

Important Reminder: Stay Vigilant Against Scams

As part of our commitment to your safety, we would like to remind you to be vigilant against scams, including phishing and other fraudulent activities.

Tips to Protect Yourself from Common Scams

1. Beware of Phishing Scams

Banks, including ours, will never send SMS or email messages with embedded hyperlinks directing you to our websites or mobile applications for transactions. We will also never ask you to provide sensitive personal information, such as your login ID and passwords, through hyperlinks. If you receive messages asking for your internet credentials, do not click on any hyperlinks or provide personal information. Always access internet banking by typing the bank's website address directly or using a bookmark.

2. Keep Your Details Safe

Safeguard your personal information and belongings, including cheque books, identity documents, and passwords. This will protect you from identity theft and online fraud.

3. Be Cautious When Sharing Information

If someone requests your personal/company's information via phone calls, SMS texts, or emails, verify their authenticity before responding.

4. Beware of Scam Emails and Phishing Websites

Fraudsters may send out scam emails containing attachments or hyperlinks. If you are uncertain about any email, do not open the attachments or click the links, as these can be used to install malware on your device.

5. Monitor Your Bank Statements

Regularly review your bank statements, and if you notice unfamiliar transactions, contact us immediately.

6. Strengthen Your Mailbox Security

Enhance the security of your mailbox to prevent fraudsters from accessing your personal information, such as bank statements or tax notices. If you have not received the scheduled letters in time, please contact the relevant organizations immediately.

For e-banking users, please read the notice uploaded in the e-banking bulletin board for important information and updates.

For immediate assistance regarding suspicious activities, please contact the Anti-Deception Coordination Centre (ADCC) of the Hong Kong Police Force at the "Anti-Scam Helpline 18222" hotline, available 24/7. Additionally, you may also contact your relationship manager or any of our banking professionals with whom you usually communicate.