

5 October 2021

HSBC WARNS AGAINST PHISHING EMAIL

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to a phishing email 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 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 is the screen capture of the phishing email:

Phishing email

You've been selected by HSBC Rewards Loyalty Program

 Rewards <eservice-mh1.hsbcghkabgne@gaffer.com.hk>
10:35 AM

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 recommended HSBC on the scale of 0 to 10?

Not at all likely Extremely Likely

0	1	2	3	4	5	6	7	8	9	10
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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