



11 February 2020

## HSBC WARNS AGAINST PHISHING EMAIL

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to the phishing email purported to be sent by HSBC. The phishing email suggests that recipients should click a link to finish a survey.

HSBC would like to remind its customers that it has no connection with the phishing email involved. Customers are advised not to click any link in this email.

Below is the screen capture of the phishing email:

### Phishing Email

**From:** HSBC <hsbc@toprewards.com.hk>  
**Sent:** Tuesday, January 21, 2020 7:48 AM  
**To:** [REDACTED]  
**Subject:** HSBC Rewards are FINALLY here! Get cash & points



#### **Redeem your HSBC Points for just about anything.**

Hi there,

As a valued customer of HSBC you have been invited to take part in a short survey regarding your recent experience.

Your feedback is very valuable for HSBC, and will help us provide you with the best service possible.

As a thank you for taking part you will receive a gift of your choice

- 1100 HKD\$ To your account
- 3000 Miles Points
- Online Bill Pay With Points

Please select a rating below to start the survey.

If asked by your family and friends, how likely would you be to recommended HSBC on the scale of 0 to 10?

Not at all likely												Extremely Likely
0	1	2	3	4	5	6	7	8	9	10		

Kind regards,

Phil Wilson  
Chief Operating Officer

If customers are concerned, they should call the HSBC Personal Customer service hotline at 2233 3000 or report to the Police.

*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, which serves our customers through four global businesses: Retail Banking and Wealth Management, Commercial Banking, Global Banking and Markets, and Global Private Banking. HSBC serves customers worldwide from offices in 65 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,728bn at 30 September 2019, HSBC is one of the world's largest banking and financial services organisations.

*ends/all*