

Customer Alert – Beware of Bogus Voice Message Calls

The Bank of East Asia, Limited (“BEA”) would like to remind customers to remain vigilant following reports of bogus voice message (“VM”) calls. These bogus VM calls are purportedly from banks claiming to have discovered irregularities in customers’ bank or credit card accounts. Customers are asked to provide their personal information or to authenticate their accounts during the call.

BEA never asks customers to provide sensitive personal information (including login passwords or one-time passwords) by phone or email, and never notifies customers of account irregularities via pre-recorded messages. Customers are strongly urged to protect their personal information at all times. Where customers are suspicious about the identity of the callers, customers should request for the caller’s contact numbers and information and verify with the banks concerned.

Anyone who has provided personal information in response to such a call purportedly from BEA should immediately report the case to the Police for investigation, and contact BEA’s Customer Service Hotline (852) 2211 1333 for assistance. To report / enquire about bogus phone calls (including verification of identity) or to opt-out of direct marketing activities, please also call the above hotline and press “0” after language selection.

Please press [here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority and the Hong Kong Association of Banks, and read the relevant materials available through this link to understand how to safeguard you from bogus calls purported from banks.

客戶通知 – 慎防偽冒語音訊息來電

東亞銀行有限公司（「本行」）籲請客戶留意，據報近日出現大量偽冒銀行的語音訊息來電。該等偽冒語音訊息聲稱客戶的銀行戶口或信用卡出現異常，要求客戶提供個人資料或核實身份。

東亞銀行強調，本行不會以電話或電郵，要求客戶提供任何敏感的個人資料（包括登入密碼和只用一次的密碼），亦不會透過預錄語音訊息通知客戶其銀行戶口出現異常。本行並提醒客戶要時刻保護個人資料。客戶若對來電者身份有懷疑，應要求來電者提供聯絡電話及其他資料，並與相關銀行核實。

任何人士若曾向偽冒東亞銀行的語音訊息來電提供個人資料，應立即向警方報案以作調查，並致電本行客戶服務熱線 (852) 2211 1333，以便跟進。舉報/ 查詢偽冒來電 (包括核實職員身份) 或通知本行拒絕接收直接促銷信息或來電，請致電上述熱線並於選擇語言後按「0」。

請[按此](#)收看香港金融管理局及香港銀行公會聯合製作的電視宣傳片，以及參閱本連結提供的相關資料，以了解如何防範受騙。