恒生銀行 HANG SENG BANK

88 YEARS

22 June 2021

Hang Seng Enhances Online Banking Security Measures Alerts Customers to Phishing SMS Messages and Fraudulent Hang Seng Websites

Hang Seng Bank alerts members of the public to be vigilant against recent phishing SMS messages which purport to be from Hang Seng and may lead them to a fraudulent website using the domain name 'hxxps://hangseng-host.com'. Hang Seng will never ask customers to log in to their Personal e-Banking, or to provide personal information such as their HKID number, e-Banking login credentials or one-time passwords through embedded links, instant messaging apps or similar channels.

In view of the recent phishing SMS messages and fraudulent websites, the Bank has implemented the following enhanced control measures when customers activate a Mobile Security Key ('MSK') or switch use of their MSK onto a new device. The measures aim to protect the safety of customers' assets:

1. Reset customers' transfer limit to $0 for non-registered payees and small value transfers
2. Suspend the function of adding new payees
3. Customers will be required to contact the Bank's customer service hotline on 2822 0228 or visit one of the Bank's branches in person to complete additional identity verification to re-activate the above services of Hang Seng Personal e-Banking and Hang Seng Personal Banking Mobile App

The most recent phishing SMS messages use various reasons to prompt recipients to enter personal or account details through the fraudulent website using the domain name 'hxxps://hangseng-host.com'. The fraudulent website displays the Bank's logo.

The Bank would like to inform members of the public that it has no connection with the phishing SMS messages and the fraudulent website. Members of the public should not access any links when they receive phishing SMS messages related to this or any fraudulent website, and should not disclose any personal or other information via such websites.

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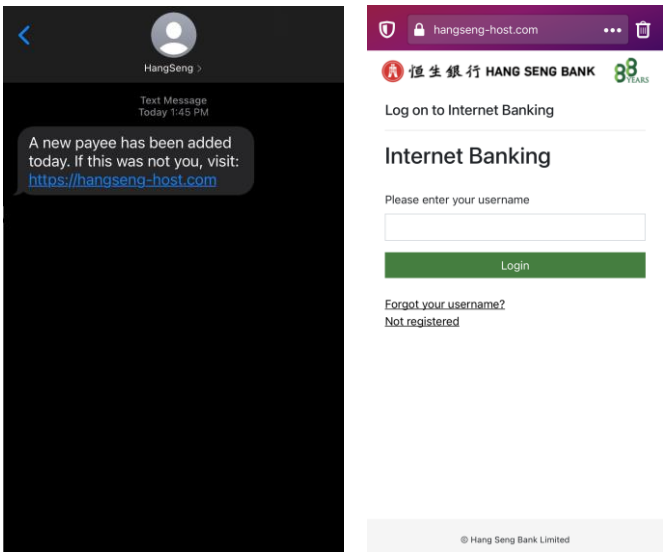
Below are screen captures of the latest phishing SMS message and fraudulent website. The Bank advises members of the public that although these images are representative examples, there may be slight variations on how the fraudulent website may be displayed on their devices.



Hang Seng Bank's official website in Hong Kong is www.hangseng.com and that of Hang Seng Bank (China) is www.hangseng.com.cn. Customers are reminded to access the Bank's website by typing the official website address into the address bar of their web browser.

For any enquiries, please contact the Bank's customer service hotline on 2822 0228.

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