

Fraudulent Phone Calls and Messages Alert

20 March 2026, 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 culprits pretending to be staff members of ICBC (Asia) contacted the customers and the public by fraudulent calls and messages on the instant messaging application WhatsApp, and falsely claimed to assist them to handle mortgage applications, which involved phone number “+852 9548-7742”. The Bank would like to alert all customers and the public that ICBC (Asia) has no connection with the aforesaid phone calls and messages, and also remind all customers and the public to stay vigilant and not to provide any personal data through such phone calls 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 calls and messages should report to the Hong Kong Police Force immediately for investigation.

For 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 52 branches (including 26 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.