

20 December 2022

## HSBC WARNS AGAINST PHISHING EMAIL

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to a phishing email purported to be from HSBC. The phishing email requires the recipients to verify account details to avoid the account being inactivated.

HSBC would like to remind its customers that it has no connection with the phishing email involved. Customers are advised not to open any link in the email. The public should also safe-keep their login credentials. HSBC reiterated that it will not send SMS or email messages with embedded hyperlinks directing customers to its websites or mobile applications to carry out transactions, or request for sensitive personal information or credit card details from customers through hyperlinks.

Below are the screen capture of the phishing email and link of the fraudulent website :

### Phishing email

**From:** HSBC <[hsbc\\_communications@webarq.net](mailto:hsbc_communications@webarq.net)>  
**Date:** 20 December 2022 at 10:28:42 AM HKT  
**To:** [REDACTED]  
**Subject:** We couldn't confirm your details



Trouble viewing this email? [View in browser](#)

 **HSBC**

**Possible Inactive Account Alert**

You are receiving this alert because your account has been flagged as potentially inactive. This could be due to a number of reasons, such as low account activity, failure to verify identity, invalid contact details.

We are writing you that as of December 31, 2022, your account will be considered inactive unless you verify your status by the date mentioned.

What do you have to do?

Confirm if your account is still active by updating your contact details.

[HSBC Online Banking - Verify account](#)

**Benefits of advice**

- ★ **Free of charge**  
Get instant advice on whether you are eligible for these.
- 📄 **Instant delivery**  
We have nothing for the post - your advice will be available online. Plus, you can download to your tablet!
- 📅 **Stay up to date**  
Get email alerts or notifications for new updates.

**How do I access my advice?**

Log on via the HSBC app



Check out the support on, always go to our official website and our website!

**Get it done today**



Get it done today

**It's simple and easy!**



**Notes:**

1. The information provided in this email is for informational purposes only and does not constitute an offer or recommendation of any financial product or service.
2. The information provided in this email is for informational purposes only and does not constitute an offer or recommendation of any financial product or service.
3. The information provided in this email is for informational purposes only and does not constitute an offer or recommendation of any financial product or service.

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3. The information provided in this email is for informational purposes only and does not constitute an offer or recommendation of any financial product or service.

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**Phishing URL**

[https://urldefense.com/v3/https://intemporelles.eu/www\\_!!LSAcJDIP!0vHIzYMNBTfjEOLRt5Z4e4SXJ3aLL8rVb\\_WLpyb5qnQS\\_IL151RjOnc1djRueBvbcc8Qf-O-Jpst02p9KAS](https://urldefense.com/v3/https://intemporelles.eu/www_!!LSAcJDIP!0vHIzYMNBTfjEOLRt5Z4e4SXJ3aLL8rVb_WLpyb5qnQS_IL151RjOnc1djRueBvbcc8Qf-O-Jpst02p9KAS)

Customers are reminded to ensure they are connected to a valid HSBC site. The Bank's Hong Kong domain is <http://www.hsbc.com.hk>. Customers should access banking services by keying in the website address at the address bar of the browser.

If customers are concerned, they should call the HSBC Personal Customer service hotline at 2233 3000 and/ or report to the Police.

*ends/more*

**Note to editors:**

**About The Hongkong and Shanghai Banking Corporation Limited**

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 63 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,992bn at 30 September 2022, HSBC is one of the largest banking and financial services organisations in the world.

*ends/all*