

19 August 2021

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 and a fraudulent website purported to be from HSBC. The phishing email suggests that recipients should participate in a survey to receive a gift.

HSBC would like to remind its customers that it has no connection with the phishing email and the fraudulent website involved.

The bank would also like to remind the public to 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 email and the links of the fraudulent website:

Links of the fraudulent website

<http://clicktime.Symantec.com/3W2QEcUAoyWpHvFxFGAFxCH7Vc?u=https%3A%2F%2Fady.kkre.hu%2Fctc>

<http://digitalworld2u.com/hs>

Phishing email

From: HSBC-REWARDS <hs.hksodgwflnkh@cc-ibara.com>
Date: 13 August 2021 at 9:50:51 AM HKT
To: XXXXXXXXXXXXXXXXXXXXXXXXXX
Subject: You've been selected by HSBC Loyalty Program



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 recommend HSBC on the scale of 0 to 10?

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



We welcome your feedback on our HSBC website.

Thank you for taking the time to complete the survey. It will take about few minutes.
Your feedback will help us improve our websites.

1. Based on your experience with HSBC website today, how would you rate your overall satisfaction with our website?

5 – Highly Satisfied
 4 – Quite Satisfied
 3 – Neutral
 2 – Not Quite Satisfied
 1 – Not Satisfied at all

2. What is the purpose of your visit today (please select all that apply)?

Look for information about HSBC
 Look for promotions
 Login to HSBC iBanking
 Apply for products
 Get in touch with the bank
 Find some research articles
 Others, pls specify

3. Did you find what you are looking for?

Yes
 No

4. How much effort did you have to take to find what you're looking for in our web site?

5 - A lot less than I expected
 4 - Less than I expected
 3 - About what I expected
 2 - More than I expected
 1 - A lot more than I expected

5. Compared to your experience with other banks' websites, please rate us on content quality and usefulness

- Please Select -

6. What improvement would you like to see on our site? (please select all that apply)

Improve the time it takes for pages to load
 Provide higher quality content
 Provide more content choices
 Improve the relevance of search results
 Other, please specify

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