

11 February 2022

HSBC WARNS AGAINST PHISHING INSTANT MESSAGES

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to a phishing instant message purported to be sent from an HSBC staff, asking recipients to share their sensitive personal information via WhatsApp.

HSBC would like to remind its customers that it has no connection with the phishing message involved. The public should also safe-keep their personal credentials. HSBC reiterated that it will not send SMS or email messages with embedded hyperlinks directing customers to its websites or mobile applications to carry out transactions, or request for sensitive personal information or credit card details from customers through instant messages or hyperlinks.

Below is the screen capture of the phishing message:



Customers are reminded to ensure they are connected to a valid HSBC site. The Bank's Hong Kong domains is <http://www.hsbc.com.hk>. Customers should access banking services by keying in the website address at the address bar of the browser.

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

ends/more

Note to editors:

About 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 \$2,969bn at 30 September 2021, HSBC is one of the world's largest banking and financial services organisations.

ends/all