

21 August 2024

## Hang Seng Bank Warns Customers against Phishing SMS

Hang Seng Bank ('Hang Seng') is alerting the public to a phishing scam involving fake SMS messages that falsely claims to be from Hang Seng. These fraudulent messages typically state that a premium payment for an insurance policy will be deducted from the recipient's bank account. They then direct customers to a fraudulent phone number or website to check policy details, potentially prompting them to enter personal or banking information.

Please note that the Bank has no affiliation with these phishing SMS. Below are some examples of what these phishing messages may look like, though their appearance can vary.

恒生：溫馨提示您開通的騰訊保險將於今日從本行戶口劃扣 HKD8,640。保險詳情請洽騰訊微保官網：<https://lxrx8cn.xyz/>

【恒生銀行】溫馨提示您開通的騰訊保險將於今日從本行戶口劃扣 9800HKD。保險詳情請洽騰訊微保致電：[81925589](tel:81925589)

### Important Reminders:

- If customers have received the above SMS messages, do not reply to or contact the sender or access any links in the SMS. To help customers identify legitimate messages sent by Hang Seng, Hang Seng has joined the SMS Sender Registration Scheme. Starting from 28 January 2024, the Bank will use registered sender IDs prefixed with '#', such as '#HASE', '#HASEsecure', '#HASEnotice', '#HASEcomms', '#HASEassure', '#HASEshield', '#HASEmemo', '#HASEalert', '#HASEHK', '#HASEhk' when sending one-way SMS to local mobile. Please note that 'HASE', 'HASEsecure' and 'HASEnotice' are no longer used as sender IDs for one-way SMS messages being sent by Hang Seng.
- The Bank will never request that customers provide personal e-Banking login details, verify or cancel transactions, renew security devices, or disclose personal details such as HKID numbers, e-Banking credentials, credit card information, one-time passwords or authentication factors through email, text, or any messaging platforms. The Bank will also never ask customers to contact third-party insurance companies via SMS links or by phone.
- Never provide bank, credit card, debit card, investment, insurance and MPF account details, or other personal information via hyperlinks embedded in suspicious messages, emails or websites, nor log on to any suspicious websites claiming to be from the Bank.
- Customers can visit the 'Security Information Centre' on the Hang Seng Bank website to learn more about anti-fraud information.
- Customers can use the 'Scameter' or 'Scameter+' mobile apps to check suspicious phone numbers, web addresses or transferee's account numbers.
- If in doubt, please call the "Anti-Scam Helpline 18222" for assistance.

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Customers are also reminded to access the Bank's website by typing the official website address directly into their web browser.

- Hang Seng Bank: [www.hangseng.com](http://www.hangseng.com)
- Hang Seng Bank (China): [www.hangseng.com.cn](http://www.hangseng.com.cn)

If you encounter any applications, emails, SMS messages, Facebook accounts, or websites that appear to be from Hang Seng but arouse suspicion, please forward the details to [phishing@hangseng.com](mailto:phishing@hangseng.com) and then ensure they are deleted from your system. For any questions or further assistance, please contact the Bank's customer service team at 2822 0228.

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### **About Hang Seng Bank**

Founded in 1933, Hang Seng has continually innovated to provide best-in-class, customer-centric banking, investment and wealth management services for individuals and businesses. It is widely recognised as the leading domestic bank in Hong Kong, currently serving close to 4 million customers.

Combining its award-winning mobile app and strong digital capabilities with a vast network of 260 service outlets in Hong Kong, Hang Seng offers a seamless omni-channel experience for customers to take care of their banking and financial needs anytime, anywhere.

Its wholly owned subsidiary, Hang Seng Bank (China) Limited, operates a strategic network of outlets in almost 20 major cities in mainland China to serve a growing base of mainland customers locally and those with cross-boundary banking needs. The Bank also operates branches in Macau and Singapore, and a representative office in Taipei.

As a homegrown financial institution, Hang Seng is closely tied to the Hong Kong community. It supports the community with a dedicated programme of social and environmental initiatives focused on future skills for the younger generation, sustainable finance and financial literacy, addressing climate change and caring for the community.

Hang Seng is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations. More information on Hang Seng is available at [www.hangseng.com](http://www.hangseng.com).