

2 October 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 Bank of China (Hong Kong) Ltd <customerserviceinfo@bochk.com> and the following fraudulent websites:

<https://zubotektura.com.hr/secure/it's.bochk.com/boc/indexchina.html>

<https://zubotektura.com.hr/secure/it's.bochk.com/boc/index.html>

<http://radioimágenes.com/bhk/display/prelogon/preauth/authectication/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 Identity Certificate/Passport Number, Internet Banking Number/Username, password, mobile phone number, email address, as well as the one-time password or SMS code 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.

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, to provide/verify their personal information (including their passwords) or to verify their banking information.

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 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 is the screenshot of the phishing email (Chinese only):

From: Bank of China (Hong Kong) Ltd
Sent: Monday, October 01, 2018 9:14 AM
To: undisclosed-recipients:
Subject: 紧急通知



亲爱的顾客

作为我们的在线银行安全系统的一部分，您需要验证您的银行信息。
由于我们的客户提供有关欺诈性电子邮件，数据窃取和未经授权交易的报告，我们正在开展网上银行欺诈意识计划。

请检查以下注册信息，确保其未被篡改并安全使用网上银行服务。
如果不这样做可能会危及您的帐户，并且您的帐户将被屏蔽。

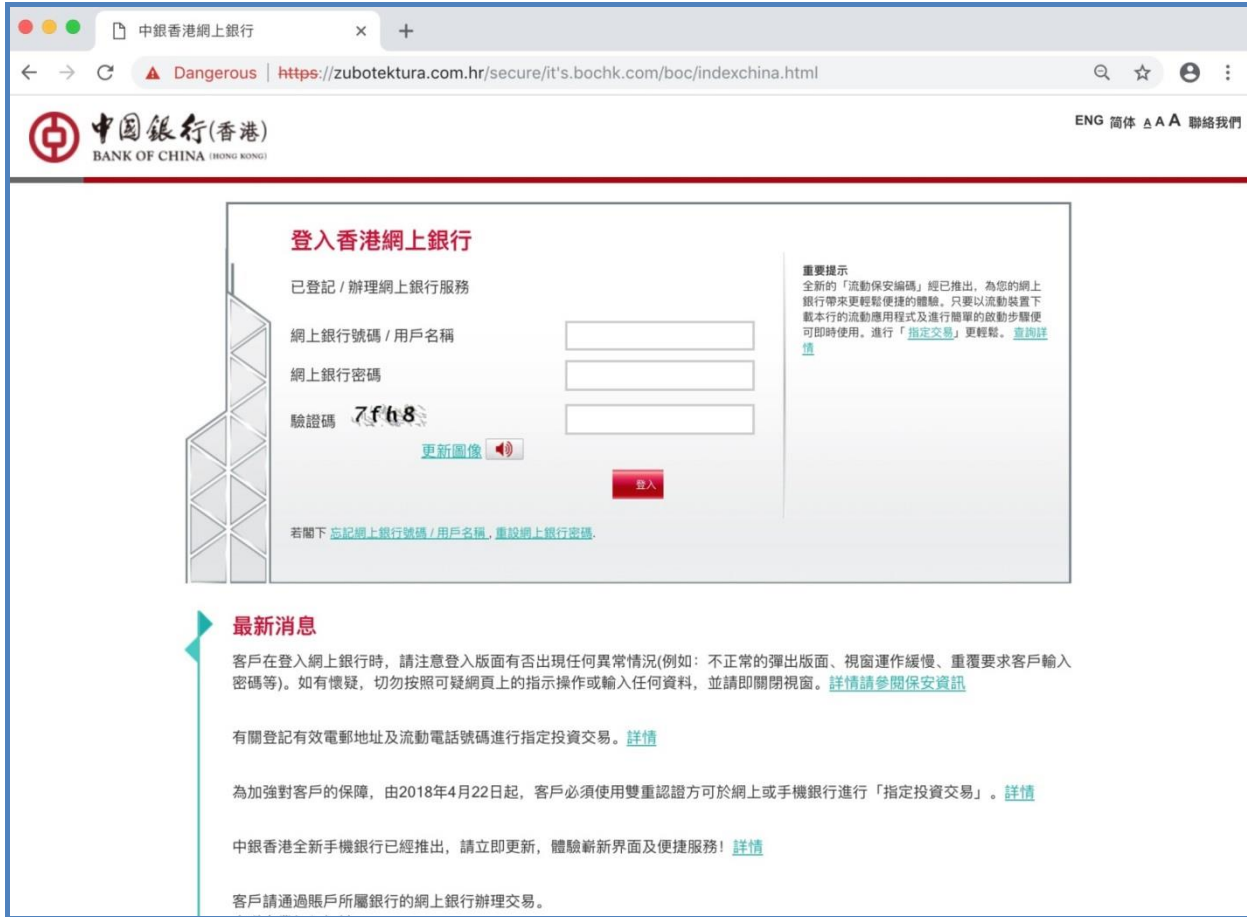
*此消息仅适用于指定的收件人，可能包含机密和/或特权信息。 如果发生错误，请将其删除。
请勿复制，用于任何其他目的，或将任何内容发布给任何人。*

