

29 December 2022

## HSBC WARNS AGAINST PHISHING EMAILS

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to several phishing emails purported to be from HSBC. Those emails require the recipients to reactivate their bank accounts or digitally sign some agreement documents.

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 websites:

### Phishing emails and screen captures

- [communications.hsbc@webarq.net](mailto:communications.hsbc@webarq.net)
- [informationservices.hsbc.com.hk@webarq.net](mailto:informationservices.hsbc.com.hk@webarq.net)
- [hsbc.communications@webarq.net](mailto:hsbc.communications@webarq.net)
- [eTicket.hsbc@kyoukan1.jp](mailto:eTicket.hsbc@kyoukan1.jp)



 滙豐  
HSBC

您的信用卡付款提示

親愛的客戶：

HSBC hereby invites you to digitally sign the following agreement documents.

Log in to view agreements and sign documents in an easy and secure way.

[Go to documents](#)

香港上海滙豐銀行有限公司謹啟

查詢

滙豐尚正客戶：(852) 2233 3033  
滙豐卓越理財客戶：(852) 2233 3322  
其他個人理財客戶：(852) 2233 3000  
滙豐香港網站

這封是來自滙豐的詐騙電郵。

請勿回覆此電郵。如蒙聯絡我們，您可：

- 發送電郵至  
[dfv.enquiry@hsbc.com.hk](mailto:dfv.enquiry@hsbc.com.hk)  
，但切勿於電郵內提供個人資料，或輸出任何指示
- 致電 2233 3033 (滙豐尚正客戶)、2233 3322 (滙豐卓越理財客戶) 或 2233 3000 (其他個人理財客戶)

本電郵為私人信件。如您錯誤地收到本電郵，請立即刪除內容並告知我們。

[私隱與保安](#) | [網站使用條款](#) | [投訴與結案](#)

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



## 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 notifying you that as of December 16, 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](#)

## Benefit of eAdvices

### ★ Free of charge

Get instant access to eAdvices via online and mobile banking, for free.

### 📄 Instant delivery

No more waiting for the post – your advice will be available online. Plus, you save more space in your cabinet!

### ✉️ Stay up to date

Get email alerts or notifications for new eAdvices.

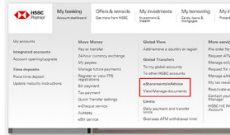
## How do I access my eAdvice?

Log on via the HSBC HK app



Once you've logged on, and go to your profile > 'eStatements and eAdvices'

Log in via online banking



Log on to online banking via our website and go to 'My banking' > 'View/Manage documents'.

### Choose your eStatement/eAdvice viewing preferences in two simple steps:

Step 1: Simply log on to online banking via our website. Go to 'My Banking' > 'View/Manage documents'.  
Step 2: Select 'eStatements/eAdvice' > 'Manage eStatements/eAdvice' to update statement/eAdvice preference.

🗨️ If you have any questions regarding this arrangement, get in touch with us instantly and securely using 'Chat with us' on the HSBC HK App or 'Live Chat' feature on our website. Alternatively, you can also contact us through our customer service hotline at

### It's simple and easy!



#### Remarks:

- Structured deposit and repayment overdue reminder advice will also be sent via email notification if you have a valid email address with us and opted-in for eStatements/eAdvice for respective accounts. Otherwise, we will send the paper copy to you.
- If you have already chosen to receive eStatements/eAdvice for specific accounts, you will receive new advice digitally from June 2022.
- Some advices will continue to be sent in paper format until digital versions become available. For the full list of available eAdvice, please refer to [www.hsbc.com.hk/statementfaq](http://www.hsbc.com.hk/statementfaq).
- You need to activate Mobile Security Key before using 'Chat with us'.

#### Notes:

- Apple and the Apple logo are trademarks of Apple Inc., registered in the US and other countries. App Store is a service mark of Apple Inc.
- Google Play and the Google Play logo are trademarks of Google LLC.
- Android is a trademark of Google LLC.

This is a servicing email from HSBC. Such emails contain important information and updates about your use of our services / products and are not intended to be marketing in nature. Please note that the links in this email may only function within 30 days of sending.

Please do not reply to this email. To contact us, please log on to HSBC Online/Mobile Banking and use the chat function. Alternatively, you can email [dty.enquiry@hsbc.com.hk](mailto:dty.enquiry@hsbc.com.hk) or call 2233 3033 (HSBC Jade customers), 2233 3300 (HSBC Premier customers) or 2233 3000 (other personal banking customers).

[Privacy and Security](#) [Terms of Use](#) [Hyperlink Policy](#)

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香港上海滙豐銀行有限公司，地址：香港皇后大道中 1 號。  
如您的電腦未能正常顯示電郵全部內容，請重啟您的電腦系統以便支援閱讀 HTML 格式的電郵。



親愛的客戶：

You are receiving this alert because your account has been flagged as potentially inactive.

We are notifying you that as of December 26, 2022, your account will be considered inactive unless you verify your status by the date mentioned.

