

For Immediate Release

Fraudulent e-Mail Notification

Hong Kong, 7th October, 2020 – The Bank of East Asia, Limited (“BEA” or “the Bank”) would like to notify all customers and the general public that the Bank has no affiliation whatsoever with the e-mail sent recently that ask recipients to provide personal information in order to have their lottery award prize credited to their bank accounts.

Anyone who has provided personal information or conducted any financial transactions as instructed in the email should immediately report the case to the Police for investigation, and contact BEA’s Customer Service Hotline (852) 2211 1333 for assistance. Customers should also refrain from clicking any links, opening any attachments, or responding to the e-mail.

BEA never asks customers to provide sensitive personal information (including login passwords or one-time passwords) by phone or email. Customers are strongly urged to protect their personal information at all times. BEA would like to remind its customers that they can access the Bank’s internet-based services safely and securely via the Bank’s homepage at www.hkbea.com.

The Bank has reported the above incident to the Hong Kong Police and the Hong Kong Monetary Authority, and will take any action deemed necessary and appropriate to protect the reputation of the Bank and the interests of its customers and the general public.

Customers who receive this or any other suspicious e-mails allegedly from the Bank should call the Bank’s Customer Service Hotline for verification.

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