



Fraudulent Letters Alert

16 October 2025, Hong Kong – Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) would like to alert all customers and the public regarding a fraudulent letter that is alleged to be from a service provider commissioned by the Bank. The fraudulent letter contains the phone number “+852 3950-5513”, and instructs the recipient to contact a fraudster pretending to be the Bank’s staff member. The Bank would like to alert all customers and the public that ICBC (Asia) has no connection with the aforesaid letter, and also remind all customers and the public to stay vigilant and not to respond to the fraudulent letter and provide any personal data or conduct transactions.

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 or conducted transactions through such fraudulent letter 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 fraudulent letter:



- 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 51 branches (including 25 branches equipped with “Elite Club” Wealth Management Centres, 4 branches equipped with “Wise Gold”) 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.