

For Immediate Release

Fraudulent Mobile Phone App Notification

Hong Kong, 19th July 2021 – The Bank of East Asia, Limited (“BEA” or the “Bank”) would like to alert all customers and the general public that the mobile phone app named “BEA Mall” that can be downloaded at <https://apkcombo.com/bea-mall/com.bea.lrs/> is not the Bank’s official mobile phone app. The Bank has no affiliation whatsoever with any mobile phone app that is not downloaded from the App Store or Google Play™.

Anyone who has provided personal information or conducted any financial transactions through the mobile phone app should immediately report the case to the Police for investigation, and call BEA’s Customer Service Hotline on (852) 2211 1333 for assistance. Customers should also refrain from visiting the website, using these mobile phone apps, and downloading any suspicious files.

BEA would like to remind its customers that they can access the Bank’s internet-based services safely and securely via the Bank’s homepage www.hkbea.com and/or BEA’s mobile apps that can be downloaded from the App Store or Google Play™.

The Bank has reported the above incidents to the Hong Kong Police and the Hong Kong Monetary Authority, and will take any action deemed necessary and appropriate to protect its reputation and the interests of its customers and the general public.

Customers who are suspicious about the identity of a website at an address similar to the address of BEA’s homepage or any mobile phone app should call the Bank’s Customer Service Hotline for verification.

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