

27 June 2018

### Statement on phishing email and fraudulent websites

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to a phishing email purported to be sent by BOCHK. The phishing email sent out by Bank of China Hong Kong <mp@onomagraphics.com> requests customers to click the embedded link and access to the following fraudulent websites:

<http://altoportraiture.com/bochk/authentication/prelogon/preauth/logon/cn.htm>  
<http://altoportraiture.com/bochk/authentication/prelogon/preauth/logon/en.htm>

With the design similar to the official Internet Banking login page of BOCHK, the fraudulent websites intend to steal customers’ personal data, such as Internet Banking account name, login password, mobile phone number and the one-time password sent to the mobile phone. BOCHK declares that it has no connection with the phishing email and fraudulent websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Customers are advised not to click on the link in the phishing email. Under no circumstances would BOCHK send out e-mails or SMS messages containing embedded links to the logon page of BOCHK Internet banking, or call customers asking them to call back or log into any website/Mobile Banking to provide or verify their personal information (including their passwords). Anyone who has logged into the webpages and provided his or her personal information should immediately call BOCHK Customer Service Hotline (852) 3988 2388 (press 4, 1 and 1 after language selection).

Below are the screenshots of the phishing email and fraudulent website:

From: Bank of China Hong Kong [<mailto:mp@onomagraphics.com>]  
Sent: Monday, June 25, 2018 9:53 AM

Subject: 新邮件通知

尊敬的客户,

您收到一封新邮件.

要查看此信息, [登录到网上银行](#), 并查看消息.

谢谢,

Michelle L  
中国银行(香港)

© 中國銀行(香港)有限公司。版權所有。

 **中國銀行(香港)**  
BANK OF CHINA (HONG KONG)

ENG 繁體 A A 聯絡我們

### 登入香港网上银行

已登记 / 办理网上银行服务

网上银行号码 / 用户名称

网上银行密码

验证码 **7-247**

[更新图像](#) 

[申请办法](#)

尚需下 [忘记网上银行号码 / 用户名称](#)、[重置网上银行密码](#)。

**重要提示**

全新的「流动保安系统」现已推出。为您的网上银行带来更轻松便捷的经验。只要以流动装置下载本行的流动应用程序及进行简单的启动步骤便可即时使用。进行「[推送交易](#)」更轻松。[查看详情](#)

#### 最新消息

为加强对客户的保障，由2018年4月22日起，客户必须使用双重认证方可于网上或手机银行进行「指定投资交易」。 [详情](#)

中银香港全新手机银行已经推出，请立即更新，体验崭新界面及便捷服务！ [详情](#)

客户请通过账户所属银行的网上银行办理交易。  
 南洋商业银行网址：<http://www.ncb.com.hk>  
 集友银行网址：<http://www.chiyubank.com>

客户如使用流动电话登入网上/手机银行，请定期透过官方软件应用商店或本行网站下载并安装流动应用程序、手机操作系统及浏览器的最新版本。切勿尝试安装来源不明的软件/应用程序。如发现任何可疑的程序，切勿尝试下载、登入及应即时停止操作。同时，切勿使用已被破解的iPhone或Android流动电话尝试登入网上/手机银行，以防潜在保安漏洞。 [详情](#)

请定期更改并使用保安程度较高的登入密码。切勿透过任何电子邮件提供的超连结登入网上银行及手机银行服务。避免使用公用电脑或无线网络登入网上银行及手机银行。如有怀疑，切勿按照可疑网页上的指示操作或输入任何资料，并请即致电本行客户服务热线 (852)3988 2388。

**保安资讯** 

如何确保您的网上交易安全稳妥？请[按此](#)。

**首次登入或登记** 

阁下可使用持有之储蓄 / 支票账户、信用卡账户、网上 / 电话银行账户、电话投资服务或综合账户登记网上银行。

**系统提升时间表** 

客户服务热线：  
+852 3988 2388

© 中国银行(香港)有限公司。版权所有。

重要声明及隐私政策声明 服务条款 常见问题 超连结政策 **您的最佳选择**  
YOUR PREMIER BANK

 **中國銀行(香港)**  
BANK OF CHINA (HONG KONG)

主頁 | ENG | 簡體 | 聯絡我們 | 香港時間

[跨境對賬](#) [設定導航](#) [信息](#) [我的捷徑](#)

[理財](#) [繳付賬單](#) [投資](#) [貸款](#) [保險](#) [信用卡](#) [人民幣](#) [中銀財互通](#) [進修金](#) [電子結單](#) [提升/開立服務](#) [個人助理](#) [個人設定](#)

[帳戶設定](#) [額度設定](#) [保安設定](#) [境外自動櫃員機提款設定](#) [信用卡每月網上消費限額設定](#) [中銀卡App內購買限額設定](#) [宣傳計劃](#) [更改密碼](#) [更改個人資料](#) [更改自我證明](#) [版面設定](#) [設定用戶名稱](#) [手機銀行設定](#)

### 更新您的手機號碼

[加入我的捷徑](#) [列印](#) [說明](#)

**通訊資料**

為確保閣下留存本行的資料正確無誤，請即更新以下標記為  的資料。

電話號碼輸入格式	國家編號	地區編號	電話號碼
流動電話號碼#	<input type="text"/>	<input type="text"/>	<input type="text"/>

服務條款 | 重要聲明及私隱政策聲明 | 保安資訊 | 超連結政策

Page 2 of 3



The screenshot displays the Bank of China (Hong Kong) mobile banking interface. At the top, there is a navigation bar with the bank's logo and name in Chinese and English, along with links for 'Home', 'ENG', 'Simplified Chinese', 'Contact Us', and 'My Location'. Below this is a secondary navigation bar with various service categories like 'Wealth', 'Savings', 'Investment', 'Loans', 'Insurance', 'Credit Cards', 'RMB', 'Cross-border', 'Treasury', 'Electronic', 'Upgrade', 'Personal Assistant', and 'Personal Settings'. A third bar contains specific settings for account, password, security, and other services. The main content area is titled 'Input SMS Code' and features a mobile phone icon, a text prompt 'SMS code sent to your mobile number', a text input field, and a 'Next Step' button. On the right side of the main area, there are links for 'Add to My Favorites', 'Print', 'Help', and 'Search'. At the bottom, there is a footer with links for 'Mobile Banking', 'Security', 'Privacy Policy', 'Risk Management', 'Security Alerts', and 'Contact Us'.

When conducting transactions through electronic channels, customers are advised to type the website address of BOCHK ([www.bochk.com](http://www.bochk.com)) into the browser address bar, or download the BOCHK Mobile Application from official App stores or trustworthy sources, for access to their Internet Banking or Mobile Banking accounts. Customers should not access such accounts or provide their personal information (including their passwords) through any hyperlinks, QR Codes or attachments embedded in e-mails or from websites. For security information of our electronic banking services, please browse <http://www.bochk.com/en/security.html>.

- 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 250 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 Malaysia, Thailand, Indonesia, Cambodia, Brunei, Vietnam and the Philippines, 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 high-quality 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”.