

Beware of Telephone Deception involving "Government HKD10,000 Cash Payout Scheme"

The police warn of a new use with fraudsters masquerading as the hotline of local bank asking for personal details including name, HKID, date of birth, address, e-Banking account and password and credit card information and pose as staff regarding the Hong Kong government's HKD10,000 Cash Payout scheme.

We would like to remind our customers to be vigilant when receiving calls from unsolicited callers or a pre-recorded voice message ("PRVM"):

- i) exercise extra caution whenever receiving calls from unsolicited callers or PRVM asking for your personal and/or banking information concerning the "Government HKD10,000 Cash Payout Scheme", especially calls that starts with a "+" sign, which indicates they originated overseas;
- ii) Our Bank will never call from a number starting with "+" ;
- iii) In any genuine call from our Bank to customers, the call will never start with a PRVM, especially one that asks our customer to press a button on the phone number pad;
- iv) If customers receive any call starting with an PRVM, they should hang up at once; and
- v) We will never ask for personal data or bank account/credit card details over the phone, hence customers should never disclose such information in a call from unsolicited callers or PRVM.

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 Telephone Deception involving "Government HKD10,000 Cash Payout Scheme" should report to the Hong Kong Police promptly by dialing the 24-hour "Anti-Scam Helpline 18222".