

Customer Alert – Beware of Phishing Scams

In light of the increase in phishing cases reported in Hong Kong, we would like to remind customers to be vigilant at all times when receiving communications that claim to represent The Bank of East Asia (“BEA” or “the Bank”), including e-mails and SMS messages. Below are some tips to help customers avoid being scammed:

- We will **never** send emails or SMS messages asking for any sensitive information such as account numbers, Cyberbanking passwords, credit card information, phone banking PINs, or one-time passwords.
- Customers should use the Bank’s official mobile phone apps (BEA App, BEA Flash and the BEA Securities Services App) or Cyberbanking website to carry out banking activities.
- Beware of communications that claim to represent the Bank but were sent from seemingly illegitimate sources, such as e-mail addresses that look similar to the Bank’s official e-mail addresses.
- We will **never** ask customers to follow any hyperlinks in order to make a transaction.
- In accordance with advice from the Hong Kong Monetary Authority (“HKMA”), in the messages sent by us regarding the Government’s Cash Payout Scheme, we will not ask customers to follow any hyperlinks in order to register for the scheme.

If customers receive any suspicious communications, please call the Bank’s Customer Service Hotline (852) 2211 1333 for verification.

If customers have provided personal information or conducted any financial transactions as instructed in suspicious communications, they should immediately report the case to the Police for investigation, and contact BEA’s Customer Service Hotline for assistance. They should also refrain from clicking any links, opening any attachments, or responding to these messages.

Please be assured that if we learn of any fraudulent messages being circulated with regard to the Government’s Cash Payout Scheme or other matters, we will rapidly inform customers, the HKMA, the Police, and the general public, and will take all measures possible to have the fake or suspicious items removed.

For more security tips, please visit the Security Tips page of the Bank’s website:
<https://www.hkbea.com/html/en/bea-security-tips.html>.