



## **華僑銀行就偽冒語音訊息來電發表聲明**

華僑銀行 (香港) 有限公司 (「本行」) 提示客戶慎防偽冒本行的語音訊息來電。該等偽冒訊息一般聲稱客戶的貸款戶口或循環貸款戶口出現異常情況，要求客戶輸入其個人資料或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。

如客戶曾向可疑第三者披露個人資料，請致電本行24小時客戶服務熱線 (852) 3199 9188或可向警方報案。

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。

**華僑銀行 (香港) 有限公司**

2024年4月

## **OCBC BANK WARNS AGAINST BOGUS VOICE MESSAGE PHONE CALLS**

OCBC Bank (Hong Kong) Limited ("the Bank") would like to alert its customers to bogus voice message phone calls purportedly from the Bank, claiming irregularities in the customers' loan accounts or revolving credit 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.

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 Bank (Hong Kong) Limited**

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華僑銀行 (香港) 有限公司  
OCBC Bank (Hong Kong) Limited