

**For Immediate Release**

## **Fraudulent Mobile Phone App Notification**

**Hong Kong, 7<sup>th</sup> January, 2022** – 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 mobile phone app that can be downloaded via the following link:

- <https://apkgk.com/com.mtel.androidbea>

Anyone who has provided personal information or conducted any financial transactions through mobile phone app downloaded from the link above should immediately report the case to the Police for investigation, and call BEA’s Customer Service Hotline on (852) 2211 1333 for assistance. Customers should also refrain from visiting the website, using the mobile phone app, and downloading any suspicious files.

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 [www.hkbea.com](http://www.hkbea.com) and/or BEA’s mobile apps that can be downloaded from the App Store, Google Play™, and HUAWEI AppGallery.

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

Customers who are suspicious about the identity of a website at an address similar to the address of BEA’s homepage or any mobile phone app should call the Bank’s Customer Service Hotline for verification.

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Media enquiries:

Mr Mill Seen  
Senior Manager of Corporate  
Communications Department  
The Bank of East Asia, Limited  
Tel.: (852) 3608 5829  
Email: [seenmsl@hkbea.com](mailto:seenmsl@hkbea.com)