



23 September 2020

HSBC WARNS AGAINST PHISHING EMAIL AND FRAUDULENT WEBSITE

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to a phishing email, which requested customers to validate their account information and activate the Digital Security Key.

The phishing email also suggests recipients to click a link that goes to a fraudulent website: <https://helaloo-buda-colk12if.blogspot.com>

We would like to remind customers that the Bank has no connection with the phishing email and fraudulent website involved, which was sent through a non-HSBC email address. Customers should disregard this email and avoid disclosing any personal information or clicking any link in the email.

Below is the screen capture of the phishing email:

Phishing Email

From: HSBC <no-reply@identity.wpengine.com>
Date: 17 September 2020 at 20:49:06 GMT+8
To: [REDACTED]
Subject: Restriction Alert From HSBC
Reply-To: HSBC <no-reply@identity.wpengine.com>



Important Notice

Please note that starting from September 2020 we will be introducing new online banking authentication procedures in order to safeguard the information of our customers and all their transactions.

As part of these new procedures, we will be implementing our two-step authentication feature this will prevent unauthorized access to your account. In order to benefit from all our new security measures we require you to validate your account information and activate your Digital Security Key.

- [Get Started](#)

Please note: Failure to comply with this request can lead to a temporary suspension of access to our online banking service.

We appreciate your participation and look forward to hear from you.

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

ends/more

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 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,923bn at 30 June 2020, HSBC is one of the world's largest banking and financial services organisations.

ends/all