

Beware of Facebook Post Titled "The Bank of East Asia Service Survey"

Hong Kong, 28 October, 2024 – The Bank of East Asia, Limited ('BEA') would like to alert customers to beware of a Facebook post titled "The Bank of East Asia Service Survey". The post claims to invite customers to participate in a face-to-face interview about BEA's service, and request customers to provide their bank statements for reference.

BEA stresses that the Bank has no affiliation whatsoever with the abovementioned post, nor has appointed any party to carry out such activities on behalf of the Bank. The Bank shall not be responsible for any losses incurred by the customers arising from or in connection with the post. If customers receive or encounter any suspicious information or announcement, please contact the Bank's customer service hotline for enquiry and verification:

- SupremeGold Private customers: +852 2211 1188
- SupremeGold customers: +852 2211 1122
- Other customers: +852 2211 1333

In addition, please take note of the following to avoid falling victim to scams:

- BEA has not recently invited customers to any face-to-face interviews.
- BEA will not invite customers to any research activities via Facebook or other social media channels.
- BEA will not ask for bank statements or any bank account information from customers as a reference for participating in research activities.