

客戶重要通知

Important Notice to Customers



Security Reminder of Unauthorized Share Trading Transactions

Following the alert from Hong Kong Monetary Authority (“HKMA”) regarding recent reported cases of unauthorized share trading transactions conducted through e-banking accounts of customers, CCB (Asia) (the “Bank”) hereby reminds customers to stay vigilant to the risk of such unauthorized share trading transactions.

The Bank reminds customers that they should protect their e-banking account information at all times. Customers are advised to study the [Securities Tips](#) provided by the Bank to safeguard their e-banking information and to adopt suitable precautionary measures which help to avoid the fraud cases. The precautionary measures include:

- Setting e-banking passwords that are difficult to guess and different from the ones for other internet services;
- Installing and promptly updating security software to protect their computers and mobile phones;
- Refraining from using public computers or public Wi-Fi to access e-banking accounts; and
- Checking their e-banking accounts from time to time and reviewing alert messages and statements issued by banks in a timely manner.

The Bank also reminds customers if they are aware of any unauthorized transactions conducted over their accounts, they should contact the Bank as soon as possible and report to the Police or contact the Cyber Security and Technology Crime Bureau of the Police at (852) 2860 5012.

For enquiry or any discovery of suspicious transactions, please contact CCB (Asia) Hotline at (852) 277 95533 as soon as possible or visit any of our branches.

Click [here](#) to study the educational materials prepared by HKMA to understand more on how to safeguard the e-banking account information in an effective way.