

華僑永亨銀行就偽冒語音訊息來電及手機短訊發表聲明

華僑永亨銀行有限公司（「本行」）提示客戶慎防偽冒本行的語音訊息來電及手機短訊。該等偽冒語音訊息來電或手機短訊一般聲稱客戶的銀行戶口或信用卡出現異常情況，要求客戶輸入其個人資料或致電訊息內的偽冒熱線號碼聯絡職員以核對賬戶資料。

本行不會透過電話或電郵要求客戶提供敏感的個人資料（包括登入密碼或一次性的密碼），亦不會以預先錄音的訊息或手機短訊通知客戶其賬戶出現異常情況。

本行在此提醒客戶時刻保護敏感的個人資料及切勿向身份未經核實的來電者提供敏感個人資料。如客戶懷疑來電者的身份，客戶應要求來電者提供自己的全名及其他資料（例如：直線電話號碼或員工編號），然後與本行核實。如收到可疑的語音訊息來電或手機短訊要求客戶致電訊息內的熱線號碼查核交易，客戶應先聯絡本行先行核實有關訊息。客戶可於提款卡或信用卡背後，或於本行網站，或金管局及香港銀行公會網站專頁查看本行的熱線號碼。

如客戶欲查證本行發出的訊息的真確性，請致電本行 24 小時客戶服務熱線（852）3199 9188。如客戶曾向可疑第三者披露個人資料，亦請即與本行聯絡或可向警方報案。

請[按此](#)收看香港金融管理局及香港銀行公會聯合製作的電視宣傳短片及相關資料，以了解如何防範受騙。

如客戶不希望本行使用其資料作直接促銷用途(包括促銷電話)，可透過上述客戶服務熱線通知本行行使其選擇權拒絕促銷。

華僑永亨銀行有限公司

OCBC WING HANG WARNS AGAINST BOGUS VOICE MESSAGE PHONE CALLS & SMS MESSAGES

OCBC Wing Hang Bank Limited ("the Bank") would like to alert its customers to bogus voice message phone calls and SMS messages purportedly from the Bank, claiming irregularities in the customers' bank or credit card accounts and asking them to input their personal information or request the customer to call a bogus hotline number mentioned in the SMS messages to contact the operator for account authentication.

The Bank will not require customers to provide sensitive personal information (including login passwords or one-time passwords) through phone calls or emails. The Bank will not notify customers of account irregularities through pre-recorded messages or SMS messages.

Customers are reminded to protect their sensitive personal information at all times and not to provide any personal information to unidentified callers. If customers are suspicious about the identity of the callers, the customers should request for the callers' full name and other information (e.g. direct telephone number or staff ID number) and verify with the Bank. If customers receive suspicious voice message phone calls or SMS messages and are requested to call a hotline number mentioned in the SMS messages, they should contact the Bank to verify the messages in advance. The Bank's hotline numbers can be found at the back of ATM/credit cards, on the Bank's website or at the dedicated webpages of the HKMA and the Hong Kong Association of Banks.

If customers would like to verify the messages sent by the Bank, please call our 24-hour customer service hotline at (852) 3199 9188. If customers have disclosed their personal details to any suspicious third parties, they should also contact the Bank immediately or report to the police.

Press [here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority and the Hong Kong Association of Banks and relevant materials to understand how to safeguard yourself from bogus calls purported from banks.

If customers do not wish the Bank to use their personal information for direct marketing purpose (including telemarketing calls), they may exercise the opt-out right by notifying the Bank through the above customer service hotline.

OCBC Wing Hang Bank Limited