



Fraudulent Messages Alert

28 October 2025, 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 fraudulent messages through the instant messaging application WhatsApp from culprits pretending to be a staff member of ICBC (Asia) contacted the public, and falsely claimed to assist them to handle mortgage applications, which involved phone number “+852 9145-0943”. The Bank would like to alert all customers and the public that ICBC (Asia) has no connection with the aforesaid phone number and messages, and also remind all customers and the public to stay vigilant and not to provide any personal data through such phone number and messages.

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 phone number and messages 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.

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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.