

21 September 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 can redeem a gift after taking part in a survey.

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

The public 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 through hyperlinks. Below are the screen captures of the phishing email and the links of the fraudulent website:

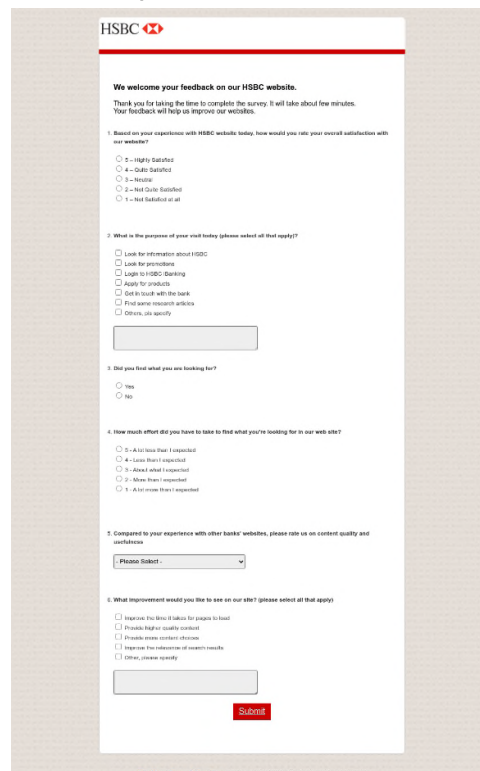
[Link of the fraudulent website](http://www[.]sudanpma[.]org/srvyhsbc/)
[hxxps://www\[.\]sudanpma\[.\]org/srvyhsbc/](http://www[.]sudanpma[.]org/srvyhsbc/)

Phishing email



The screenshot shows a phishing email with the HSBC logo at the top. The main text reads: "Redeem your HSBC Points for just about anything". Below this, it says "Hi there," and "As a valued customer of HSBC you have been invited to take part in a short survey regarding your recent experience." It then states "Your feedback is very valuable for HSBC, and will help us provide you with the best service possible." A list of rewards is provided: "1100 HKD \$ To your account", "3000 Miles Points", and "Online Bill Pay With Points". A rating scale from 0 to 10 is shown, with "Extremely Likely" at the end. The scale is currently empty.

Screencap of fraudulent website



The screenshot shows a fraudulent website with the HSBC logo at the top. The main text reads: "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." The survey consists of several questions with radio button and checkbox options. Question 1 asks for satisfaction with the website. Question 2 asks for the purpose of the visit. Question 3 asks if the user is looking for something. Question 4 asks how much effort was taken to find what was needed. Question 5 asks for a comparison with other banks' websites. Question 6 asks for improvement suggestions. A "Submit" button is at the bottom.

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