

Beware of Coronavirus Scams

Since January 2020, there has been an increase in online shopping scams related to Coronavirus Disease-2019 (“COVID-19”), where the fraudsters make use of social media or auction platforms (such as Facebook, Instagram and Carousell) and claim that they have surgical masks, hand sanitizers and disinfectant products for sale. By taking advantage of the tight supply of these in-demand products, victims are requested to pay in advance before the goods are received. After making payment, the fraudster would either find excuses to delay delivery of goods, or even lose contact. There are also overseas news indicating that fraudsters are exploiting the COVID-19 pandemic as a whole range of new scams, including fake sales of medical supplies and bogus government relief scheme.

We would like to remind our customers to be vigilant when conducting online purchase:

- i. Select sellers carefully when shopping online;
- ii. Check the sellers’ credibility if possible before conducting online transactions;
- iii. Conduct online transactions through secured and trusted network or platform to reduce the chance of being hacked and swindled; and
- iv. Never disclose any sensitive personal information and PIN to other parties.

Customers may consider the following channels to make scam-related enquires or reports to us and the HK Police:

Customer Services Hotline	Security Incident Hotline	Anti-Scam Helpline
Customers who have provided or suspect to have provided their sensitive personal information to fraudsters should immediately contact us at 2828 8168 during office hours: Monday to Friday, 9:00 a.m. to 10:00 p.m.; Saturday 9:00 a.m. to 5:30 p.m. For non-office hours, customers should contact 2828 8159.	Customers should contact our Security Incident Hotline immediately at 3101 3111 if they find/ believe their PIN or computer/ mobile devices have been compromised or notice any unauthorized transactions in their account(s).	Customers who have fallen a prey to Coronavirus Scams should report to the Hong Kong Police promptly by dialing the 24-hour “Anti-Scam Helpline 18222”.