

19 September 2019

Statement on phishing emails

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) Online Banking, with email addresses as follows:

cobros@ delcerro.com.do

mehtapozdemir@ zeynephotel.com

Suspicious attachments are embedded in these phishing emails. BOCHK declares that it has no connection with these phishing emails. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK (www.bochk.com) directly into the browser address bar, or through the BOCHK Mobile Application downloaded from official App stores or reliable sources. Customers should not access such accounts or provide personal information (including passwords) through hyperlinks, QR codes or attachments embedded in e-mails or on websites. For more security information about BOCHK’s electronic banking services, please visit www.bochk.com/en/security.html.

Anyone who has received the aforesaid phishing emails and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 4, 1 and 1 after language selection).

Below are the screenshots of the phishing emails:

From: Bank of China (Hong Kong) Online Banking <cobros@delcerro.com.do>
Sent: 2019年9月19日星期四 9:24
To:
Subject: Payment confirmation
Attachments: Bank of China (Hong Kong) Transfer Confirmation 20190919 9505231525.doc

多謝閣下使用本行的服務。

轉賬交易通知:
扣賬賬戶(部份) - 063..614
HKD5821.73
查詢 9505231525

Bank-wide Operation Department
Bank of China (Hong Kong) Online Banking

Tel: 852 398 39876166

Transaction Notification

“Bank of China (Hong Kong) Online Banking 《mehtapozdemir@zeynephotel.com》 [+]

To: XXXXXXXXXXXXXXXXXXXX

Attachments: Bank of China (Hong Kong) Transfer Confirmation.doc(215.8 kB);

Date: 09/19/2019 08:46

轉賬交易通知:

扣賬賬戶(部份) - 072..368

HKD7873.55

查詢 4870821755

Global Corporate Banking Department 環球企業金融部
Bank of China (hong Kong) Online Banking

Tel: 852 398 39809909

- 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 280 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 highquality 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”.