

15 November 2019

Statement on phishing email

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to a phishing email purported to be sent by BOC Customer Service, with an email address as follows:

bochk.ltd012.reply@gmail.com

The phishing email intends to steal customers’ personal information, such as name, phone number and copies of identity document (identity card or passport), credit card or ATM card etc. BOCHK declares that it has no connection with this phishing email. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK advises its customers to verify any emails that claim to be sent from BOCHK. Please delete suspicious emails and attachments immediately without opening them. Anyone who has received the aforesaid phishing email and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 4, 1 and 1 after language selection).

Bank of China (Hong Kong) Limited