



**中国工商银行** (加拿大)

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)

## 欺诈风险提示

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尊敬的客户：

近期工银加拿大为进一步保护本行客户的利益和安全，对本地其他银行发生的欺诈邮件和电话的事件进行了调研。欺诈内容包括向客人索要其个人信息以及账户信息，或是要求客人回复邮件和拨打提供的电话号码。针对这一系列的情况，我行特此声明如下：

1. 我行不会通过邮件，电话，传真等方式联络通知客户提供其个人信息及银行账户信息，涉及银行业务类通知，我行会由分行的客户经理联络其管理的客户，要求客户去分行柜台，或是通过网银渠道办理。
2. 如有收到邮件或是接到类似电话，请不要回复或是立即挂断。请您立即拨打您的客户经理，或是我行官方分行电话以及客服热线电话告知该情况。详见  
<http://www.icbk.ca/EN/AboutUs/EmailUs/Branches/>
3. 请提高警惕，不要在任何公共场合使用不安全网络登陆网银和个人邮箱，或是让其他周围的人通过不同渠道获取到您的个人信息和隐私。

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www.icbk.ca



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## Fraud Alert

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Dear Customer:

Recently, ICBK (Canada) has conducted research and investigation on fraudulent emails and phone calls occurring in local banks. The form of the Fraud includes asking for personal information and account information from customers or asking customers to reply to email and contact the phone number provided. In response to this series of circumstances, we hereby declare and remind you as follows:

1. Our bank will not ask customers to provide their personal and bank account information through email, telephone, fax, etc., if needed, the account manager of the branch will contact their customers, or we will ask the customer to go to a nearby branch, or advise our customer to manage through the online/mobile banking channels.
2. If you receive an email or a phone call like the mentioned situation, please do not reply to the email. Hang up the phone immediately and contact your branch's account manager. Or you can call our branch's phone number or our toll-free customer service phone number to report this. Please refer to <http://www.icbk.ca/EN/AboutUs/EmailUs/Branches/> for details.
3. Please stay alert and do not use any unsecured network to log-in to your online banking and personal email in any public place. Always protect your personal information and privacy at all times.

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