



Republic of the Philippines
NATIONAL POLICE COMMISSION
PHILIPPINE NATIONAL POLICE
INFORMATION TECHNOLOGY MANAGEMENT SERVICE
Camp BGen Rafael T Crame, Quezon City



MEMORANDUM

FOR : See Distribution

FROM : D, ITMS

SUBJECT : **Cybersecurity Advisory | BDO Accounts Online Banking Attack**

DATE : December 16, 2021

1. Reference: News article of Manila Bulletin dated December 11, 2021 with subject: Hacked BDO accounts are used to buy Bitcoin via Unionbank.

2. The above reference pertains to the BDO hacking incident affecting several BDO account holders. Based on the report, the hacker named "Mark Nagoyo" has stolen at least P25,000 to P100,000 each from several BDO account holder deposits through unauthorized bank transfer into multiple Union Bank accounts.

3. The BDO account holders have shared their experience and posted the screenshots of the email and text notifications they received from BDO notifying them of their recent transactions made on their accounts.

4. The initial report claimed that the affected BDO account holders were victims of the phishing attack. However, one of the victims said that the incident was due to security breaches from BDO's side. The victims claimed that they did not click any suspicious links either through email or text message and did not reveal any of their personal and banking details in public, making it impossible for cybercriminals to get their details.

5. Based on the said article, the UnionBank account used to receive the money from their BDO victims was used to buy Bitcoin, a digital currency worth P5,000,000.00, from the cryptocurrency market on December 11, 2021.

6. There were 20 names and account numbers used by the cybercriminals to receive money from the BDO victims. Upon transferring money to other banks, account names are irrelevant, as long as they have entered the correct account number that would receive the bank transfer.

7. BDO has released its statement regarding the incident. BDO has advised its account-holders to stay vigilant, report suspicious incidents, and contact their representatives through their Facebook page.

8. Relative to the above, PNP personnel shall take precautionary measures to secure their online banking information when doing online transactions.

9. In this regard, this Service recommends the following security measures to help prevent being a victim of online banking scams:

- a. Always keep your computer and mobile device's operating system and security software updated;
- b. Turn on automatic updates to receive the newest fixes as they become available;
- c. Set strong passwords – at least eight characters in length and includes a mix of upper- and lower-case letters, numbers, and special characters;
- d. Enable two-factor authentication (2FA) or multi-factor authentication (MFA) for added security;
- e. Keep personal information personal. Never share your personal and banking information, especially on social media;
- f. Refrain from using public Wi-Fi;
- g. Secure your internet connection at home with a strong password; and
- h. Shop safely. Ensure that the website uses secure technology by checking if it begins with HTTPS:// or if a tiny padlock symbol appears on the page.

10. Further, if you suspect to be a victim of the incident mentioned above, you may send your report to ReportPhish@bdo.com.ph. You may also contact their representatives and look for BDO Customer Care with a blue verified checkmark from Facebook.

