

OCBC WING HANG WARNS AGAINST BOGUS VOICE MESSAGE PHONE CALLS

OCBC Wing Hang Bank Limited (“the Bank”) would like to alert its customers to bogus voice message phone calls purportedly from the Bank, claiming irregularities in the customers’ bank or credit card accounts and asking them to input their personal information or 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, and will not notify customers of account irregularities through pre-recorded 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 have disclosed their personal details to any suspicious third parties, they should call our 24-hour customer service hotline at (852) 3199 9188 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
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