

17 February 2022

Statement on fraudulent websites and phishing emails

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to fraudulent websites and phishing emails purported to be from BOCHK. The website and email addresses are as follows:

- <https://gdtjp.jp/boc/>
- <http://wise-1.biz/boc/>
- <https://kaef.jp/cgi-bin/mt/cob/boc-retail.hk.offers.benifits.hk.customer.rewards.number.55212.h.220.k/?id=amazon.com%2FDefinitive-Collection-Don-Williams%2Fdp%2FB0002B166O>
- [@tohsyo-c.co.jp](mailto:boci.com.hk)
- [admin @northenergy.jp](mailto:admin@northenergy.jp)

The fraudulent websites and phishing emails intend to swindle customers out of money and steal customers’ information, including phone number, date of birth, email address, credit card information and one-time password sent via SMS. BOCHK declares that it has no connection with the fraudulent websites and 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.

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. Also, any customer who has logged into the aforesaid fraudulent websites and has provided personal information, should contact BOCHK Customer Service Hotline immediately at (852) 3988 2388 (press 3, # and 2 after language selection) and the Police.

Below is the screenshot of the phishing emails:

Subject: BOC Customer Satisfaction Survey

BOC Rewards,

650 lucky customer have been selected to participate in our quick and easy question surveys,
in return you will receive a **110\$HKD** .

Subject : BOC Customer Satisfaction Survey
Rewards : 110\$HKD (or) 3000 Miles (Cathay Pacific)
Time: 3 minutes

BOC is committed to providing its customers with the best service and quality.
In line with our commitment to continuous improvement, we are looking to examine our current
performance across a broad range of issues critical to our success.

The best way to do this is by asking you to participate in this customer satisfaction survey
and to provide us with your opinion on how BOC is currently performing.

What do you have to do?

The customer survey is web-based and is set out in a number of sections.
Please click on the link below to start the customer survey:


> BOC Rewards : Take the survey

Participate in our survey

Claim rewards

Do it again !

Below are the screenshots of the fraudulent websites:



中國銀行(香港)
BANK OF CHINA (HONG KONG)

We welcome your feedback on our BOC website.

Thank you for taking the time to complete the survey. It will take about few minutes.
Your feedback will help us improve our websites.

1. **Based on your experience with BOC website today, how would you rate your overall satisfaction with our website?**

☐ 5 – Highly Satisfied
☐ 4 – Quite Satisfied
☐ 3 – Neutral
☐ 2 – Not Quite Satisfied
☐ 1 – Not Satisfied at all

2. **What is the purpose of your visit today (please select all that apply)?**

☐ Look for information about BOC
☐ Look for promotions
☐ Login to BOC iBanking
☐ Apply for products
☐ Get in touch with the bank
☐ Find some research articles
☐ Others, pls specify

3. **Did you find what you are looking for?**

☐ Yes
☐ No

Screenshots of the fraudulent websites (continued):

1.Select Reward Type

2.Personal Details

3.Confirmation

4.Acknowledgement


Type of Offers AppliedFRP1801-WEBSITE


Thank you for taking our survey !

☒ Customer Satisfaction Survey®

Survey Rewards

Please select a reward offer below:

☐  Up to 3,000 Miles

☐  Up to BOC\$1100 Rewards

☐ I hereby confirm to read and accept the [Terms & Conditions](#)

NEXT

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Screenshots of the fraudulent websites (continued):

1.Select Card Type

2.Personal Details

3.Confirmation

4.Acknowledgement

Personal Details

Note: All applicants must be Hong Kong residents over 18 years of age. Please fill in your application details below in **English**.

Current phone number

Date of Birth

Email address*

Reward Scheme ☒ BOC\$ Redemption Scheme

BOC Card number - - -


Expiration Date
Month Year

CVV / CVC number on Existing Principal Card (What is CVV / CVC number?)

*A verification sms will be sent to you upon completion of the application process.


NEXT

Screenshots of the fraudulent websites (continued):

 中國銀行(香港)
BANK OF CHINA (HONG KONG)


1. Select Card Type 2. Personal Details 3. Confirmation 4. Acknowledgement

Verified by VISA MasterCard SecureCode AMERICAN EXPRESS SafeKey™




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Screenshots of the fraudulent websites (continued):



中國銀行(香港)
BANK OF CHINA (HONG KONG)

信用卡
Credit Card



X

Please enter your one time password (just been sent to your mobile phone by SMS) in the field below and click "Submit" to agree and accept the Terms and Conditions of BOC Credit Card "One Time Password" Online Security Service.

Verification Code

SUBMIT

RESEND CODE

[Need help?](#) | [Terms and Conditions](#)

Bank of China (Hong Kong) Limited