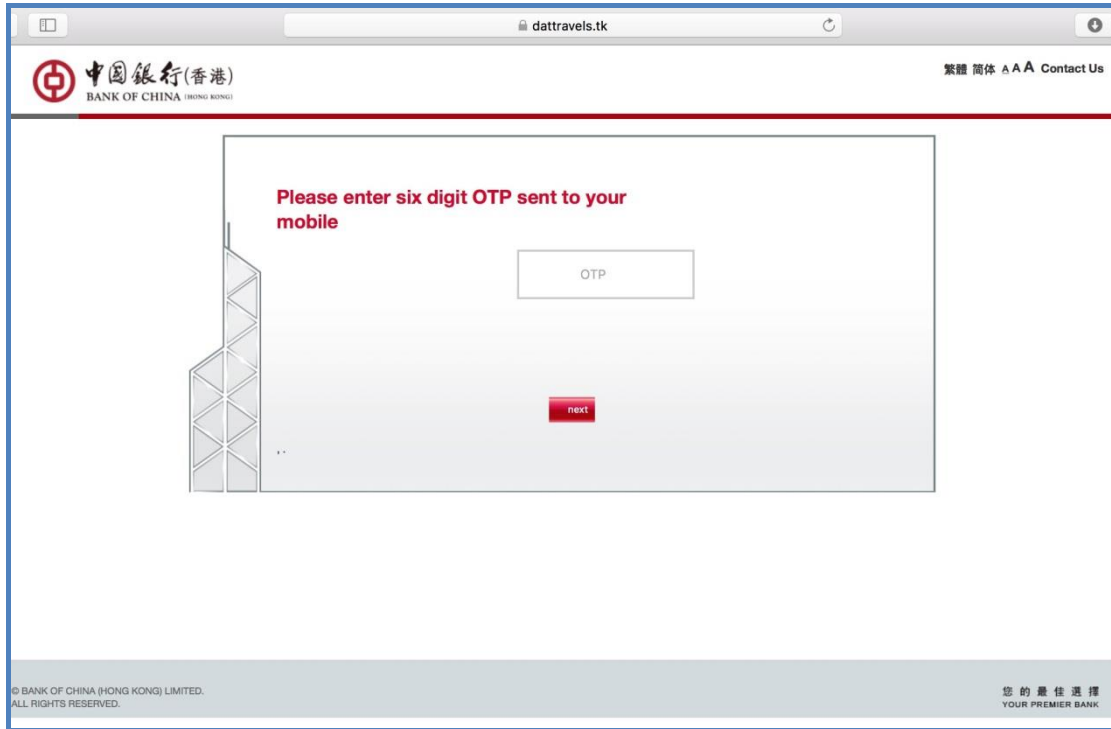
Notice of registering E-mail and Mobile for Designated Investment Transaction. [Details](#)

