

Bogus Calls Alert

13 April 2021, Hong Kong – Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)” or the “Bank”) would like to remind its customers and the general public to stay vigilant to bogus phone calls purported to be from Industrial and Commercial Bank of China. These calls may induce customers or members of public to provide personal information by claiming that an outstanding balance is found on their credit card accounts in mainland China. Fraudsters may earn their trust by providing the so-called staff numbers and such personal information about the targets as names, contact numbers and ID numbers, so as to further obtain more personal details. ICBC (Asia) would like to alert all customers and the public, and declare that the Bank has no connection with such calls. It will never ask customers for personal information and passwords through phone calls, nor will it collect such information or image via any social media platform and software.

The Bank has reported the above cases to the Hong Kong Police Force before, and will take necessary and appropriate action to protect the interests of its customers and the public and the reputation of the Bank.

Any member of the public who has provided personal information to any suspicious callers should report to the Hong Kong Police Force immediately for investigation.

Should customers have any enquiries, please call the Bank at (852) 2189 5588 or send an email to enquiry@icbcasia.com.

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Industrial and Commercial Bank of China (Asia) Limited

Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) is the flagship of overseas business of Industrial and Commercial Bank of China Limited (“ICBC”) – currently the largest commercial bank in China, and it is one of the domestic systemically important banks (D-SIBs) in Hong Kong. Currently, ICBC (Asia) has 57 retail outlets (including 29 “Elite Club” Wealth Management Centres) in Hong Kong. It is engaged in commercial banking, investment banking and other financial services, including those of securities, insurance and funds, with a focus on commercial and retail banking as well as global market business. Chinese Mercantile Bank and ICBC Asset Management (Global) Company Limited, two wholly-owned subsidiaries of ICBC (Asia), specialise in Renminbi services in mainland China and ICBC’s global asset management business respectively.