

Security tips for WeChat official account

In order to ensure the services and information are provided by the Bank, please refer to the Bank's registered WeChat ID "NCB_HK" when searching for the WeChat official account. Please do not disclose your personal and account information to any unauthorised WeChat account(s). Should you have any queries, please contact the Bank's staff immediately. Points to note when using WeChat official account:

- When binding the Wechat official account, user is required to authenticate their Personal Internet Banking account, password and use the authentication means approved by the Bank.
- Please do not access WeChat official account via hyperlinks or QR Code embedded in any emails or SMS.
- Please do not input personal sensitive information into WeChat dialogue box. The Bank will not ask user to provide account number, password and personal information via WeChat dialogue box.
- For more details of account binding, please input "Account Binding Service Directory" into WeChat dialogue box for enquiry.
- For enquiry, security issues report and unbinding account request, please call : +852 2616 6628
- To ensure customer data security, the recommended operating systems and browsers are as follows:
 - iOS 9.0 or above (Default browser), WeChat 8.0.45 or above
 - Android 4.4 or above (Default browser), WeChat 8.0.45 or above
- Please download and install updates and patches for your Apps, operating systems and browsers regularly.