

# 客戶重要通知

## Important Notice to Customers



### Guidelines For Making Enquiries to CCB (Asia)

The China Construction Bank (Asia) Corporation Limited (the "Bank") would like to alert the public and its customers beware of potentially fraudulent documents, emails, SMS, websites and hyperlinks claiming to be from the Bank. If you suspect that any documents and the above communications may be fraudulent, you should verify their authenticity from the Bank through various channels.

#### Reporting Loss of ATM Card, Suspension of Online Banking Login, Suspect Fraud Case or General Enquiry

Please contact us through the following channel:

- Customer service hotline at +852 2779 5533 (24 hours Everyday)
- Complete the enquiry form in "[Contact Us](#)" webpage (the "Enquiry Form")

#### Reporting Loss of Credit Card or Suspect Credit Card Fraud Case Hotline

Please contact us through service hotline at +852 3179 5505 (24 hours Everyday).

#### Enquiry About Trade Finance Services

For making enquiries about trade finance services, including letter of credit, documentary collections and guarantees, etc., please contact us through the following channels:

- Customer service hotline: +852 2903 8366
- Facsimiles number: +852 3718 3306
- Complete the enquiry form in "Contact Us" webpage (the "Enquiry Form")
- Visit Trade Finance Service Counter at 19/F, CCB Center, 18 Wang Chiu Road, Kowloon Bay, Kowloon, Hong Kong

#### Bogus Call Hotline

Should you receive a call from someone claiming to be from the Bank that causes you concern over their identity, please contact us through Bogus call hotline at +852 3179 5504 (24 hours Everyday) for verification. If you have shared any personal details or e-banking credentials with the callers or suspicious hyperlinks/websites, please change your e-banking password, and report any irregularities to the Bank, and the Hong Kong Police Force via e-Report Centre [www.police.gov.hk/ppp.en/13\\_faqs/faq\\_erc.html](http://www.police.gov.hk/ppp.en/13_faqs/faq_erc.html) immediately.

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You may assess more online security tips by visiting our [Bank's official website](#).

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