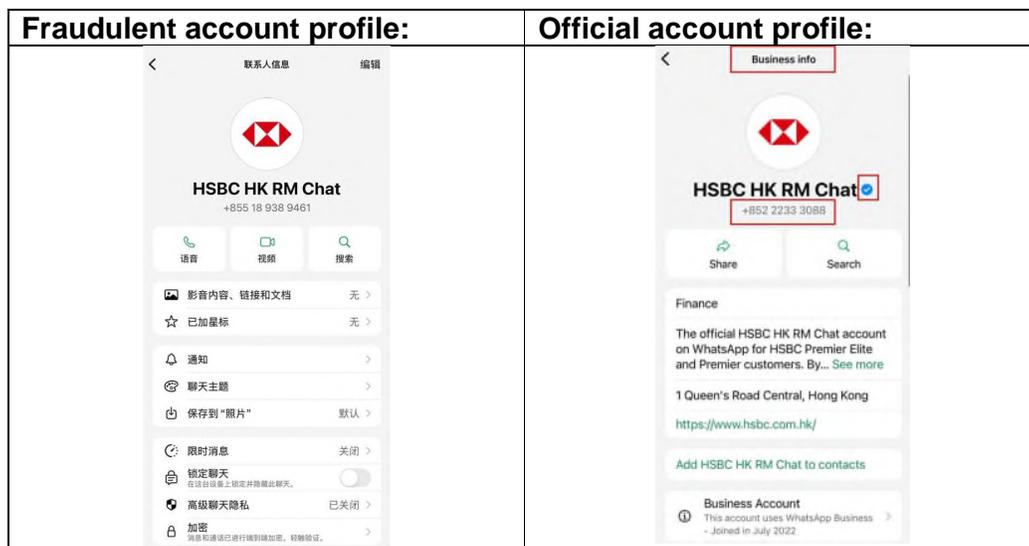


23 February 2026

HSBC WARNS AGAINST FRAUDULENT SOCIAL MEDIA ACCOUNT

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers about a phishing message sent by a fraudulent WhatsApp account impersonating the HSBC HK RM Chat. The fraudster may request customers to share personal information or the one-time password (OTP) they receive, and may perform unauthorised transactions with the information given. Below are the details of the fraudulent account:

Phone number of the fraudulent account: +855 18 938 9461



Customers are reminded that they will not be contacted via the HSBC HK RM Chat (WhatsApp or WeChat) unless they complete prior registration on the HSBC HK App or at a branch. For more details, please visit: <https://www.hsbc.com.hk/ways-to-bank/chat-with-relationship-manager/>.

The authentic RM Chat account has a “blue tick” verified badge on the profile, and the profile will only be shown as a Business Account. Customers should also note that there are only 7 numbers for HSBC HK RM Chat (all of which starts with +852):

- +852 2233 3083
- +852 2233 3084
- +852 2233 3085
- +852 2233 3086
- +852 2233 3087
- +852 2233 3088
- +852 2233 3089

HSBC reminds customers that it has no connection to the fraudulent WhatsApp account. Customers should not enter sensitive personal information, chat with anyone, or open any links on the message. Similar phishing attempts may recur.

HSBC also 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 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