



12 July 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 'https://4159559.cc/index/passport/login.html'. These phishing SMS messages use various reasons to prompt recipients to enter personal or account details through the above-mentioned fraudulent website which displays the Bank's logo.

In addition, the Bank also detected two other fraudulent websites using the domain name 'https://https-hangseng.com/signin' and 'https://8774499.cc/index/passport/login.html'. These fraudulent websites also display the Bank's logo and may request customers to provide details about their Hang Seng Bank account(s).

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

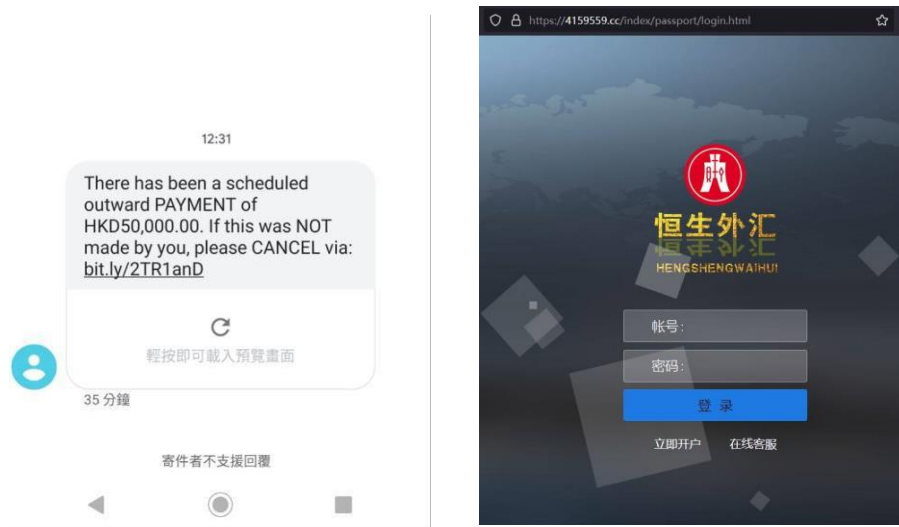
The Bank would like to inform members of the public that it has no connection with the phishing SMS messages and the fraudulent website. Customers should not access any links when they receive phishing SMS messages related to this or any fraudulent website, and should not disclose any personal or other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

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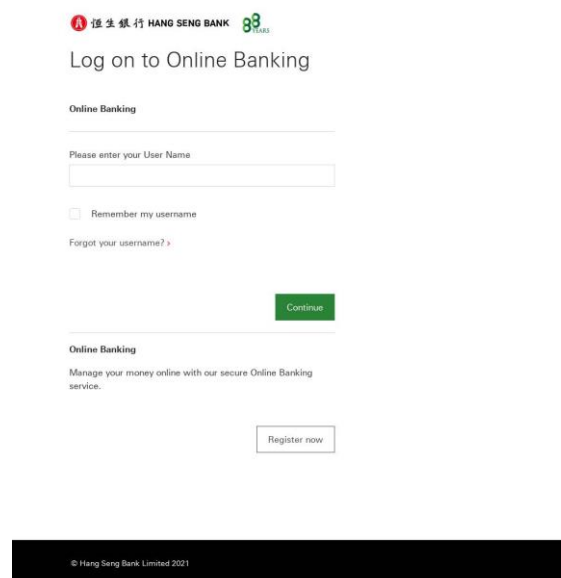
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Below are screen captures of the latest phishing SMS messages and fraudulent websites. The Bank advises members of the public that although these images are representative examples, there may be slight variations on how the fraudulent websites may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

Phishing SMS messages and fraudulent website using the domain name 'https://4159559.cc/index/passport/login.html':



Fraudulent website using the domain name 'https://https-hangseng.com/signin':



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Fraudulent website using the domain name ‘<https://8774499.cc/index/passport/login.html>’:



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.

END

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About Hang Seng Bank

Hang Seng Bank is celebrating its 88th anniversary this year. Founded in 1933, the Bank 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 more than 3.5 million customers.

Combining its award-winning mobile app and strong digital capabilities with a vast network of about 290 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 Bank is available at www.hangseng.com.