



HSBC

News Release

11 September 2024

HSBC WARNS AGAINST PHISHING EMAIL

The Hongkong and Shanghai Banking Corporation Limited would like to alert its customers to phishing emails purported to be from HSBC. The phishing emails claim that customers have successfully activated the mobile security key and suggest customers to open the newly set up HSBC HK App on a specific device. The emails also provide a list of numbers for customers to call for details.

Below are the screen captures and email address of the phishing emails:

Phishing email address

HSBC<kaby@ecoethabitation.com>

Screen captures of the phishing emails

寄件人: HSBC <kaby@ecoethabitation.com>
日期: 2024年9月10日 GMT+8 07:48:06 [GMT+8]
收件人: [REDACTED]
标题: HSBC HK App set up on new device

Dear customer,

Thank you for setting up HSBC HK App and activating your Mobile Security Key. You can now use your iPhone 13 to log on and manage your accounts.

This email has been sent to you securely. This secure transmission was either delivered by Transport Layer Security between email systems or using Secure Email encryption powered by Proofpoint.

If you didn't request this, or you suspect any unusual account activity, please contact us immediately.

General Banking:

HSBC Global Private Banking customers: (852) 2233 3033

HSBC Premier Elite customers: (852) 8191 4123

HSBC Premier customers: (852) 8191 4123

Other customers: (852) 8191 4123

HSBC Greater Bay Area customers: (852) 2233 3399

MPF / ORSO:

HSBC MPF members / self-employed persons: (852) 3128 0128

ORSO customers: (852) 2288 6655

Yours faithfully

The Hongkong and Shanghai Banking Corporation Limited

This is a servicing email from HSBC. Such emails contain important information and updates about your use of our services / products and are not intended to be marketing in nature. Please note that the links in this email may only function within 30 days of sending.

Please do not reply to this email. To contact us, please log on to HSBC Online/Mobile Banking and use the chat function. Alternatively, you can email dfv.enquiry@hsbc.com.hk or call 2233 3033 (HSBC Global Private Banking customers), 8193 0412 (HSBC Premier Elite customers), 2233 3322 (HSBC Premier customers), 8193 0412 (other personal banking customers), 2233 3399 (HSBC Greater Bay Area customers), 8193 0412 (HSBC MPF members / self-employed persons), 2288 6655 (ORSO customers).

We will never link you directly to a web page or form requiring you to input or validate personal information, such as your user ID, password or account numbers. To learn more about security or report a suspicious email, please visit the HSBC HK website > Online and Mobile Banking Security.

[Privacy and Security](#) [Terms of Use](#) [Hyperlink Policy](#)

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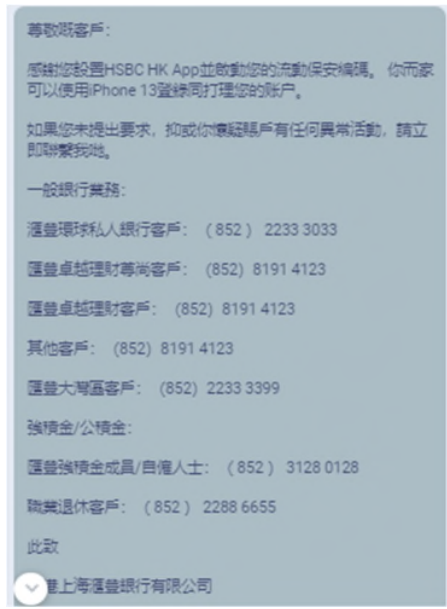
This e-mail is confidential. It may also be legally privileged.
If you are not the addressee you may not copy, forward, disclose
or use any part of it. If you have received this message in error,
please delete it and all copies from your system and notify the
sender immediately by return e-mail.

Internet communications cannot be guaranteed to be timely,
secure, error or virus-free. The sender does not accept liability
for any errors or omissions.

"SAVE PAPER - THINK BEFORE YOU PRINT!"

This news release is issued by
**The Hongkong and Shanghai Banking
Corporation Limited**

Registered Office and Head Office:
1 Queen's Road Central, Hong Kong SAR
Web: www.hsbc.com.hk
Incorporated in the Hong Kong SAR with limited liability



HSBC reminds customers that it has no connection to the phishing email. Customers should not reply, contact the sender, or open any links in the email. Similar phishing attempts may recur. HSBC reiterates that it will not send SMS or email messages with embedded links which direct customers to HSBC's websites or mobile apps for account login, banking transactions, or submitting sensitive personal information and credit card details.

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 typing this address into the browser search bar.

If customers are concerned, they should call the HSBC Personal Customer service hotline at 2233 3000 and report to the Police. "Scameter", the government's scam and pitfall search engine, is also available to help identify potential frauds.

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 60 countries and territories. With assets of US\$2,975bn at 30 June 2024, HSBC is one of the world's largest banking and financial services organisations.

ends/all