请在此处查看您的信息：https://www.boc.hk/verify/index_e.jsp/verify

感谢您与我们合作！
您的安全是我们的首要任务

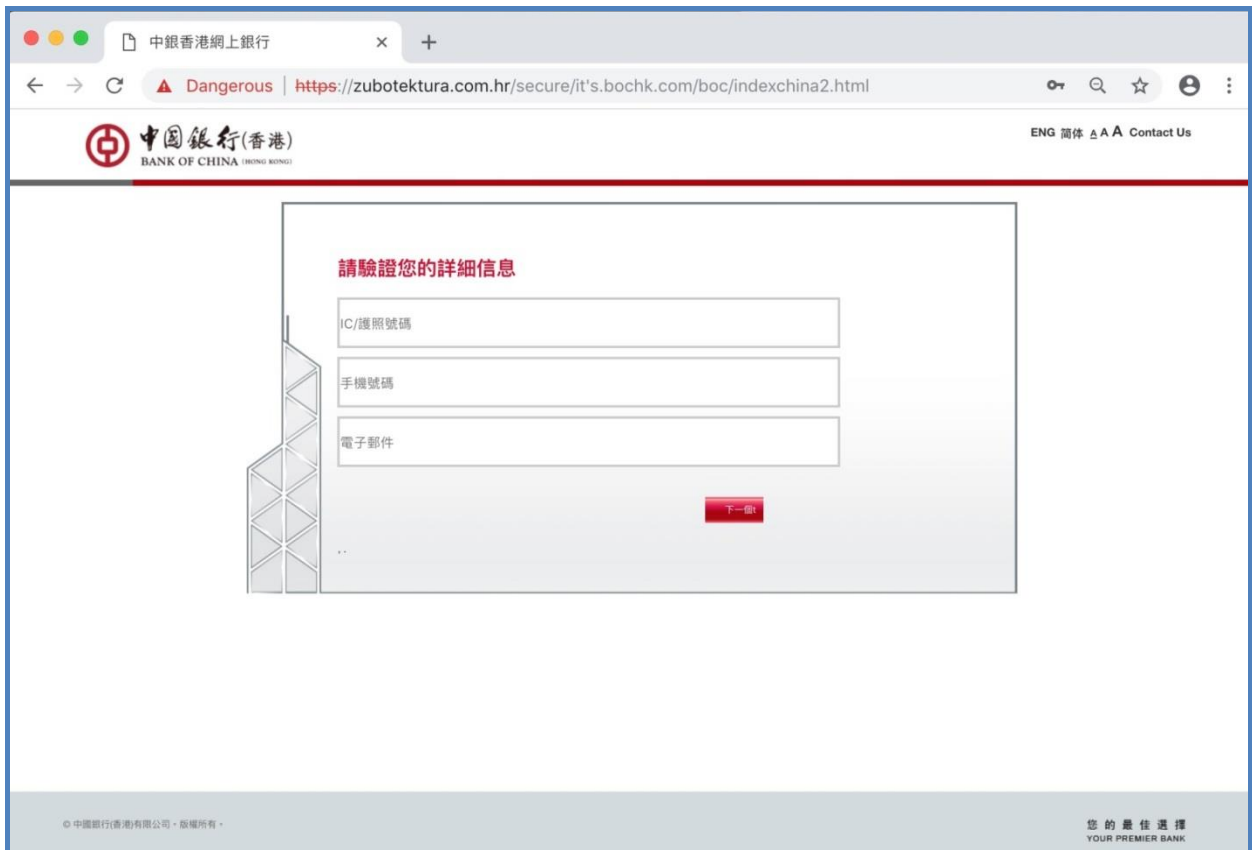
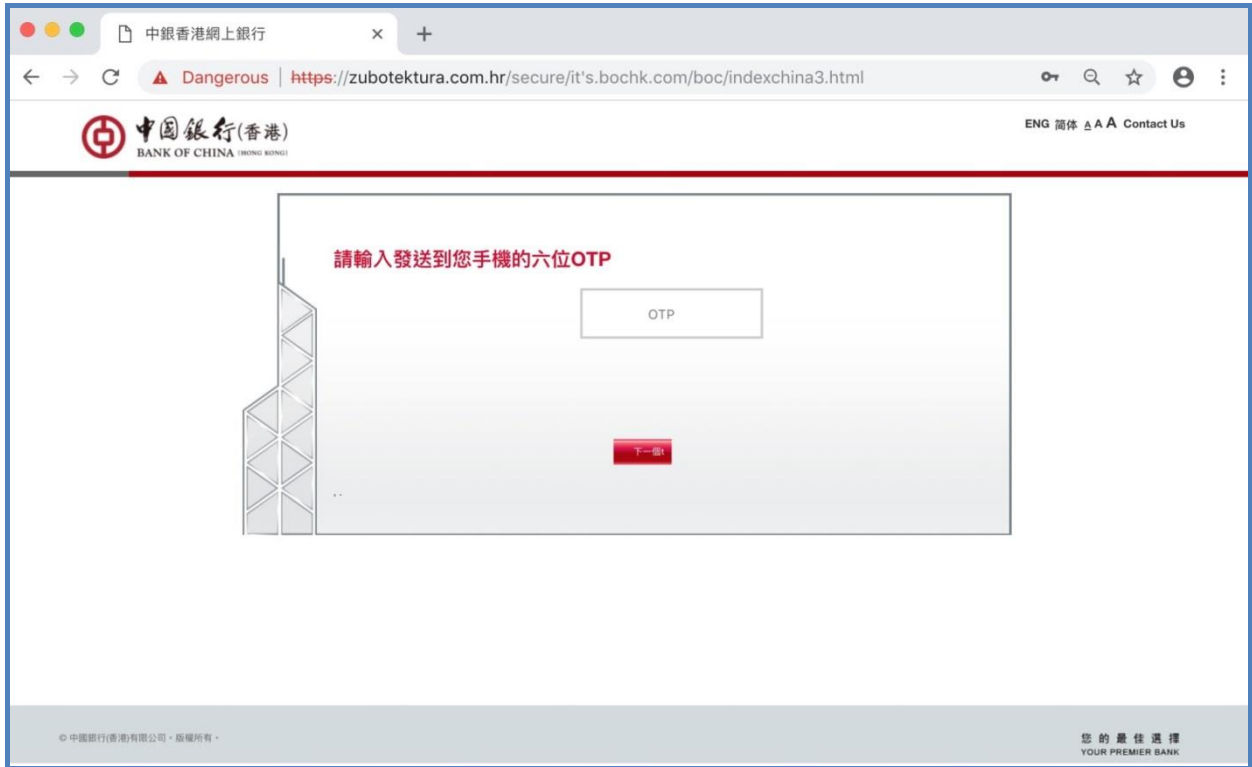
这是一封自动发送的电子邮件。

