For Immediate Release

Fraudulent Website Notification

Hong Kong, 27 October 2026 – The Bank of East Asia, Limited ("BEA" or the "Bank") would like to alert all customers and the general public that the Bank has no affiliation whatsoever with the following website:

hxxps[:]//carousell[.]service-shop[.]click/merchant/bank-confirm/bea/368742709
hxxps[:]//carousell[.]service-shop[.]click/merchant/bank-confirm/bea/194412133

Anyone who has provided personal information or conducted any financial transactions through the above website 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 and downloading any suspicious files from the website.

BEA would like to remind all customers that they can access the Bank's internet-based services safely and securely via the Bank's homepage www.hkbea.com.

The Bank has reported the above incident to the Hong Kong Police Force and the Hong Kong Monetary Authority, and will take any action deemed necessary and appropriate to protect the Bank's reputation and the interests of our 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 should call the Bank's Customer Service Hotline for verification.

– End –

Media enquiries:

Ms Marcella Yeung
Head of Corporate Communications
The Bank of East Asia, Limited
T +852 3608 0271
E yeungmps@hkbea.com

Mr Mill Seen
Senior Corporate Communications Manager
The Bank of East Asia, Limited
T +852 3608 5829
E seenmsl@hkbea.com