11. For widest dissemination.


BENJAMIN H SILO JR
Police Brigadier General

Digitally signed by Ali Amir
Mason Ramos
DN: cn=2021, o=11, c=PH
+9800

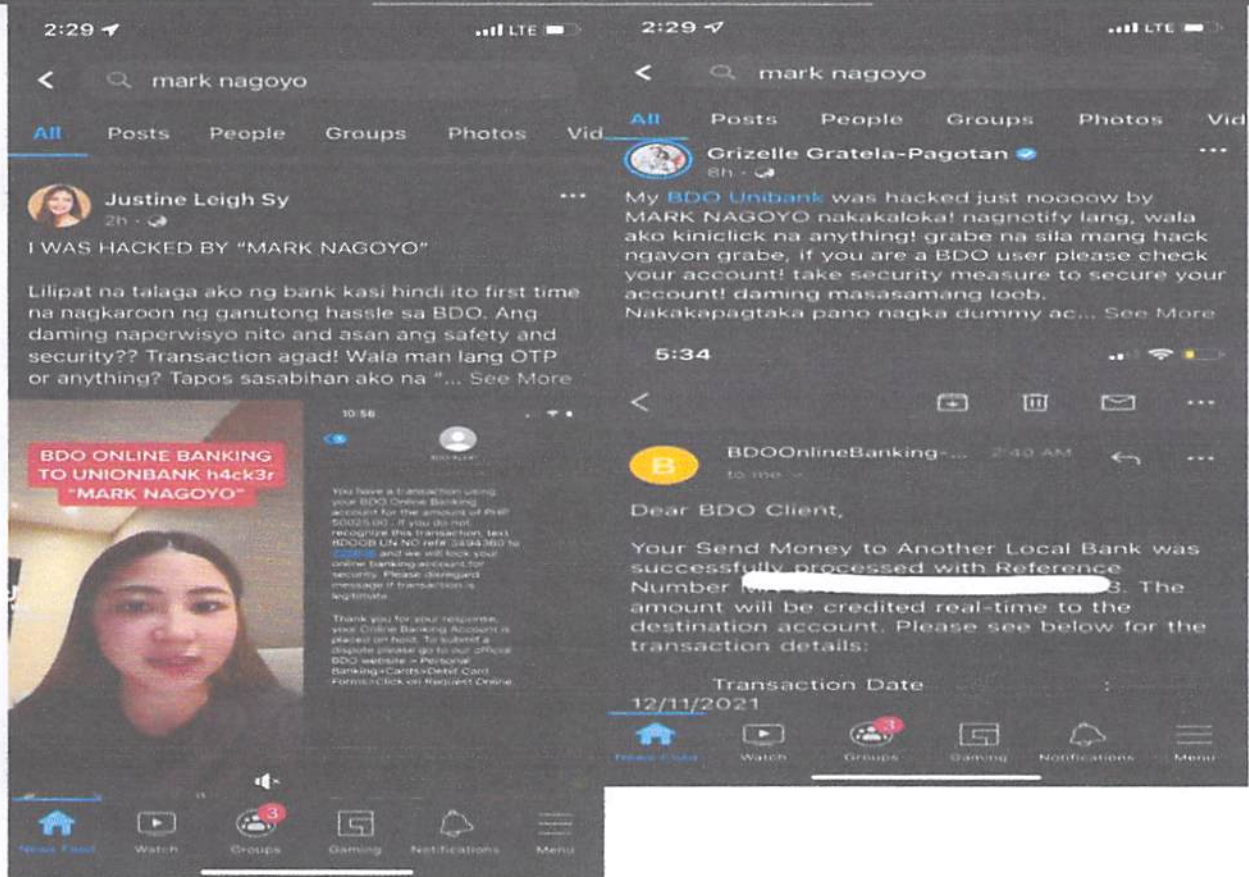
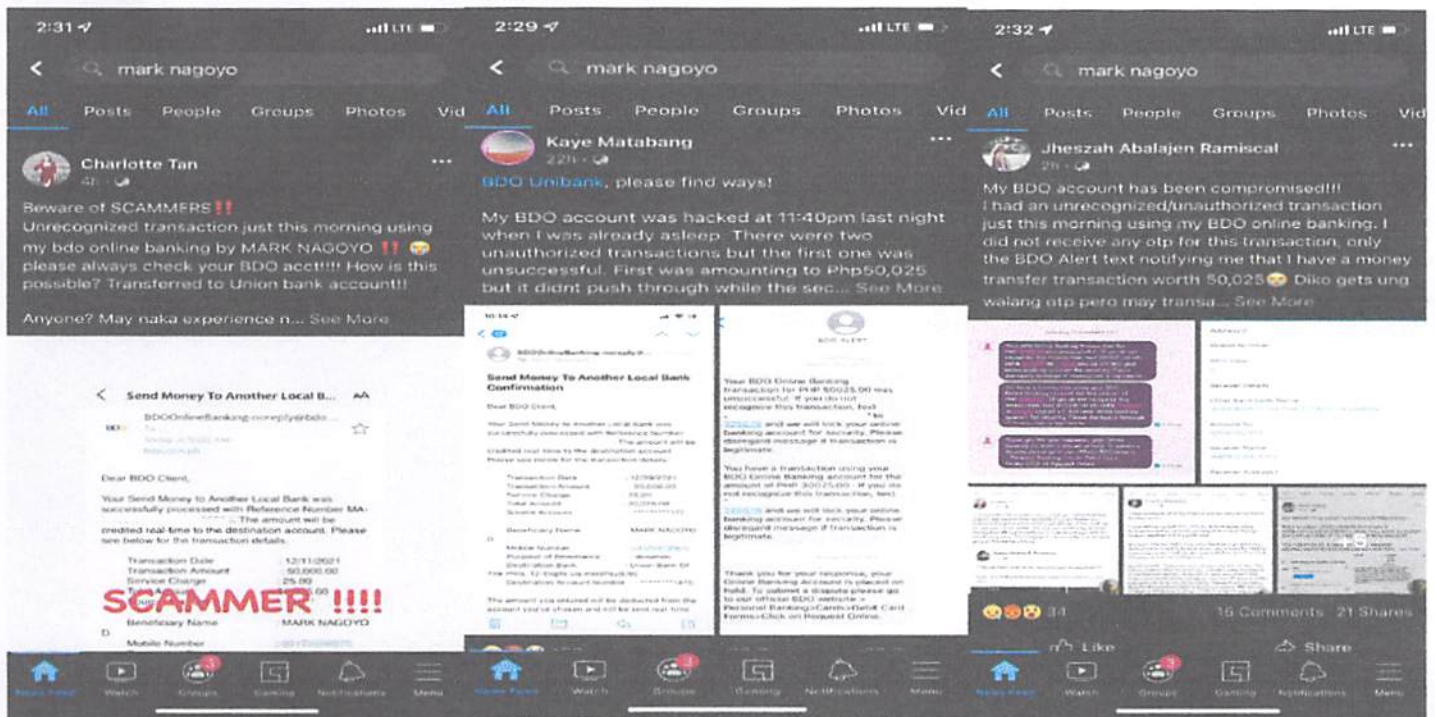
Distribution:

IG, IAS
Cmdr, APCs
D-Staff
P-Staff
D, NSUs
RD, PROs

Copy Furnished:

Command Group
SPA to the SILG

Sample Screenshots from the Affected BDO Account Holders



BDO Official Statement on the Unauthorized Transaction Incidents



Official Statement
BDO Unibank

BDO Unibank has been informed about One-Time Pin (OTP)-related concerns. The Bank would like to assure its clients that it is looking into each of the cases and will revert back to those who have been affected.

BDO continues to remind clients to never share login information like username and password, and OTP. For added protection and security, clients are encouraged to regularly change the passwords of their online bank account.

Clients may report suspicious incidents to ReportPhish@bdo.com.ph or get in touch with its representatives and look for BDO Customer Care with blue verified checkmark from Facebook. Clients may also call its hotline at 8631-8000 or email BDO at callcenter@bdo.com.ph.

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