

24 September 2024

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 email claims that the bank has credited customers' account with a fund transfer. Below are the screen captures and email address of the phishing emails:

Phishing email address

<informationservices.hsbc@hk01.com>

Screen captures of the phishing email

Begin forwarded message:

From: "H S B C (HK)" <informationservices.hsbc@hk01.com>
Date: 20 September 2024 at 5:02:25 PM HKT
To: [REDACTED]
Subject: Notification : SWIFT/HSBC-HKD24,000.00.PDF

The Hongkong and Shanghai Banking Corporation Limited, 1 Queen's Road Central, Hong Kong.
If you cannot view this email properly, please configure your email programme so that it can support HTML formatted emails.

Error! Filename not specified.

Dear Sir

Fund transfer credit advice transfer deposit advice

We've credited your account with a fund transfer. Please see the details below:

FPS transaction no: [REDACTED]
"FPS" transaction number:

Payer bank/payment service provider reference no. Payment
bank/payment service provider reference number: [REDACTED]

Payment date: 20 Sep 2024
Payment date:

Payer: [REDACTED]
Payer:

Payer bank/payment service provider: HSBC Hong Kong
Payment bank/payment service provider:

Payment amount: HKD24,000.00
Payment amount:

- [SWIFT/HSBC-HKD24,000.00.PDF](#)
- [Download SWIFT/HSBC-HKD24,000.00.PDF](#)

Please update your email and/or mobile phone number via online banking where applicable.

If you have any enquiries on managing your eStatement(s) / eAdvice, please call (852) 2233 3322 for HSBC Premier customers or (852) 2233 3000 for other personal banking customers.

Thank you for your support to our environment.

Yours faithfully,

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