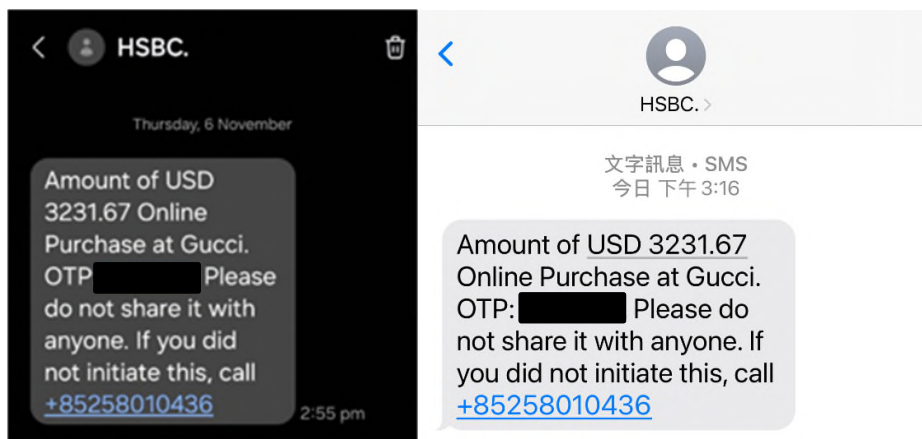


7 November 2025

HSBC WARNS AGAINST PHISHING SMS

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers about a phishing SMS purportedly from HSBC. The phishing message provided a one-time password (OTP) of an online purchase with payment amount indicated. It also suggested customers to call for enquiry. Below is the screen capture of the SMS:

Screen capture

HSBC reminds 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 the contact provided in the SMS. Please refer to <https://www.hsbc.com.hk/help/cybersecurity-and-fraud/phishing/> for more phishing related tips.

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. However, customers should remain vigilant, as there have been instances of fraudulent SMS messages using this prefix to impersonate other organisations.

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", 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\$3,234bn at 30 September 2025, HSBC is one of the world's largest banking and financial services organisations.

ends/all