

4 September 2025

**HSBC WARNS AGAINST PHISHING SMS**

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers about a phishing SMS purportedly from PayMe by HSBC. The phishing message claimed that customers had successfully settled a payment via PayMe. Below is the screen capture of the SMS (Chinese only):

**Screen capture**

HSBC and PayMe by HSBC remind customers that it has no connection to the SMS or the phone number provide. Customers should not share any sensitive personal information or chat with anyone. 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.

All legitimate PayMe SMS messages will include the prefix “#”. However, customers should remain vigilant, as there have been instances of fraudulent SMS messages using this prefix to impersonate other organisations.

If customers are concerned, they should report to the Police and call the HSBC Personal Customer service hotline at 2233 3000, or contact PayMe's Customer Service team via 'Chat with us' section of the PayMe app or website <https://payme.hsbc.com.hk>. “Scameter”, the government's scam and pitfall search engine, is also available 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 57 countries and territories. With assets of US\$3,214bn at 30 June 2025, HSBC is one of the world's largest banking and financial services organisations.

*ends/all*