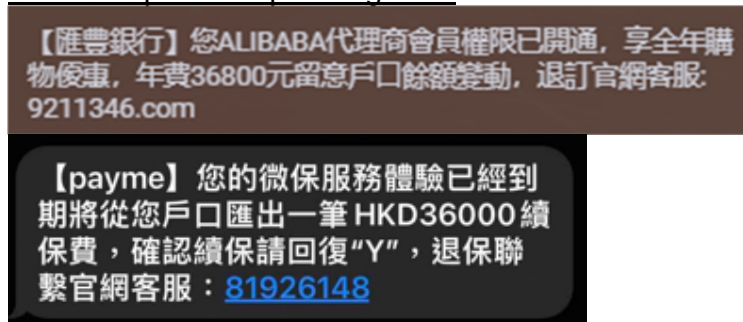


3 January 2025

HSBC WARNS AGAINST PHISHING SMS

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to two phishing SMSes purported to be from the bank and PayMe by HSBC. The two phishing messages respectively claim that customers have made a payment to activate their membership of a third-party platform, and a premium payment for an insurance policy will be deducted from their account.

Below are the screen captures of the phishing SMS (Chinese only):

Screen captures of phishing SMS

HSBC reminds customers that it has no connection to the phishing SMS. Customers should not reply, contact the sender, or open any links in the SMS. Similar phishing attempts may recur. HSBC reiterates that it will not send SMS or email messages with embedded links which direct customers to HSBC's websites or mobile apps for account login, banking transactions, or submitting sensitive personal information and credit card details.

Customers should stay vigilant against phishing SMS. To help you identify HSBC SMS instantly, we have joined the SMS Sender Registration Scheme. The bank's registered sender IDs include #HSBC, #HSBCsecure, #PayMe and #HSBCnotice for 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 <https://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 report to the Police. "Scameter+" App, the government's scam and pitfall search engine, is also available for download to help identify potential frauds.

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\$3,099bn at 30 September 2024, HSBC is one of the world's largest banking and financial services organisations.

ends/all