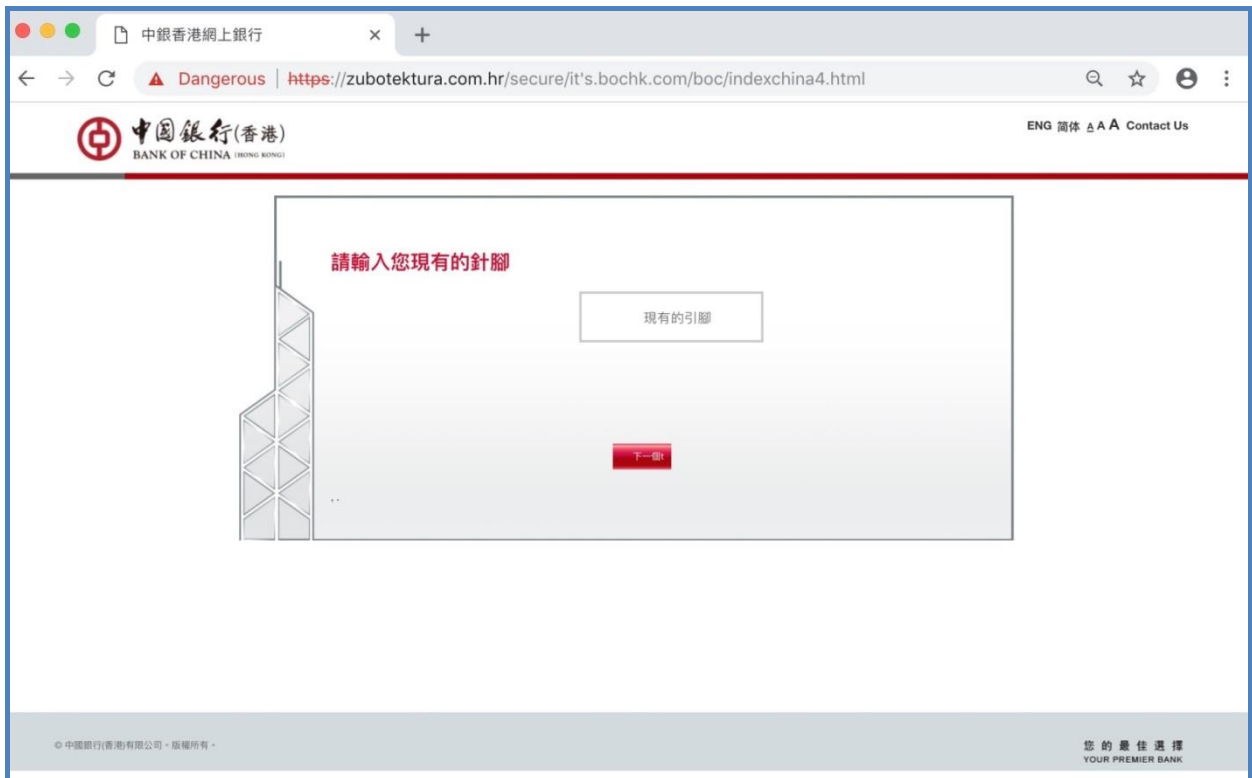
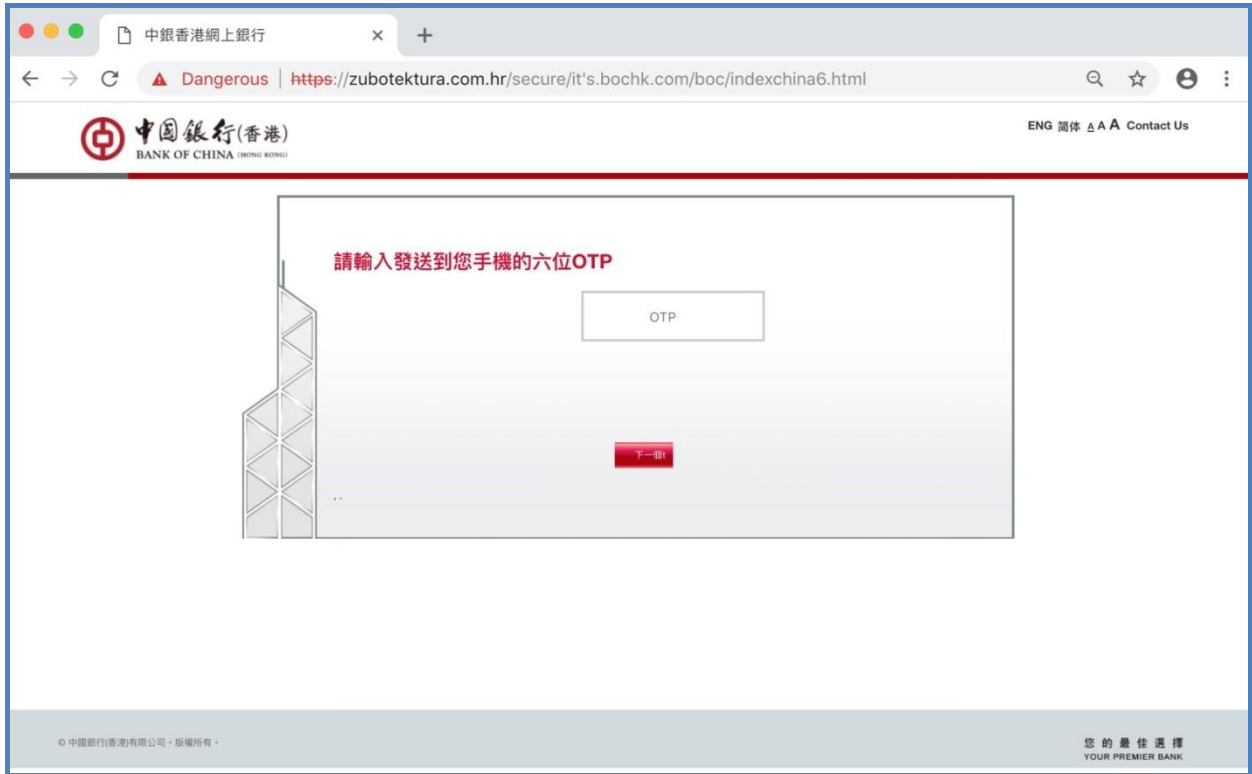
Below are the screenshots of the fraudulent website (part one, Chinese only):



