



Beware of scams and protect your assets and privacy



Scams are increasingly sophisticated with technological advances. Fraudsters use phishing websites, scam messages or emails, and may even approach their victims disguised as well-known conglomerates or law enforcement agencies for their sensitive information, subsequently stealing their privacy as well as assets.



To safeguard against evolving digital fraud risks, please remember:



Check your transaction history and avoid falling into "cheque fraud" traps

- Fraudsters pretend to have settled the payments by depositing invalid cheques into the sellers' accounts for second-hand trade.
- You should check your account's available balance and transaction history to ensure that payments have been credited successfully into your account. Stop the trade immediately if in doubt.



Never disclose your online banking account and personal details

- We will never proactively request your username, password, or to make funds transfers via any channel.
- Verify any suspicious communications with us through our official channels.



Beware of phishing communications

- Do not click hyperlinks, scan QR codes, or open attachments in emails, SMS, or instant messages.
- Enter the Bank's hyperlink correctly when logging onto our website on a web browser, or use our mobile banking flagship platform inMotion.



Enhance protection for your assets against scams



Safeguard your funds with "Money Safe"

- Set aside funds to be protected against unauthorised transfers.
- Customers are required to visit one of our branches to release the protected funds.



Utilise "Increase Transfer Limits" and "Add New Payee" features

- You can make own choice of activating or disabling "increase transfer limits" and "add new payee" functions to strengthen risk management and prevent large sums of money from being transferred out within a short period.



CNCBI reminds you: Bind your device, log in regularly and manage your bank accounts smartly!



Bind your mobile device and use security codes

- Bind your device as a second-layer identity authentication for inMotion, i-banking, and inVest.
- When executing certain high-risk transactions, you will be required to enter a security code for enhanced security.



Log in regularly to check your transaction history and balances

- Log into inMotion or i-banking regularly to check your latest transaction history and balances. Promptly report to us of any suspicious login alerts or unauthorised transactions could reduce potential fraud risks and losses effectively.

We provide customers with information regarding online security and privacy from time to time, enabling customers to take adequate and appropriate measures to safeguard their accounts and privacy.



For updated online security information, please visit:

Online Security on our website



For enquiries, please call 2287 6767
Or visit China CITIC Bank International website > Contact Us (at top menu)
Or contact us via Live Chat on inMotion

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