

15 July 2025

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 fraudulent email claims to notify customers of an unauthorised credit card transaction and attempts to deceive them into clicking a suspicious hyperlink for cancellation. Below is the screen capture and email address of the phishing emails:

Phishing email address

notifications@calendly.com; no-reply@calendly.com

Screen captures of the phishing email

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.

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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 58 countries and territories. With assets of US\$3,054bn at 31 March 2025, HSBC is one of the world’s largest banking and financial services organisations.

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