

Customer Alert – Beware of Bogus Voice Message Calls

The Bank of East Asia, Limited, Macau Branch (“BEA Macau Branch”) would like to remind customers to remain vigilant following reports of bogus voice message (“VM”) calls. These bogus VM calls are purportedly from banks claiming to have discovered irregularities in customers’ bank or credit card accounts. Customers are asked to provide their personal information or to authenticate their accounts during the call.

BEA Macau Branch never asks customers to provide sensitive personal information (including login passwords or one-time passwords) by phone or email, and never notifies customers of account irregularities via pre-recorded messages. Where customers are suspicious about the identity of the callers, customers should request for the callers’ contact numbers and information and verify with this Bank. To protect your own interest, you are strongly urged to protect your personal information at all times.

Anyone who has provided personal information in response to such a call purportedly from BEA Macau Branch should immediately report the case to the Police for investigation, and contact BEA Macau Branch’s Customer Service Hotline (853) 2833 5308 for assistance.

客戶通知 – 提高警覺，慎防偽冒語音訊息來電

東亞銀行有限公司澳門分行（「東亞銀行澳門分行」）籲請客戶留意，據報近日出現大量偽冒銀行的語音訊息來電。該等偽冒語音訊息聲稱客戶的銀行賬戶或信用卡賬戶出現異常，要求客戶在來電中提供其個人資料或核實身份。

東亞銀行澳門分行強調，東亞銀行澳門分行不會以電話或電郵，要求客戶提供任何敏感的個人資料（包括登入密碼和只用一次的密碼），亦不會透過預錄語音訊息通知客戶其銀行賬戶出現異常。客戶若對來電者身份有懷疑，應要求來電者提供聯絡電話及其他資料，並請立即與本行聯絡。本行並提醒客戶應時刻保護個人資料，以保障自身權益。

任何人士若曾向懷疑偽冒東亞銀行澳門分行的語音訊息來電提供個人資料，應立即向警方報案以作調查，並致電東亞銀行澳門分行客戶服務熱線 (853) 2833 5308，以便跟進。