

29 April 2019

Statement on Phishing SMS Messages and Fraudulent Mobile Banking Logon Page

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to two phishing SMS messages purported to be sent by BOCHK and the following fraudulent mobile banking logon page:

<https://login-info-online.com/bochk/?852XXXXXXXXX>

With the design similar to the official Mobile Banking logon page of BOCHK, the fraudulent logon page intends to steal customers’ personal data, including the Mobile Banking Number/Username and password. BOCHK declares that it has no connection with the phishing SMS messages and fraudulent mobile banking logon page. 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 Mobile 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 website. For security information of our electronic banking services, please browse www.bochk.com/en/security.html.

Anyone who has logged into the aforesaid fraudulent mobile banking logon page 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 phishing SMS messages:

SMS message 1

你的賬戶已被閉屏，請登入以下連結
login-info-online.com/bochk/?852XXXXXXXXX

Your Bank Account Have Been Suspended, Please Verify Identity and Follow the Instruction
login-info-online.com/bochk/?852XXXXXXXXX

SMS message 2

Renotice some suspicious activities on your bochk internet banking, please access
login-info-online.com/bochk/?852XXXXXXXXX

Below is the screenshot of the fraudulent mobile banking logon page (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, 270 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, Laos 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”.