

19 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 a premium payment for an insurance policy will be deducted from their bank account and suggests customers to click on a link to check the policy details.

Below is the screen capture of the phishing SMS (Chinese only):



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. To help customers 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. Customers should also note that 'HSBC' is no longer used as the sender ID.

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.

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