



PRESS STATEMENT

27 April 2022

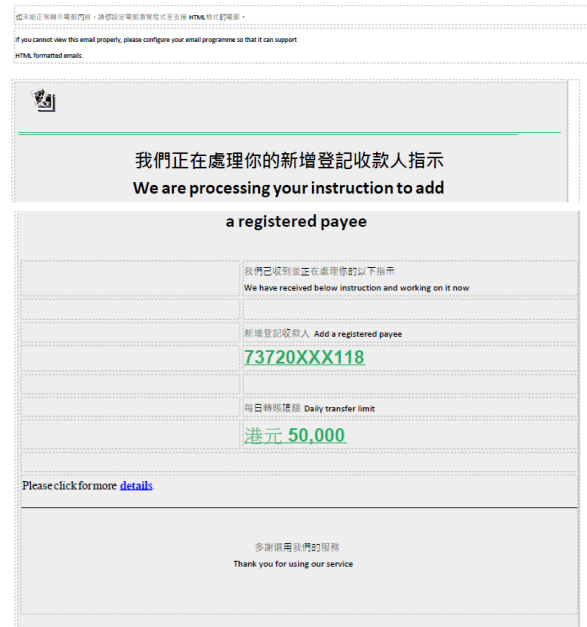
**Hang Seng Alerts Customers to Phishing Emails  
and Fraudulent Hang Seng Website**

Hang Seng Bank alerts members of the public to be vigilant against recent phishing emails with email address of 'e-alert@notifications.hangsangbank.com' purporting to be from Hang Seng which lead them to a fraudulent website using the domain name 'https://hangsang.com'.

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 is a screen capture of the phishing email. The Bank advises members of the public that although this image is a representative example, there may be slight variations in the displays of this phishing email.

From: 恒生銀行 Hang Seng Bank [mailto:e-alert@notifications.hangsangbank.com]  
Sent: Tuesday, April 26, 2022 12:28 PM  
To: [REDACTED]  
Subject: 我們正在處理你的新增登記收款人指示 We are processing your instruction to add a registered payee Ref: [C2P915265]





## 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](http://www.hangseng.com) and that of Hang Seng Bank (China) is [www.hangseng.com.cn](http://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 #

### **About Hang Seng Bank**

Founded in 1933, Hang Seng 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 280 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](http://www.hangseng.com).