

**Suspension of NCB Personal Mobile Banking Screen Capture and Screen Recording Functions on Android Devices to Prevent Malware Scams**

Nanyang Commercial Bank Limited (“NCB” or “the Bank”) would like to remind its customers to stay vigilant against malware scams. In response to recent malware scams found in the market that fraudsters deceive users into installing mobile applications with malware on their mobile devices under different pretenses, and subsequently obtain users’ internet banking login credentials, to protect customers’ account security, the Bank has temporarily disabled screen capture and screen recording functions on Android devices for its Personal Mobile Banking until further notice.

Personal mobile banking customers who would like to check transfer or payment records with third parties, can refer to your recent transactions for the past 45 days via personal online banking by choosing “Bill payment > Transaction Record”, or review the monthly electronic statement by choosing “e-Statement > e-Statement Enquiry”. You can also refer to the SMS or email notifications which sent by the Bank and save as a transaction record.

The Bank reminds customers to stay alert for possible scams:

- Do not click on links from suspicious SMS, emails, webpages or social media pages/posts. In case of any doubts, please stop the operation immediately.
- Only download and install Apps provided by trusted and verified developers from official Apps stores, and maintain proper configuration of devices (e.g. disallow installation of Apps from unknown source, etc.).
- Evaluate Apps' requested permissions carefully before installation. Do not grant unauthorized access to third



parties with full control permission of your mobile device and do not allow screen sharing permission. Do not install the mobile application if suspicious permission rights are required.

- Do not use jailbreak or root mobile device.

For details, please visit bank's website [www.ncb.com.hk](http://www.ncb.com.hk) "Security Information" of "Important Notice & Data Policy Notice" section in the

([www.ncb.com.hk/nanyang\\_bank/resource/si\\_en.pdf](http://www.ncb.com.hk/nanyang_bank/resource/si_en.pdf)).

For enquiry, please call our Customer Service Hotline at (852) 2622 2633.

**Nanyang Commercial Bank, Limited**