

## **Bogus voice message phone calls, SMS messages and i-banking security**

China CITIC Bank International Limited (the “Bank” or “CNCBI”) would like to remind its customers to stay vigilant to bogus voice message phone calls, SMS messages and emails purported to be from CNCBI, claiming that there are irregularities detected from or transactions conducted with the customers’ bank or credit card accounts and requesting customers to input personal information, call a bogus bank hotline number or contact an operator for account authentication.

Please note that CNCBI does not require customers to provide sensitive personal information (including i-banking login ID, login passwords or one-time passwords) through phone calls, SMS messages or emails. The Bank does not authorise any third-party aggregator online portals or related mobile apps access to the Bank’s systems or use of customer information neither.

Customers are reminded to verify the authenticity of such voice message phone calls, SMS messages and emails and not to provide any personal information, online banking login credentials to any unauthorised third-persons. If customers have divulged their personal details to any suspicious persons, the customers are advised to contact the Bank and report such cases to the Police immediately for investigation.

Meanwhile, customers may:

- [Click here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority (“HKMA”) and the Hong Kong Association of Banks and relevant materials to understand how to safeguard from bogus calls purported from banks;
- [Click here](#) to view the HKMA’s press release about being beware of unauthorised share trading transactions;
- [Click here](#) to view the HKMA’s press release about bogus bank hotline numbers;
- Check the list of all retail banks’ hotline numbers at the dedicated webpages of the HKMA and the Hong Kong Association of Banks; and
- View the Bank’s [online security tips](#) regularly.

For enquiries, please call the Bank’s 24-hour hotline at (852) 2287 6767 (select language, then press 7).

Customers wishing to make an opt-out request from the Bank’s direct marketing calls may also call the above hotline.

China CITIC Bank International Limited

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