

About bogus phone calls, voice messages, instant messages, emails and i-banking security

China CITIC Bank International Limited ("CNCBI") would like to remind its customers to stay vigilant to bogus phone calls, voice messages, instant messages and emails purported from CNCBI. Such communications may cite irregularities regarding the customer's transactions or accounts and request customers to input personal information, call a bogus bank hotline number or contact an operator for account authentication. They may also pose as invitations to group chats about investment and/or banking products, or requests for third-party software downloads or fund transfers.

CNCBI would NEVER require customers to provide sensitive personal information (including i-banking login ID, login passwords or one-time passwords) through phone calls, voice messages, instant messages or emails, and would not ask customers to download third-party software from unknown sources or transfer funds to unknown bank accounts neither.

Customers are reminded to verify the authenticity of such communications and never provide personal information to third-parties. If customers have disclosed their personal details to suspicious third-parties, they are advised to contact the Bank and report such cases to the Hong Kong Police Force ("HKPC") immediately.

For enquiries, please call the Bank's 24-hour hotline at (852) 2287 6767 (select language, then press 7). Customers may also call the same hotline to opt out from the Bank's direct marketing calls.

Useful resources:

- To protect yourself against fraud, [click here](#) for information by the Hong Kong Monetary Authority ("HKMA");
- To learn more about bogus phone calls and instant messages, [click here](#) for the videos by the HKMA (Cantonese only);
- [Click here](#) to view the scam alerts from the HKPC's Anti-Deception Coordination Centre or call its Anti-Scam Helpline 18222 for enquiries;
- To check the list of all retail banks' hotline numbers in Hong Kong, [click here](#) to the webpage of the HKMA and [click here](#) to the Hong Kong Association of Banks' webpage;
- For the public register of licensed persons and registered institutions, [click here](#) to the webpage of the Securities and Futures Commission;
- To check suspicious phone numbers, websites or bank account numbers, [click here](#) to the Cyber Security and Technology Crime Bureau of the HKPC's CyberDefender "Scameter";
- View the Bank's [online security tips](#).