

客戶重要通知

Important Notice to Customers



E-Banking Security Upgrade Measures

E-banking has become the most important service channel for our customers. In order to protect your funds and assets, we have made some enhancement on e-banking security measures, including the implementation of "Additional Authentication", "Activity Log Enquiry" and "SMS Notification on Abnormal Activities" features in our Online Enterprise Banking Services to address suspicious online activities.

Additional Authentication

To protect your e-Banking and account security, customers may be required to authenticate themselves with a SMS one-time password before they can log into Online Enterprise Banking Services.

Sample of the SMS one-time password is as follows:

- CCBA, For security reasons, additional verification is required to login OEBS.
OTP<123456>
- CCBHK, For security reasons, additional verification is required to login OEBS.
OTP<123456>

Activity Log Enquiry

A record of high-risk activities for the past three months is now available in Online Enterprise Banking Services and "CCB (Asia) Business" mobile app's Activity Log Enquiry function.

Login SMS Notification

To ensure the security of your account, we may send login SMS alerts under certain circumstances.

Sample of the SMS alerts is as follows:

- CCBA tips 2024/05/12 10:33, UserID A*****01 was logged on Online Enterprise Banking Services. If unusual, pls call 29038366
- CCBHK tips 2024/05/12 10:33, UserID A*****01 was logged on Online Enterprise Banking Services. If unusual, pls call 29038366

Online Enterprise Banking Services "Emergency Deactivation"

If you suspect or have detected unauthorised use of your Online Enterprise Banking Services or account, you (Master user) may submit a request for an "Emergency Deactivation" to deactivate your Online Enterprise Banking Services and suspend the associated bank accounts through the Online Enterprise Banking Services.

To reactivate Online Enterprise Banking Services and associated bank accounts, please visit our branches or contact your relationship manager.