

## OCBC BANK OBSERVES BIG RISE IN NUMBER OF QUERIES FROM CUSTOMERS AND GENERAL PUBLIC RELATED TO PHONE SCAMS IMPERSONATING THE BANK

*Individuals advised to vigilantly assess whether calls claiming to be from OCBC Bank are legitimate - this can be done through several ways*

Singapore, 18 July 2016 – OCBC Bank has observed a big rise in the number of calls from customers and the general public related to phone scams impersonating the Bank over the past few weeks. OCBC Bank would like to alert our customers and members of the public to how these scams operate.

The phone scams typically work this way: Individuals receive an automated voice call prompting a response. These calls have impersonated courier companies and in an evolving modus operandi, have also claimed to be from banks including OCBC Bank. The caller's number is either a truncated 6 to 7 digit number that looks like it is originating from outside Singapore, a private number (no caller ID shown), or in some cases, may even appear as OCBC Bank's official contact number (+6563633333) or some variation of it (e.g. 06563633333).

Upon following the instruction to key in a number, the individual would be transferred to a Mandarin-speaking person with a non-local accent. This person would ask for the individual's personal or banking information including:

- a) Name & NRIC
- b) Contact details
- c) Account number
- d) Account balance
- e) Credit card number and the 3-digit CVV number found on the back of the card
- f) Serial number of hardware token in cases involving installation of certain mobile applications

OCBC Bank has raised awareness and provided additional training to frontline staff on this matter. To help individuals avoid becoming victims, OCBC Bank has alerted members of the public as well as its customers of these scams through the following measures:

- Posted security advisories on its website at [http://www.ocbc.com/personal-banking/online-banking/security\\_advisory.html](http://www.ocbc.com/personal-banking/online-banking/security_advisory.html) and its Facebook page
- Shared security advisories with netizens on popular social media platforms

OCBC Bank would like to highlight several ways by which individuals can assess whether calls are legitimate:

- OCBC Bank does not initiate automated voice calls that require an interactive response.
- When initiating communications with customers and members of the public, OCBC Bank adopts English as it is the primary business language and the most widely understood language in Singapore. OCBC representatives will typically switch to another language only if the customer has shown or indicated a preference for a language other than English.
- While OCBC Bank may pose questions to customers to verify their identity, these would never be questions related to security information such as PIN number, token number, credit card CVV number and account numbers.
- OCBC Bank will not request the customer to make any funds transfer to another bank account. All funds transfers are initiated by customers.


With the understanding of how the practices of phone scammers differ from those of the Bank, recipients of calls, if still in doubt about their authenticity, are advised to terminate the call and then contact OCBC Bank at 1800 363 3333 (+65 6363 3333 if overseas) to verify.


## SOCIAL MEDIA ASSETS

**Official hashtags:** #ocbcbank #phonescam

**Keywords:**

OCBC Bank, phone scams

 **Suggested tweet:** OCBC Bank alerts customers and public to phone scams impersonating the bank <http://bit.ly/29HyBho> (97 characters)

 **Suggested Facebook post:** OCBC Bank has observed a big rise in the number of calls from customers and the general public related to phone scams impersonating the Bank over the past few weeks.

OCBC Bank has provided additional training to frontline staff, in addition to sharing security advisories on its website and Facebook page. For more information on what to do if you are unsure about the authenticity of a call you receive, visit [http://www.ocbc.com/personal-banking/online-banking/security\\_advisory.html](http://www.ocbc.com/personal-banking/online-banking/security_advisory.html).

For all other updates on OCBC, follow @OCBCBank on Twitter and “like” facebook.com/ocbcbank on Facebook.

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### About OCBC Bank

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. It is now the second largest financial services group in Southeast Asia by assets and one of the world’s most highly-rated banks, with an Aa1 rating from Moody’s. Recognised for its financial strength and stability, OCBC Bank has been ranked Asean’s strongest bank and among the world’s five strongest banks by Bloomberg Markets for five consecutive years since the ranking’s inception in 2011.

OCBC Bank and its subsidiaries offer a broad array of commercial banking, specialist financial and wealth management services, ranging from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank’s key markets are Singapore, Malaysia, Indonesia and Greater China. It has over 620 branches and representative offices in 18 countries and regions. These include the more than 330 branches and offices in Indonesia under subsidiary Bank OCBC NISP, and more than 90 branches and offices in Hong Kong, China and Macau under OCBC Wing Hang.

OCBC Bank's private banking services are provided by its wholly-owned subsidiary Bank of Singapore, which operates on a unique open-architecture product platform to source for the best-in-class products to meet its clients' goals.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the oldest and most established life insurance group in Singapore and Malaysia. Its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia.

For more information, please visit [www.ocbc.com](http://www.ocbc.com).

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