

客戶重要通知

Important Notice to Customers



Security Notice Related to Telephone Deception, Phishing SMS or Email

In respect to Government's Cash Payout Scheme and recent COVID-19 outbreak, we are aware of phishing scams pretending to be sent by banks in the form of phone calls, phishing SMS/emails, embedding hyperlinks/QR code, hooking customers to enter fraudulent websites. Please note that we will never ask for any sensitive personal information such as customer name, identity number (e.g. HKID number), bank account details, login or one-time passwords, or credit card number through phone calls, emails or SMS messages.

Please make sure to use the Bank's official mobile banking apps and online banking website to carry out banking activities.

If you receive any suspicious communications such as phishing email and SMS, please refrain from clicking any links, opening any attachments, or responding to these messages, and please call the Bank's Customer Service Hotline at (852) 2779 5533 for verification. If you have provided personal information or conducted any financial transactions as instructed in suspicious communications, you should immediately report the case to the Police for investigation, and contact Bank's Customer Service Hotline for assistance.

We hope the information provided here is useful. For more security tips, please visit the Security Tips page of the Bank's website:

https://www.asia.ccb.com/hongkong/personal/online_security

China Construction Bank (Asia) Corporation Limited