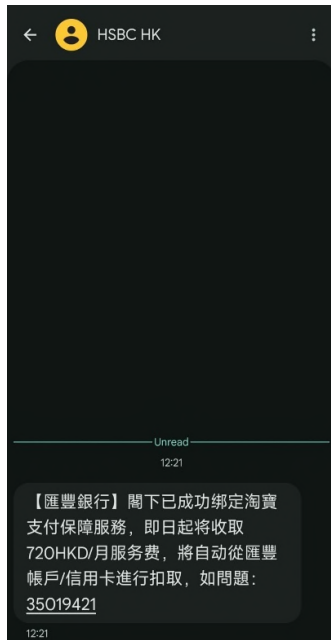


15 April 2026

**HSBC WARNS AGAINST PHISHING SMS**

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers about a phishing SMS purporting to be from HSBC. It claimed that customers have settled a payment for subscription via HSBC. Below are the screenshots of the phishing SMS:



HSBC reminds customers that it has no connection to the SMS. Customers should not enter sensitive personal information, chat with anyone, or open any links on the webpage. 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 submitting sensitive personal information and credit card details.

To assist customer in identifying HSBC SMS, 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 organizations.

Please refer to <https://www.hsbc.com.hk/help/cybersecurity-and-fraud/phishing/> for more phishing related tips.

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 56 countries and territories. With assets of US\$3,233bn at 31 December 2025, HSBC is one of the world's largest banking and financial services organisations.

*ends/all*