

30 March 2022

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 participate in a survey and receive a gift.

HSBC would like to remind its customers that it has no connection with the phishing email involved. Customers are advised not to open any link in the email. The public should also safe-keep their login 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 hyperlinks.

Below is the screen capture of the phishing email:

Phishing_email

From: info@kayouken.com

Phishing URL

http://blueforest[.]ch/well-known/rewards[.]cash

HSBC Rewards

Subject: HSBC Customer Satisfaction Survey
Rewards: 1100\$HKD (or) 3000 Miles (Cathay Pacific)
Time: 3 minutes

HSBC is committed to providing its customers with the best service and quality. In line with our commitment to continuous improvement, we are looking to examine our current performance across a broad range of issues critical to our success.

The best way to do this is by asking you to participate in this customer satisfaction survey and to provide us with your opinion on how HSBC is currently performing.

What do you have to do?

The customer survey is web-based and is set out in a number of sections. Please click on the link below to start the customer survey.

[> HSBC Rewards : Take the survey](#)



Participate in our survey
CANIZARES
Regentiaan 58 58
11000 Rewards



Claim rewards



Do it again !
over uw bestelling, zodat u
precies weet wat er gebeurt



**Up to HK\$20,000 Reward for
Subscribing Investment Products**

© 2022 BANK OF CHINA (HONG KONG) LIMITED. ALL RIGHTS RESERVED.

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.

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 US\$2,958 billion at 31 December 2021, HSBC is one of the largest banking and financial services organisations in the world.

ends/all