

13 February 2025

HSBC WARNS AGAINST FRAUDULENT WEBSITES AND SMS

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to fraudulent websites and SMS purported to be from HSBC.

The websites falsely claim to offer a live chat service on behalf of the Bank, and intend to entice customers to log on to HSBCnet with their true credentials. The phishing SMS claims that membership with a third party platform has been activated and an annual membership fee will be deducted from their bank account. It suggests customers to call for a refund.

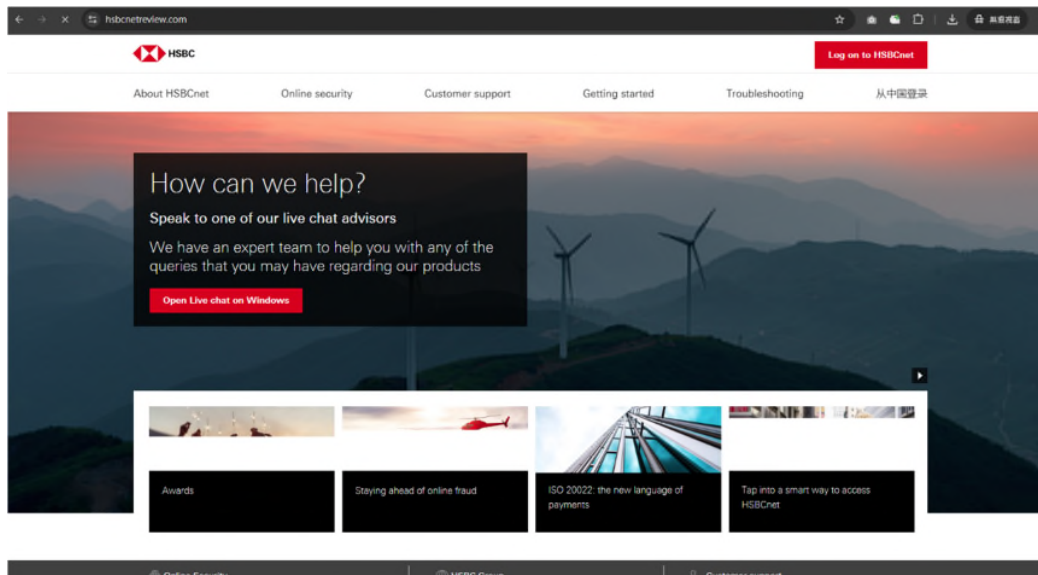
HSBC would like to remind its customers that it has no connection with the fraudulent websites and SMS involved. Similar phishing attempts may recur. Customers are advised not to provide any personal or financial information on these sites and should not reply, contact the sender, or open any links in the SMS. The public should also safe-keep their login credentials.

Below are the screen capture and URLs of the fraudulent websites:

Fraudulent URLs

URL 1: <https://hsbcnetreview.com>

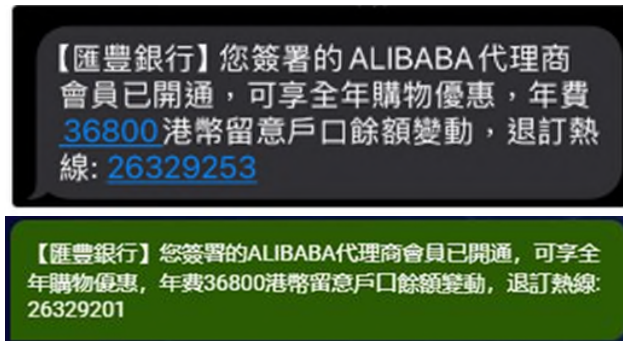
URL 2: <https://hsbcnetsupport.com>

Screen capture

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

Contact numbers provided in the phishing SMS
26329253 / 25925679/ 81703803/ 25925920/ 26329201

Screen captures of the phishing SMS



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 and HSBCnet's domain are www.hsbc.com.hk and www.hsbcnet.com respectively. 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 Commercial Banking service hotline at 2748 8288, the HSBC Personal Customer service hotline at 2233 3000 or 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