



電話銷售守則通告

近日華僑銀行 (香港) 有限公司(「本行」)發現有人在未經本行授權下，經電話形式以不同藉口推銷按揭或貸款產品，謹此通知公眾人士及客戶，為保障個人私隱，本行建議客戶若有疑問，切勿提供個人資料，並致電華僑銀行 (香港) 有限公司熱線 (852) 3199 9188 查詢。

現特此聲明，本行已採納由香港銀行公會及存款公司公會聯合發出之「人對人直接促銷電話自願營運守則」進行電話銷售，並嚴格執行其中下列各點：

- 本行只會透過授權之電話銷售人員向客戶推銷銀行產品，並於致電客戶時以全名稱呼客戶及透露受本行委託及來電目的。
- 本行會提供員工姓名及聯絡電話供客戶核實來電者身份。
- 本行的電話銷售人員只會於星期一至六，上午 9 時至晚上 10 時聯絡客戶，除非客戶作出指定要求。

客戶如有任何查詢，歡迎致電 (852) 3199 9188 與職員聯絡。

華僑銀行 (香港) 有限公司

2024 年 4 月



Notification of the Code of Practice on Telemarketing Activities

OCBC Bank (Hong Kong) Limited (the “Bank”) would like to alert the public and its customers to some recent fraud that unauthorized telemarketers claimed to be the Bank representatives in promoting mortgage or loan products to customers in different excuses. To protect your privacy, and in case of doubt, please do not disclose your personal information, and you may call our hotline at (852) 3199 9188 for assistance.

We would like to stress that the Bank is committed to the adoption of the Code of Practice (CoP) on Person-to-Person Marketing Calls issued jointly by the Hong Kong Association of Banks and the DTC Association. We strictly implement, among others, the following points:

- We only promote banking products through authorized telemarketers. When we contact customers, the telemarketers will address customer by full name and state that we have been commissioned to make the call and the purposes of the call.
- We always provide the employee’s name and contact number for verifying the identity of the caller.
- We only contact customers from Mondays to Saturdays, between 9am to 10pm, unless requested otherwise by the customer.

For any inquiries, please call the inquiry hotline at (852) 3199 9188.

OCBC Bank (Hong Kong) Limited
April 2024