

28th January 2024

Participation of “SMS Sender Registration Scheme”

In order to help members of the public verify the identities of SMS senders, with the support of the Hong Kong Monetary Authority (HKMA), the Hong Kong Police Force, the Office of the Communication Authority (OFCA) and the telecommunications industry, the “SMS Sender Registration Scheme” (“The Scheme”) will be extended to the banking industry for transmission and delivery of trusted SMS from Registered Senders. All banks participating in “The Scheme” have started using “Registered SMS Sender IDs” with prefix “#” to send SMS to local subscribers of mobile services in Hong Kong.

Starting from 28 January 2024, Bank of China (Hong Kong) (“the Bank”) will use “Registered SMS Sender IDs”: #BOCHK、#BOCHK_TXN or #BOCHK_CC to send SMS messages to customers’ registered mobile phone number.

Under the Scheme, SMS messages with sender IDs containing “#” but not sent by Registered Senders will be screened out by the telecommunications networks. Subscribers of mobile services are not required to apply for the service, install any mobile apps or change their handset settings. The Scheme is not applicable to:

- i. SMS messages of which receiving parties are expected to reply to the senders via phone numbers; or
- ii. Local subscribers of Single-Card-Multiple-Numbers/One-Card-Two-Numbers mobile service provided by non-Hong Kong operators.

Regarding the “SMS messages of which receiving parties are expected to reply to the senders via phone numbers”, The Bank will send you (through any of the following phone numbers: +852 622649931110 or +852 645063570006) to your registered mobile phone number, inviting you to reply whether you have logged in/made the transaction.

The Bank would like to remind customers under all circumstances, should stay highly vigilant when receiving SMS from unknown senders, and must not disclose to unidentified senders any personal information, bank account numbers or credit card details, transfer money or access any hyperlink in the SMS, to avoid suffering any loss.

Please refer to the following website for the Office of the Communication Authority SMS



Sender Registration Scheme information:

<https://www.ofca.gov.hk/ssrs>

Bank of China (Hong Kong) Limited