

2021年8月19日

滙豐就偽冒電子郵件及網站發表聲明

香港上海滙豐銀行有限公司提示客戶慎防偽冒本行的電子郵件及網站。有關電郵邀請收件人按下連結參與問卷調查，以獲取禮品。

滙豐在此提醒客戶，本行與偽冒電郵及網站並無任何關係。

客戶應注意妥善保管網上銀行服務的個人登入資料，而銀行不會透過短訊或電郵超連結，要求客戶登入其網站或流動應用程式進行交易，更不會透過超連結要求客戶提供任何敏感的個人資料。

以下為有關偽冒電子郵件的截圖及偽冒網站連結：

偽冒網站連結

<http://clicktime.Symantec.com/3W2QEcUAoyWpHvFxFGAfxCH7Vc?u=https%3A%2F%2Fady.kkre.hu%2Fctc>
<http://digitalworld2u.com/hs>

偽冒電子郵件

From: HSBC-REWARDS <hs.hksodqwflnkh@cc-ibara.com>
Date: 13 August 2021 at 9:50:51 AM HKT
To: XXXXXXXXXXXXXXXXXXXXXXXX
Subject: You've been selected by HSBC Loyalty Program



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 recommend 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

偽冒網站

The image shows a screenshot of a fake HSBC website survey. At the top, there is the HSBC logo. Below it, a red horizontal bar is followed by the text: "We welcome your feedback on our HSBC website. Thank you for taking the time to complete the survey. It will take about few minutes. Your feedback will help us improve our websites." The survey consists of six questions:

- Based on your experience with HSBC website today, how would you rate your overall satisfaction with our website?
 - 5 - Highly Satisfied
 - 4 - Quite Satisfied
 - 3 - Neutral
 - 2 - Not Quite Satisfied
 - 1 - Not Satisfied at all
- What is the purpose of your visit today (please select all that apply)?
 - Look for information about HSBC
 - Look for promotions
 - Login to HSBC iBanking
 - Apply for products
 - Get in touch with the bank
 - Find some research articles
 - Others, pls specify
- Did you find what you are looking for?
 - Yes
 - No
- How much effort did you have to take to find what you're looking for in our web site?
 - 5 - A lot less than I expected
 - 4 - Less than I expected
 - 3 - About what I expected
 - 2 - More than I expected
 - 1 - A lot more than I expected
- Compared to your experience with other banks' websites, please rate us on content quality and usefulness
 - Please Select -
- What improvement would you like to see on our site? (please select all that apply)
 - Improve the time it takes for pages to load
 - Provide higher quality content
 - Provide more content choices
 - Improve the relevance of search results
 - Other, please specify

At the bottom right, there is a red "Submit" button.

滙豐在此重申，本行的香港網址為 <http://www.hsbc.com.hk>。客戶如需使用銀行服務，應在瀏覽器上地址的欄目輸入正確網址。

滙豐正與有關方面合力關閉偽冒網站。客戶如有懷疑，請致電滙豐個人客戶服務熱線 2233 3000，亦可以直接報警。

完/ 更多

編輯垂注：

香港上海滙豐銀行有限公司

香港上海滙豐銀行有限公司是滙豐集團的始創成員，集團在歐洲、亞洲、北美洲、拉丁美洲，以及中東和北非 64 個國家及地區設有辦事處，為全球客戶服務。於 2021 年 6 月 30 日，集團的資產達 29,760 億美元，是全球規模最大的銀行和金融服務機構之一。

全文完