

Important Notice for Fraudulent Voice Message Phone Calls

Chong Hing Bank Limited (“The Bank”) would like to remind the public and the customers to stay vigilant to incoming fraudulent voice messages phone calls purportedly from banks claiming irregularities in the customers’ bank or credit card accounts and requesting them to provide their personal information or contact the operator for account authentication. The Bank clarifies herein that the Bank will not require customers to provide sensitive personal information (including login passwords or one-time passwords) through voice message phone calls or emails and would like to remind the public and the customers not to provide personal information to suspected callers.

Besides, the Bank will not notify customers of account irregularities through pre-recorded messages. The Bank would like to remind the public and the customers to protect their sensitive personal information at all times. Where customers are suspicious about the identity of the caller, the customers should request for the callers’ contact numbers and information and verify with the Bank.

If customers may have disclosed their personal information to any suspected third parties, they should immediately contact our Customer Services Hotline at 3768 6888 and report to the Police.

Customers may exercise their opt-out right by calling our Customer Services Hotline at 3768 6888 if they do not wish to receive telemarketing calls from Chong Hing Bank.

Chong Hing Bank Limited

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