

## Security Notice

- Bank of China International Limited adopts strict security standards and procedures to prevent unauthorized persons from obtaining information about you. The Bank will never ask for any sensitive personal information or bank account details via phone call, voice messages, emails or SMS message. The Bank does not send any email with embedded hyperlinks or barcode to direct customers to websites or mobile applications to carry out transactions. BOCIL does not provide any official mobile applications (mobile apps) on AppStore and GooglePlay™. Do not download any mobile apps that appear to be counterfeit mobile apps.
- If you receive any suspicious SMS or email messages with embedded hyperlinks, QR codes or attachments purported to be from the Bank requesting you to input any personal information or carry out transactions, you should be vigilant and not respond to them or click on any links. DO NOT open email messages with unknown origins and attachments. Please contact us immediately if you receive such a request.
- If in doubt or you have any concerns about security, please contact the Bank's Customer Service Hotline at (852) 3988 3988 during working hours.
- You should notify the Bank of any change of your mobile phone number or email address without delay.
- If you commit fraud or incur losses due to gross negligence or failure to comply with the security measures recommended above, you shall bear all losses.

Please visit the HKMA website to learn more about security tips.  
<https://www.hkma.gov.hk/eng/smart-consumers/beware-of-fraudsters/>