

Important Statement

PAOB found its external audit consultant suspected of unauthorised access to its client information

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9 December 2022, Hong Kong – Ping An OneConnect Bank (Hong Kong) Limited ("Ping An OneConnect Bank" or "PAOB") today announced its Cyber Security Team has detected through its internal monitoring system that a consultant from an external audit firm is suspected of unauthorised access to PAOB's client information while conducting audit work in PAOB. Ping An OneConnect Bank has requested the external audit firm to look into the incident. Also, PAOB has separately reported the case to the Police, the Hong Kong Monetary Authority and the Office of the Privacy Commissioner for Personal Data. As of today, PAOB has not discovered any abnormalities in our customers' accounts. Also, according to the information provided by the external audit firm, there is no evidence that the aforementioned customer data has been disclosed to other third parties apart from the aforementioned audit consultant.

Ping An OneConnect Bank attaches great importance to the protection of customers' data and has immediately enhanced the security measures for account protection purpose. In addition, the bank has notified and reminded customers individually that they should also take action to further protect their accounts, with the support of service hotlines to offer help to customers who are worried that they may have been affected.

To avoid affecting the investigation, Ping An OneConnect Bank cannot disclose further details of the incident. We will keep the affected customers informed if there are any updates from the Police. PAOB emphasizes that customer's accounts and information are fully and properly protected, and customers can set up security devices or use biometric authentication in mobile banking APP to prevent unauthorised use.

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About Ping An OneConnect Bank (Hong Kong) Limited

Ping An OneConnectBank (Hong Kong) Limited (“PAOB”), a wholly-owned subsidiary of OneConnect Financial Technology Co., Ltd. (“OneConnect”) (HKEx:6638; NYSE:OCFT) and a member of Ping An Insurance (Group) Company of China Ltd. (“Ping An”) (HKEx:2318; SSE:601318), is committed to establishing a virtual banking ecosystem by optimising customer-centric services through its innovation and sophisticated technology. PAOB was granted a virtual banking licence by the Hong Kong Monetary Authority in May 2019. PAOB is developing diverse business segments including retail banking and SME banking.