This could be due to a number of reasons, such as:

- failure to verify identity
- invalid contact details
- ongoing security checks

**What do you have to do?**

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

**What do you have to do?**

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

[HSBC Online Banking - Verify account](#)

香港上海滙豐銀行有限公司謹啟

這封來自滙豐的騙局電郵，有關電郵包含非行有關您使用的服務／產品之重要資訊及最新通訊，但不應作為推廣之用。請注意，本電郵載有的連結於電郵發出當天起計不少於 28 天內有效。

請勿回覆此電郵。如蒙聯信我們，請發送電郵至

[dtv.enquiry@hsbc.com.hk](mailto:dtv.enquiry@hsbc.com.hk)

或致電 2233 3033 (滙豐尚主客戶) 或 2233 3322 (滙豐卓越理財客戶) 或 2233 3000 (其他個人理財客戶)。

## Phishing URLs

- [https://urldefense.com/v3/\\_\\_https://0llum.de/www\\_\\_;!!LSAcJDIP!0npUnifKdHsSKG4fxcmMMonE6f6FDUApqRvNzPLnfuGZAPVW6KotvVxcjGvURf74Ox\\_dDFzvE71Sn5\\_aJkB\\$](https://urldefense.com/v3/__https://0llum.de/www__;!!LSAcJDIP!0npUnifKdHsSKG4fxcmMMonE6f6FDUApqRvNzPLnfuGZAPVW6KotvVxcjGvURf74Ox_dDFzvE71Sn5_aJkB$)
- [https://urldefense.com/v3/\\_\\_https://tiengtrungmoliifm.vn/www\\_\\_;!!LSAcJDIP!yXYSH5pUeOiHwWmNYeCoKLHfnxPX1B3pkiWNqsp78hnlXuweVKSIMpj2HE3oKovCnpd6ke9IS7MJgqnLJXI\\$](https://urldefense.com/v3/__https://tiengtrungmoliifm.vn/www__;!!LSAcJDIP!yXYSH5pUeOiHwWmNYeCoKLHfnxPX1B3pkiWNqsp78hnlXuweVKSIMpj2HE3oKovCnpd6ke9IS7MJgqnLJXI$)
- [https://urldefense.com/v3/\\_\\_https://guineaeconometrics.com/waken/hh/\\_\\_;!!LSAcJDIP!yXYSH5pUeOiHwWmNYeCoKLHfnxPX1B3pkiWNqsp78hnlXuweVKSIMpj2HE3oKovCnpd6ke9IS7MJg-ZYwG0\\$](https://urldefense.com/v3/__https://guineaeconometrics.com/waken/hh/__;!!LSAcJDIP!yXYSH5pUeOiHwWmNYeCoKLHfnxPX1B3pkiWNqsp78hnlXuweVKSIMpj2HE3oKovCnpd6ke9IS7MJg-ZYwG0$)
- [https://urldefense.com/v3/\\_\\_https://u24554644.ct.sendgrid.net/ls/click?upn=gAWNtuNOreFKWepXlv7FA8PuTMKO3AnAMYCCRTFfc6X-2FP2nqjwSLXiE4V2YtLS-2FCyDHS\\_W01XC0Bh4DKUBuA9PhasXzn15AlhF5wWavbfKfLA1xLugrgYaTV-2BQdqYGR741p2NUN-2BcPVHoert0fKmlstD1qVJPXN00Ule6BCjODk-2BG3LMsLbOWSYZ72grv3pv8mV1pw9lFvifvlb-2Fqxqumy-2ByoNwh3an7DvNkixCL4yZiCg7bF2dliCpFsiMpQVVs6V8gGhfNdrahiHpn1KllpSBtZccQ-3D-3D\\_\\_;!!LSAcJDIP!0wdH8OyxurgueebmfAtG7ablNaaX7EAJlwTBP-v\\_RfWxC5q-wKxCcXj0r1KVasDNrn-L4SeNgWXId7drIJM\\$](https://urldefense.com/v3/__https://u24554644.ct.sendgrid.net/ls/click?upn=gAWNtuNOreFKWepXlv7FA8PuTMKO3AnAMYCCRTFfc6X-2FP2nqjwSLXiE4V2YtLS-2FCyDHS_W01XC0Bh4DKUBuA9PhasXzn15AlhF5wWavbfKfLA1xLugrgYaTV-2BQdqYGR741p2NUN-2BcPVHoert0fKmlstD1qVJPXN00Ule6BCjODk-2BG3LMsLbOWSYZ72grv3pv8mV1pw9lFvifvlb-2Fqxqumy-2ByoNwh3an7DvNkixCL4yZiCg7bF2dliCpFsiMpQVVs6V8gGhfNdrahiHpn1KllpSBtZccQ-3D-3D__;!!LSAcJDIP!0wdH8OyxurgueebmfAtG7ablNaaX7EAJlwTBP-v_RfWxC5q-wKxCcXj0r1KVasDNrn-L4SeNgWXId7drIJM$)

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*