

Press Release

For immediate release

Statement on Fraudulent Website

(Hong Kong, 15 July, 2026) Chiyu Banking Corporation Ltd. (“Chiyu Bank”) would like to alert its customers and the general public to the following fraudulent website:

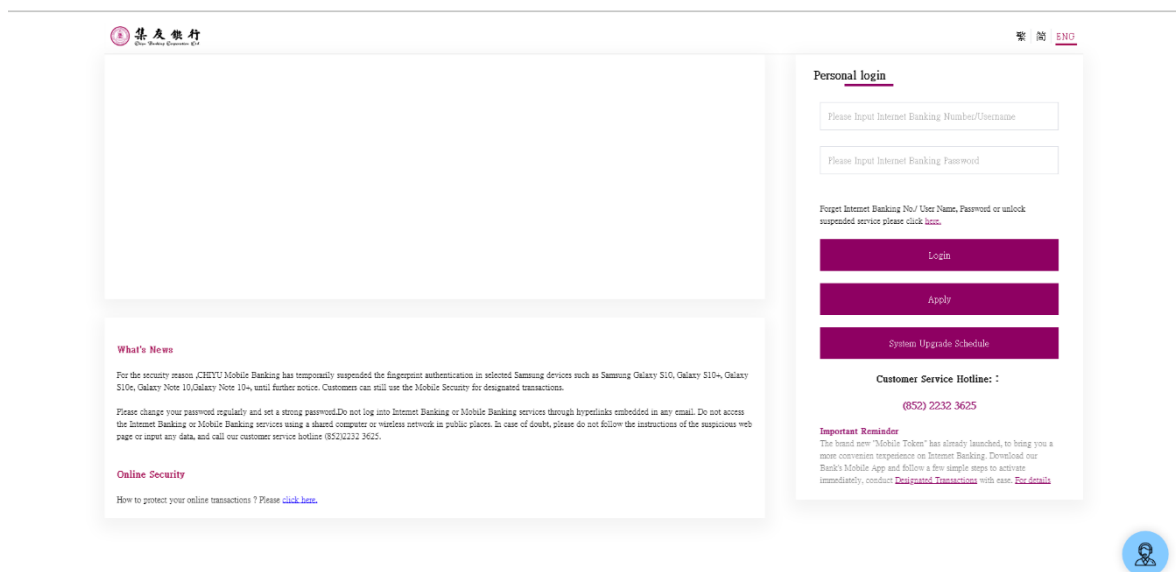
hxxps[:]//carousell[.]payme-service[.]club/merchant/bank-confirm/cybhk/220276062

Chiyu Bank hereby clarifies that it has no connection with the website involved. Meanwhile, Chiyu Bank will report the case to the Hong Kong Monetary Authority and the Hong Kong Police Force.

When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of Chiyu Bank (www.chiyubank.com) directly into the browser address bar, or through the Chiyu Bank’s Mobile Application downloaded from official App stores or reliable sources. Customers should not access such accounts or provide personal information (including passwords) through attachments, hyperlinks, QR codes embedded in e-mails or on websites. For more security information about Chiyu Bank’s electronic banking services, please visit <https://www.chiyubank.com/cyben/index/bazx/index.shtml>.

Anyone who has logged into the aforesaid fraudulent website and provided personal information should contact Chiyu Bank’s Customer Service Hotline at (852) 2232 3625 and the Hong Kong Police Force.

Below is the screenshot of the fraudulent website:



集友銀行
Chiyu Banking Corporation Ltd.

繁體 簡體 ENG

Personal login

Please Input Internet Banking Number/Username

Please Input Internet Banking Password

Forgot Internet Banking No./ User Name, Password or unlock suspended service please click [here](#).

Login

Apply

System Upgrade Schedule

Customer Service Hotline: :
(852) 2232 3625

Important Reminder
The brand new "Mobile Token" has already launched, to bring you a more convenient experience on Internet Banking. Download our Bank's Mobile App and follow a few simple steps to activate immediately, conduct **Designated Transactions** with ease. [For details](#)

What's News
For the security reason, CHYU Mobile Banking has temporarily suspended the fingerprint authentication in selected Samsung devices such as Samsung Galaxy S10, Galaxy S10+, Galaxy S10e, Galaxy Note 10, Galaxy Note 10+, until further notice. Customers can still use the Mobile Security for designated transactions.
Please change your password regularly and set a strong password. Do not log into Internet Banking or Mobile Banking services through hyperlinks embedded in any email. Do not access the Internet Banking or Mobile Banking services using a shared computer or wireless network in public places. In case of doubt, please do not follow the instructions of the suspicious web page or input any data, and call our customer service hotline (852) 2232 3625.

Online Security
How to protect your online transactions? Please [click here](#).

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