

5 November 2021

Hang Seng Alerts Customers to Phishing Emails and Fraudulent Hang Seng Website

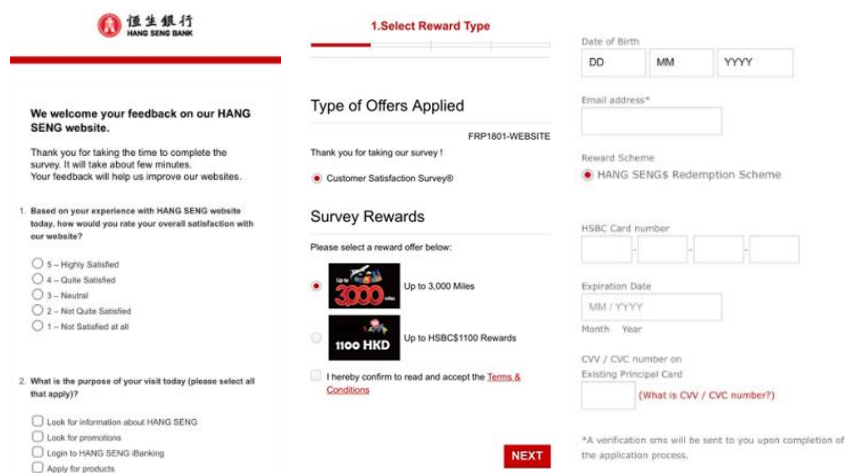
Hang Seng Bank alerts members of the public to be vigilant against recent phishing emails purporting to be from Hang Seng which lead them to a fraudulent website using the domain name shown below that displays the Bank's logo.

'<https://siwalan.disnakertrans.jatimprov.go.id/cl/rewards-seng.com.en-hk.personal.offers/index.php>

These phishing emails prompt recipients to complete a survey at the above-mentioned fraudulent website and request customers to provide personal information, credit card information and SMS one-time password to redeem survey rewards.

The Bank would like to inform members of the public that it has no connection with these phishing emails and the fraudulent website. Hang Seng will never ask customers to provide personal information, credit card credentials or one-time passwords through embedded links in emails, instant messaging apps or similar channels. Members of the public should not access any links when they receive phishing emails related to this fraudulent website and should not disclose any personal or other information to the site.

Below are screen captures of the latest fraudulent website. The Bank advises members of the public that although these images are representative examples, there may be slight variations in the displays of this fraudulent website.



The image shows three screenshots of a fraudulent website survey form. The first screenshot displays the Hang Seng Bank logo and a survey introduction: "We welcome your feedback on our HANG SENG website. Thank you for taking the time to complete the survey. It will take about few minutes. Your feedback will help us improve our websites." It includes a satisfaction scale from 1 (Not Satisfied at all) to 5 (Highly Satisfied) and a question about the purpose of the visit. The second screenshot shows the "1. Select Reward Type" section with "Type of Offers Applied" (FRP1801-WEBSITE) and "Survey Rewards" options: "Up to 3,000 Miles" and "Up to HSBC\$1100 Rewards". A "NEXT" button is visible. The third screenshot shows the registration details section, including "Date of Birth" (DD, MM, YYYY), "Email address*", "Reward Scheme" (HANG SENG'S Redemption Scheme), "HSBC Card number", "Expiration Date" (MM / YYYY), and "CVV / CVC number on Existing Principal Card". A note at the bottom states: "A verification sms will be sent to you upon completion of the application process."



Hang Seng Alerts Customers to Phishing Emails and Fraudulent Hang Seng Website / 2

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

Media enquiries

Fiona Lau (852) 2198 4231 fiona.p.p.lau@hangseng.com

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.



恒生銀行
HANG SENG BANK



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.