

3 March 2025

HSBC WARNS AGAINST PHISHING SMS

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to phishing SMS messages purportedly from HSBC. The phishing messages claim that customer's account was hacked and suspended, suggesting the recipient to contact the bank's customer service for account recovery with a hyperlink provided.

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

Screen captures of phishing SMSScreen capture of webpage accessed via a hyperlink in the phishing SMS

HSBCHanK.cc



HSBC reminds customers that it has no connection to any of these suspicious messages even if they appear to come from the bank's registered SMS alias, such as #HSBC、#HSBCsecure、#PayMe or #HSBCnotice. 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 the submission of sensitive personal information and credit card details.

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.

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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 58 countries and territories. With assets of US\$3,017bn at 31 December 2024, HSBC is one of the world's largest banking and financial services organisations.

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