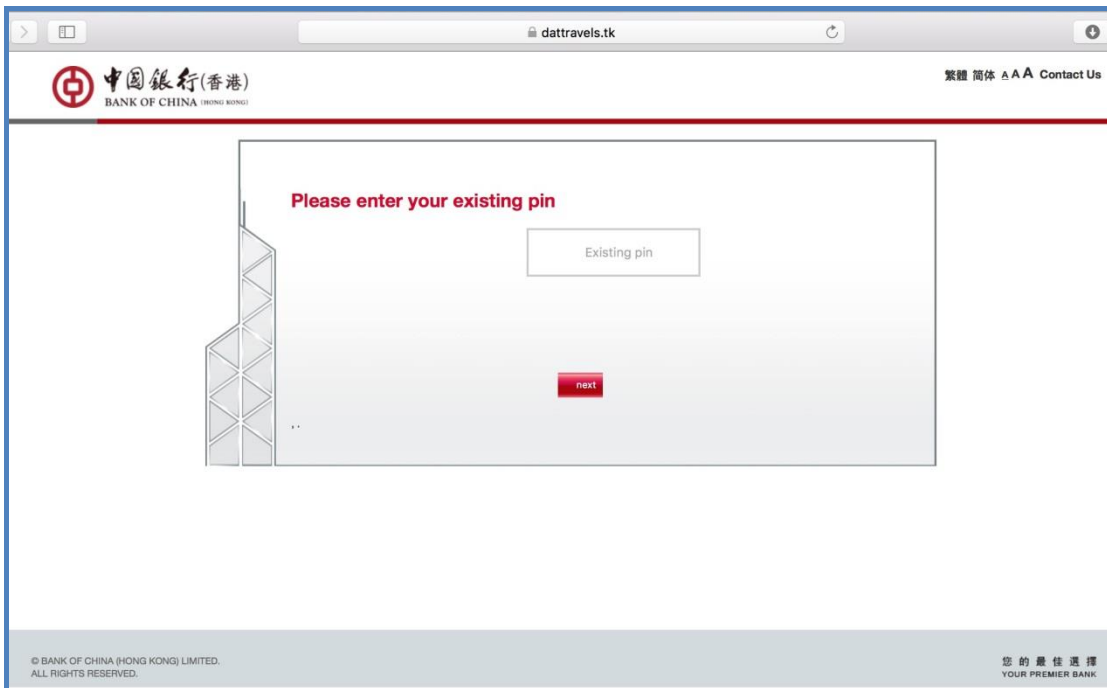
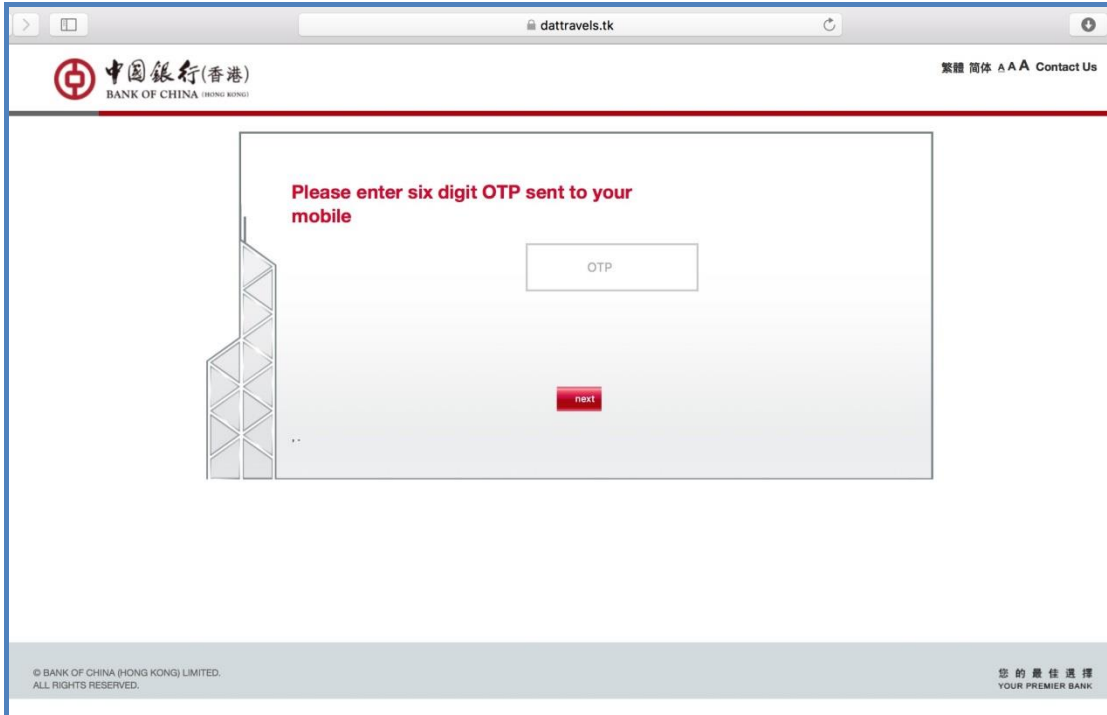
In order to strengthen the online security measures, from April 22, 2018, customers will be required to use Two-factor Authentication to conduct "Designated Investment Transaction" through Internet or Mobile banking. [Details](#)

The brand-new BOCHK Mobile Banking has been launched. Please update now! [Details](#)

Transactions via Internet Banking should be conducted through the corresponding bank where the account is maintained.
NCB website: <http://www.ncb.com.hk>
Chiyu Bank website: <http://www.chiyubank.com>

If you login Internet / Mobile Banking through mobile phone, please download and install the latest version of mobile Apps, operating systems and browsers regularly in the official App stores or our website. Do not install mobile Apps from mistrusted sources. If there is any suspicious App, please do not download, login and should stop operation immediately. Do not login Internet / Mobile Banking via any jailbroken iPhone or rooted Android mobile phone to avoid any potential security loophole. [Details](#)





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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”.