

17 August 2021

## HSBC WARNS AGAINST PHISHING SMS AND FRAUDULENT WEBSITES

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to phishing SMS and fraudulent websites which purported to be from HSBC.

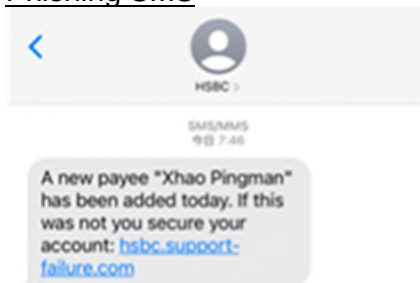
The phishing SMS suggests that recipients have added a new payee. If they have not, they should click the following link:

[hsbc.support-failure.com](http://hsbc.support-failure.com)

HSBC would like to remind its customers that it has no connection with the phishing SMS and fraudulent websites. Customers should safe-keep their login credentials for internet banking, and reiterate that the bank will not send SMS or email messages with embedded hyperlinks directing customers to our websites or mobile applications to carry out transactions. The bank will neither request for sensitive personal information from customers through hyperlinks.

Below is the screen capture of the phishing SMS and the fraudulent website:

### Phishing SMS



### Fraudulent website



The Hongkong and Shanghai Banking Corporation Limited

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

HSBC is working with the relevant authorities to have the fraudulent sites shut down. 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. 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 \$2,976bn at 30 June 2021, HSBC is one of the world's largest banking and financial services organisations.

*ends/all*