

Fraudulent SMS Message Alert

23 December 2024, Hong Kong – Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) would like to alert all customers and the public that the Bank noticed a fraudulent SMS message (please refer to the screenshot), and declare that the Bank has no connection with the SMS message. The Bank would also like to remind all customers and the public to stay vigilant and not to provide any personal data through such SMS message.

ICBC (Asia) has participated in the “SMS Sender Registration Scheme” launched by Office of the Communications Authority, and only use “Registered SMS Sender IDs” with prefix “#” to send SMS to the customers. The approved “Registered SMS Sender IDs” of the Bank are “#ICBCAOTP” and “#ICBCAsia”. The Bank will use the registered Sender ID of “#ICBCAOTP” to send SMS containing One-Time-Password, while using “#ICBCAsia” for other types of the SMS.

The Bank has reported the above case to the Hong Kong Police Force and the Hong Kong Monetary Authority, and will take necessary and appropriate action to protect the reputation of the Bank and the interests of its customers and the public. Anyone who has provided personal information through such fraudulent SMS message should report to the Hong Kong Police Force immediately for investigation.

Should customers have any enquiries, please call the Bank’s customer service hotline on (852) 2189 5588.

Below is the screenshot of the phishing SMS message (Chinese only):



- End -

Industrial and Commercial Bank of China (Asia) Limited

Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) is a licensed bank incorporated in Hong Kong. It 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 48 branches (including 25 branches equipped with “Elite Club” Wealth Management Centres) in Hong Kong. It is engaged in personal banking, commercial banking, cross-border banking, private banking, investment banking and other financial services, including those of securities, insurance and funds, with a focus on retail and commercial 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 the Chinese mainland and ICBC’s global asset management business respectively.