



**BCM bank**  
澳門商業銀行

## 有關提防電話詐騙的提示

本行得悉近日有不法之徒透過偽冒本行之電話語音系統，致電通知客戶有由本行發出之待領信件並意圖誘導客戶提供其個人資料及銀行賬戶以進行客戶之身份驗證。

本行在此重申，本行不會透過電話語音系統、電郵、短訊、網上超連結或二維碼等方式向客戶索取個人資料，包括但不限於：客戶姓名、身份證號碼、銀行賬戶、任何銀行電子平台之用戶名稱或密碼、信用卡號碼及/或密碼。

針對上述情況，本行再次提醒客戶提防偽冒電話、電郵、短訊、網站、信用卡交易指示之確認以及其他企圖套取客戶個人資料及誘使進行金錢交易等之詐騙形式。客戶需提高警覺，切勿經由互聯網、電話或任何可疑之服務平台透露敏感的個人資料，包括信用卡資料及一次性密碼，以保障個人的權益。

如客戶懷疑或曾向可疑的第三方透露任何個人資料、執行任何交易或指令等，應立即向司法警察局報案求助。

如對本行服務有任何疑問，請於辦公時間內致電 8796 8888 查詢。

澳門商業銀行  
2023年8月10日



**BCM bank**  
澳門商業銀行

## Alert of Telephone Fraud

The Bank recently observed that imposters are making phone calls through telephone voice system, informing customers to collect letter issued by the Bank and request customers to provide personal data and bank account information for verification purposes.

The Bank hereby reiterates that the Bank will not request customer data, such as customer name, identification number, bank account number, user name and/or password of any e-banking platform, Credit Card number and/or password, through telephone voice system, emails, SMS, online hyperlinks, or QR code.

BCM reminds customers to carefully beware of phishing email, SMS, website, the confirmation of Credit Card transaction instruction and other forms of fraud that attempt to obtain customers' personal information and induce to perform any transaction. Customers should be alert and avoid disclosing any sensitive personal data through internet, phone, or any suspicious service platform, including Credit Card information and one-time password to protect your right.

If customers have disclosed any personal information to a suspicious third party, executed any transaction or instruction, etc., customers should report it to the Police immediately.

In case of any query, please call our hotline at 8796 8888 during office hours.

Banco Comercial de Macau  
10 August 2023