

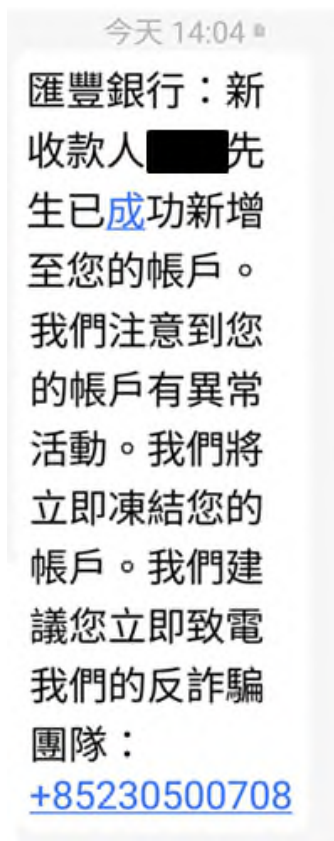
16 August 2024

HSBC WARNS AGAINST PHISHING SMS

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to phishing SMS purported to be from HSBC. The phishing SMS claims that irregular or suspicious transactions was found in the customer's bank account and requested the customer to call.

HSBC would like to remind its customers that it has no connection with the phishing SMS involved. Customers are advised not to reply or contact the sender or open any links in the SMS. 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 login to accounts, carry out transactions, or request for sensitive personal information or credit card details from customers through hyperlinks.

Below is the screen capture of the phishing SMS:



Stay alert for phishing SMS. To help you identify HSBC SMS instantly, we have joined the SMS Sender Registration Scheme, using registered sender IDs including #HSBC, #HSBCsecure, #PayMe and #HSBCnotice when sending one-way SMS to local mobile users. Please note that 'HSBC' is no longer used as the sender ID. Also, HSBC will never request sensitive personal information nor ask customers to log onto HSBC Online Banking via SMS with embedded link.

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 typing this address into the browser search bar.

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:

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 60 countries and territories. With assets of US\$2,975bn at 30 June 2024, HSBC is one of the world's largest banking and financial services organisations.

ends/all