

4 June 2020

Statement on Fraudulent Mobile Application

Bank of China (Hong Kong) (“BOCHK”) wishes to alert customers and the general public to a website that provides several downloadable fraudulent mobile applications.

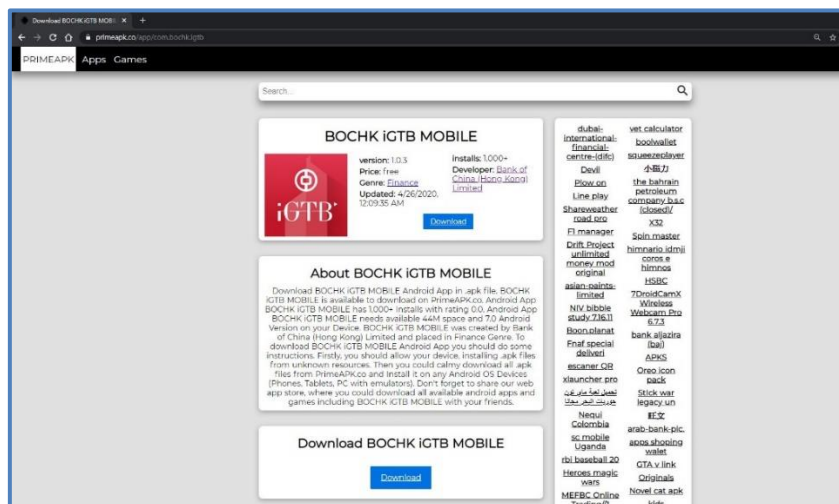
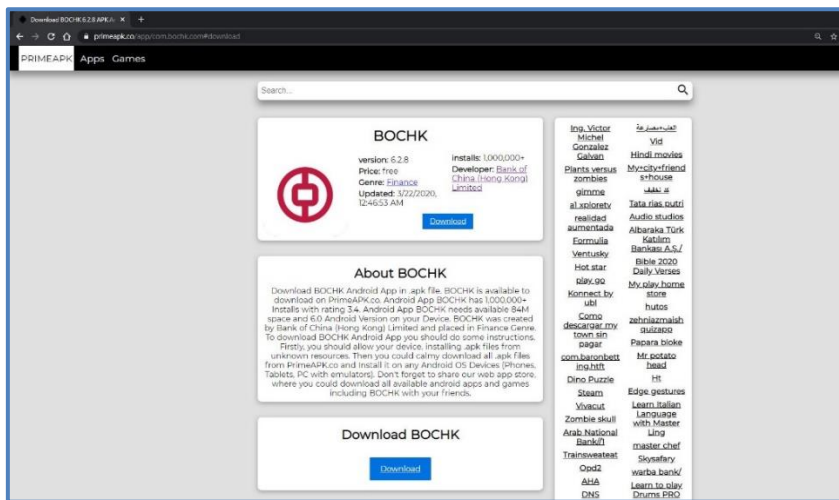
[https://primeapk.co/developer/Bank%20of%20China%20\(Hong%20Kong\)%20Limited](https://primeapk.co/developer/Bank%20of%20China%20(Hong%20Kong)%20Limited)

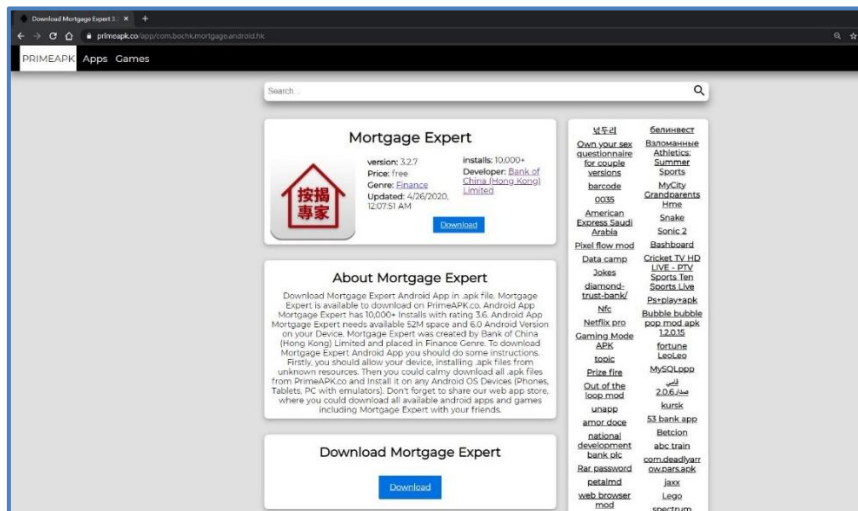
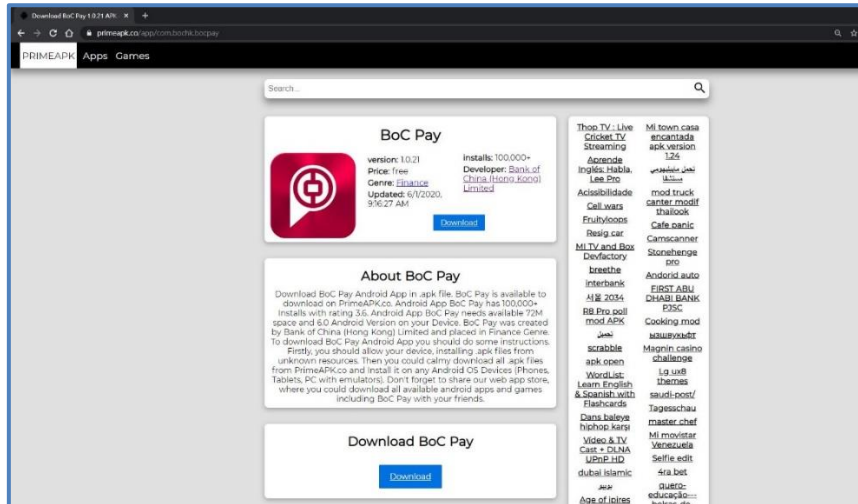
BOCHK declares that it has no connection with the abovementioned website and related fraudulent mobile applications. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

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 in 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 downloaded any fraudulent mobile application through the abovementioned website and has provided personal information, or has conducted any transaction through the fraudulent mobile applications, should delete the applications immediately and call BOCHK Customer Service Hotline (852) 3988 2388 (press 4, 1 and 1 after language selection) and contact the Hong Kong Police Force. To verify any phone calls, e-mails, website addresses or mobile applications purporting to be from BOCHK, customers can also call the above Customer Service Hotline (press 8 after language selection).

Below are the screenshots of the abovementioned website regarding downloadable fraudulent mobile applications (English Only):





Bank of China (Hong Kong) Limited