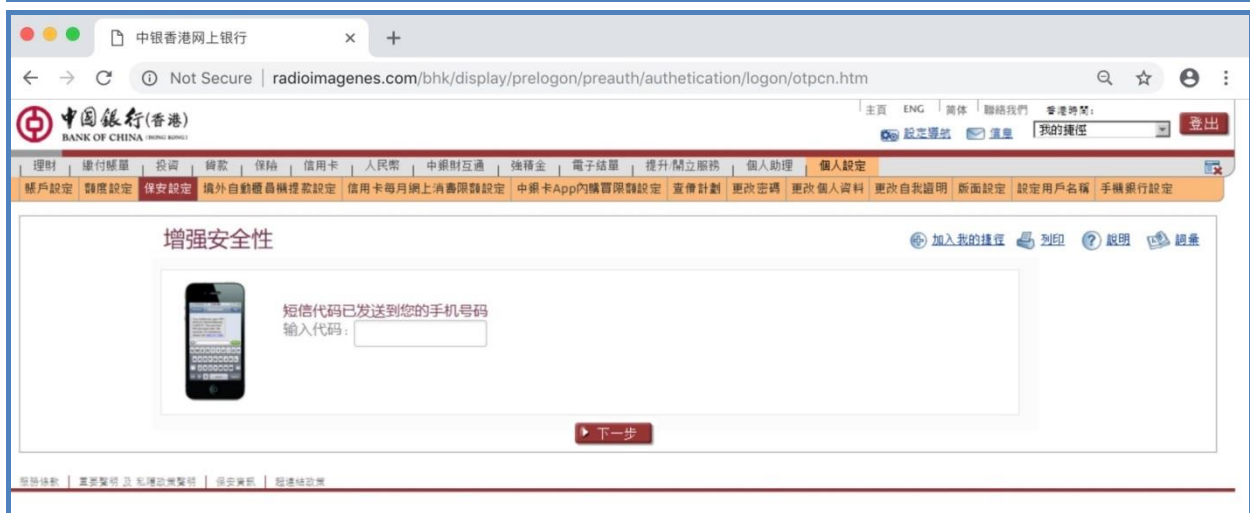
The screenshot shows a web browser window with the following elements:

- Browser Tab:** 中銀香港網上銀行
- Address Bar:** <https://zubotektura.com.hr/secure/it's.bochk.com/boc/indexchina.html>
- Page Header:** 中國銀行(香港) BANK OF CHINA (HONG KONG) and navigation links (ENG, 简体, A A, 聯絡我們).
- Main Content Area:**
 - Section:** 登入香港網上銀行
 - Text:** 已登記 / 辦理網上銀行服務
 - Form Fields:** 網上銀行號碼 / 用戶名稱, 網上銀行密碼, 驗證碼 (7f68).
 - Buttons:** 更新圖像, 登入
 - Text:** 若閣下 [忘記網上銀行號碼 / 用戶名稱](#), [重設網上銀行密碼](#).
- Important Notice (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](#)
- Latest News (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](#)
 - 中銀香港全新手機銀行已經推出, 請立即更新, 體驗嶄新界面及便捷服務! [詳情](#)
 - 客戶請通過賬戶所屬銀行的網上銀行辦理交易。





Below are the screenshots of the fraudulent website (part two, Chinese only):



- End -

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 Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia and Brunei, 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”.