



Important Security Update Regarding Screen Capture/Recording Feature on OCBC Bank (Hong Kong) Mobile App

We would like to inform our valued customers about an important security update regarding the OCBC Bank (Hong Kong) mobile app. In order to enhance the security of your banking transactions and protect you from potential malware scams, the screen capture and recording feature on Android devices for “OCBC Hong Kong” mobile app has been disabled.

This security measure aims at preventing any unauthorized access or misuse of your personal and financial information. By disabling the screen capture and recording feature, this helps your sensitive data remains secure and protected.

If you would like to save or share the transfer or payment records, please press the “Download” or “Share” button on the transaction completion screen.

To further strengthen your mobile banking security, we would like to provide you with some important tips:

1. **Download apps from trusted sources:** Use official app stores to download apps provided by verified developers, avoiding third-party sources that may contain malware.
2. **Be mindful of app permissions:** Carefully review permissions before installing apps. Disable unnecessary or excessive device permissions (e.g. accessibility permissions), especially for apps installed from untrusted sources, avoiding to be exploited by scammers to steal your banking login credentials.
3. **Install reputable security software:** Use updated anti-virus and anti-spyware software on mobile devices.
4. **Regularly update your devices:** Keep operating systems and apps up to date for better security.
5. **Be cautious of suspicious messages:** Avoid clicking on suspicious links or downloading unknown apps.
6. **Be cautious of Wi-Fi networks:** Avoid unsecured networks when banking online.
7. **Avoid storing sensitive information:** Don't save passwords or account numbers on mobile devices.
8. **Enable security features:** Use auto-lock, passcode lock, and remote wiping to protect data.
9. **Stay vigilant:** Stay informed about malware scams and check for security alerts from your bank.

At OCBC Bank (Hong Kong), your security and privacy are our top priorities. We are committed to providing a safe and secure banking experience. By staying vigilant and implementing these security measures, together we can protect ourselves from malware scams and ensure the safety of your financial information.

Should you have any suspicion, please contact the Bank at [852] 3199 9188 immediately.

OCBC Bank (Hong Kong) Limited

Please do not reply this email.

Security Reminder:

OCBC Bank (Hong Kong) Limited maintains strict security standards and procedures to prevent unauthorized access to information about its customers. OCBC Bank (Hong Kong) Limited will never contact its customers by email or otherwise and ask customers to validate personal information such as user ID, account number or password information, and will not send out emails with embedded links to other websites for transactions. If you receive such a request, you should contact OCBC Bank (Hong Kong) Limited at [852] 3199 9188.

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