

## **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 emails 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 or website to carry out banking activities.
- Beware of communications that claim to represent the Bank but were sent from seemingly illegitimate sources, such as email addresses that look similar to the Bank's official email addresses.
- We will never ask customers to follow any hyperlinks to make a transaction.

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.

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>.