



## **OCBC BANK WARNS AGAINST BOGUS VOICE MESSAGE PHONE CALLS & SMS MESSAGES**

OCBC Bank (Hong Kong) Limited ("the Bank") would like to alert its customers to bogus voice message phone calls and SMS messages purportedly from the Bank, claiming irregularities in the customers' bank or credit card accounts and asking them to input their personal information or request the customer to call a bogus hotline number mentioned in the SMS messages to contact the operator for account authentication.

The Bank will not require customers to provide sensitive personal information (including login passwords or one-time passwords) through phone calls or emails. The Bank will not notify customers of account irregularities through pre-recorded messages or SMS messages.

Customers are reminded to protect their sensitive personal information at all times and not to provide any personal information to unidentified callers. If customers are suspicious about the identity of the callers, the customers should request for the callers' full name and other information (e.g. direct telephone number or staff ID number) and verify with the Bank. If customers receive suspicious voice message phone calls or SMS messages and are requested to call a hotline number mentioned in the SMS messages, they should contact the Bank to verify the messages in advance. The Bank's hotline numbers can be found at the back of ATM/credit cards, on the Bank's website or at the dedicated webpages of the HKMA and the Hong Kong Association of Banks.

If customers would like to verify the messages sent by the Bank, please call our 24-hour customer service hotline at (852) 3199 9188. If customers have disclosed their personal details to any suspicious third parties, they should also contact the Bank immediately or report to the police.

If customers do not wish the Bank to use their personal information for direct marketing purpose (including telemarketing calls), they may exercise the opt-out right by notifying the Bank through the above customer service hotline.

For more details, please visit <https://www.hkma.gov.hk/eng/smart-consumers/beware-of-fraudsters> & [https://youtu.be/bgcEpgY\\_LsI](https://youtu.be/bgcEpgY_LsI)

(By clicking the above links, you are now leaving the OCBC Bank (Hong Kong) Limited website and entering a third party site. All the information you provide will be subject to confidentiality and security terms of the applicable third party site. OCBC Bank (Hong Kong) Limited does not take responsibility for information you provide at such third party sites.)

**OCBC Bank (Hong Kong) Limited**