

18 June 2021

## Statement on phishing SMS message and fraudulent website

Bank of China (Hong Kong) Limited ("BOCHK") would like to alert its customers and the general public to the following phishing SMS message (please refer to the screenshot on the next page) and fraudulent website, which purported to be from BOCHK.

https://secure-boc-cn.com

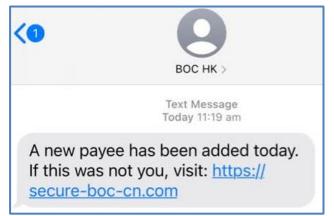
The phishing SMS message and fraudulent website intend to steal customers' information, including Internet Banking number/username and Internet Banking password. BOCHK declares that it has no connection with the phishing SMS message and fraudulent website. Meanwhile, the case has been reported to the 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 (<u>www.bochk.com</u>) 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 SMS messages, e-mails or on websites. BOCHK will update the fraud alerts on the bank's website from time to time. For details, please visit <u>www.bochk.com/en/aboutus/fraudalert.html</u>. For more security information about BOCHK's electronic banking services, please visit <u>www.bochk.com/en/security.html</u>.

Anyone who has logged into the aforesaid fraudulent website and provided their information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).



Below is the screenshot of the phishing SMS message:



Below is the screenshot of the fraudulent website:

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For Sen Inte Inte Inte Veri Iryou Banking servi Statement on The new vers With effect for If your informa encouraged to	22 June 2021, we will stop supporting TLS1.1 protocol enabled bron pase arrange system upgrade as soon as possible to ensure you can ces. <u>Details</u> phishing SMS messages and fraudulent websites. <u>Details</u> sign of <u>Questionnaire on Investment Preference</u> in 23rd May 2021, the <u>Questionnaire on Investment Preference</u> ation regarding financial situation, investment experience and investm o complete the latest version based on your personal circumstances aduct suitability.	access to the Personal Internet/ Mobile ( QIP ) has been updated. nent objectives etc. are updated, you are

Bank of China (Hong Kong) Limited