

客戶重要通知

Important Notice to Customers



Security Reminder of Precautions of Bogus Phone Calls and SMS Messages

According to the alert from Hong Kong Monetary Authority, CCB (Asia) reminds customers to stay vigilant to continuous bogus phone calls and SMS messages in the market purportedly from banks claiming irregularities in the customers' bank or credit card accounts and asking them to input their personal information or contact the operator for account authentication.

The bank reminds customers that they should protect their sensitive personal and account information at all times. The bank reaffirms that it never requests customers to provide sensitive personal and/or account information (including login passwords or one-time passwords) through phone calls or emails. Nor will the bank notify customers of account irregularities through pre-recorded messages.

The bank also reminds customers that they should not simply rely on incoming call display to establish the true identity of caller. If customers are suspicious about the identity of the callers, they should contact us to verify, and reject to disclose any sensitive personal and/or account information to avoid losses.

For enquiry or discovery of any bogus phone calls and SMS messages, please contact CCB (Asia) 24-Hour Bogus Calls Enquiry Hotline at (852) 317 95504 as soon as possible or visit any of our branches. If customers do not wish to receive telemarketing calls, please contact our customer service hotlines. For bank service customers, please call (852) 277 95533; for credit card customers, please call (852) 317 95533. The bank also reminds customers that if they received SMS messages which request them to call a hotline number mentioned in the messages, they should verify the hotline number before calling by checking at the back of ATM cards/credit cards or on the bank's website. If in doubt, customers may call our 24-Hour Bogus Calls Enquiry Hotline for enquiry.

Press [here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority and the Hong Kong Association of Banks and relevant materials to understand how to safeguard yourself from bogus calls purported from banks.