鑑於近期偽冒銀行電子郵件寄送惡意程式或是竊取個人資料之資安事件日益增多，中國信託在此提醒您相關應對的防禦小秘訣：

1. 釣魚郵件防禦小秘訣
   - 請先確認電郵內容為貴公司之相關資料。
   - 請勿任意開啟電子郵件內的附件檔案或是點擊連結，開啟附件檔案或點擊連結前應檢視檔案名稱、寄件者、連結網址等資訊是否有可疑現象。
   - 避免透過電子郵件內的連結、其他網站的連結或其它可疑通路登入網路銀行。
   - 本行不會透過電子郵件要求客戶提供密碼、登入名稱、身分證字號，或其他個人資料
   - 如通知內文格式異常或有其他可疑狀況，如：包含亂碼、不完整文字或數字資訊，請立即與本行客服聯繫。

2. 惡意程式防禦小秘訣
   - 請於您的個人電腦啟用個人防火牆和安裝防毒軟體，並啟用即時掃毒與自動更新病毒碼。
   - 請定期變更您個人電腦、電子郵件等帳號密碼，密碼長度應為 8 碼以上並儘可能文數字交雜，並避免於多個網站使用相同帳號密碼。

如發現疑似僞冒本行寄發之電子郵件，可洽本行客服專線確認，或逕行刪除郵件以免受害。

中國信託商業銀行關心您。

客服專線

台灣: 0800-017-888 / +886-2-2555-1380；中國: +86-21-2080-5888；香港: +852-2916-1816；新加坡：+65-6351 4888；越南: +84-28-3910-1888 Ext: 6301~6304；

日本: +81-3-3288-9888；印度: +91-11-43688888；紐約: +1-212-457-8903

Recently, we have seen an increase in the quantity of phishing emails, which are sent from a spoofed official CTBC Bank email address and containing a malicious attachment. To deter and protect you from such threats, CTBC Bank would like to share with you some useful tips on how you can enhance the security.

- Five tips on how to identify a phishing email
    1. Please make sure the content of the email notice is related to your company.
    2. DO NOT open the attachments or click links without any further verification. It is strongly advised that you go through the file names, senders, and URLs shown in the email first.
    3. DO NOT click on the links in the email or unofficial website indicating access to our corporate e-Banking platform (eTrust).
    4. CTBC bank will not ask you to provide password, user name, login ID and other personal information via email.
    5. If there are some abnormal messages or any other irregular situations, such as garbled texts, incomplete words or numbers written in the email, please contact our customer service hotline immediately.

- Two tips on how to prevent malware infection
    1. Please activate firewall and install anti-virus software on your PC. Virus-scanning should be turned on and keep the virus database updated automatically.
    2. Please change passwords of your PC and email accounts regularly. The length should exceed 8 digits with alphabets and numbers. The longer and more complex your password is, the less likely your security and identify will be breached. Also, please avoid using same passwords to login multiple websites.

If you receive any suspicious emails purportedly from our bank, please contact our customer service representatives to verify the authenticity of the emails.

This is a security reminder from the CTBC bank
Customer Service Hotline
TW: 0800-017-888 /+886-2-2555-1380; CN: +86-21-2080-5888; HK: +852-2916-1816；SG:+65 6351 4888；VN: +84-28-3910-1888 Ext: 6301~6304；
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