

## Personal Online Banking Security Notice

As a user of our Bank of China (Malaysia) Berhad (“BOCM”) online and mobile banking facilities, you play an important role in securing your banking transactions. We strongly recommend the following safe tips to stay secure when banking online and making transactions via the internet:

1. Never access BOCM website via hyperlink from unsolicited email or install any programs from doubtful origins. Always key in the correct website address, which is [www.bankofchina.com.my](http://www.bankofchina.com.my) or [www.boc.cn](http://www.boc.cn).
2. To download BOCM Mobile Banking app, kindly select Bank of China (International) from a legitimate app store. Read user reviews to confirm the app is safe. Check the privacy policy to make sure that your personal information is not shared.
3. Keep your Electronic Banking username, password and eToken secured and confidential at all times. Do notify us immediately by visiting any of our branch if you have lost your eToken.
4. Do not disclosed to or allow anyone (without exception) to use your Electronic Banking username, password and eToken, as you are responsible for all transactions undertaken under your username and password.
5. Create a strong password. Avoid using common words or phrases, and never create a password that contains details from your name, initials, or date of birth. Change your password regularly and do not recycle any of the previously used password.
6. Check and ensure the transaction details in the SMS alerts reflect your actual transaction requests or performed. Should there be any unauthorized transaction, error or discrepancy discovered, please report to us at 603-2059 5566.
7. Never leave your online session unattended. Always log off from your online session if not in used and clear browser cache after each online session.
8. Monitor and review your online transaction records regularly. Should there be any unauthorized transaction, error or discrepancy discovered, please report immediately to us at 603-2059 5566.
9. Install and set your anti-virus and anti-spyware software in your personal computers and mobile devices to allow automatic updates daily.
10. Update your operating systems, install anti-virus and firewall software with security patches or newer versions on a regular basis.
11. Do not disclose personal, financial or credit card information via unsolicited emails or on any website other than BOCM official website.
12. Please update us immediately at 603-2059 5566 when there is a change in your contact details.
13. Do not perform any online banking transaction on computers and/or devices that you suspect are compromised.
14. Delete and block junk or chain emails.
15. Do not use public or internet cafe or computers to access online banking services or perform any online banking transactions.