



PRESS STATEMENT

12 April 2023

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

Hang Seng Bank ('Hang Seng') alerts members of the public to be vigilant against recent phishing email with email address of 'tomas[.]mazan@euba[.]sk[.]com' that purport to be from Hang Seng which may lead them to a fraudulent website using below domain name:

- 'http://sac[.]mrvest[.]vn/tox/' or
- 'https://rmp[.]gov[.]bd/shmu/username[.]php?&return_url=8399a1170a71b384b6 dfdce14cb8149b&enrolmentID=b9418bc41ecdfd6b483b17a0711a9938?securessl =true'

The phishing email prompts recipients to enter personal or account details through the fraudulent website which displays the Bank's logo.

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 not ask customers to log in to their Personal e-Banking page, or to provide personal information such as their HKID number, e-Banking login credentials, credit card credentials, one-time passwords, email address and password through embedded links, instant messaging apps or similar channels. Members of the public should not access any links when they receive phishing SMS messages and 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 phishing email and the fraudulent website. The Bank advises members of the public that although these images are representative examples, there may be slight variations on how the phishing emails and fraudulent website may be displayed on their devices.





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

Phishing email:



你的流動保安編碼尚未啟動

🚯 恒生銀行 HANG SENG BANK			
你的流動保安編碼尚未啟動 <u>。</u>	-		
您 必须做勤您的消勤得安编稿才能编播使用流勤理财及捐上银行。 由於我們已 加強備安诺提保障害許。或說法動得安编稿後,但可能需要是一步核實你的身 份,方可享得吃生活動理财及确上很行服器。			
激 活移動安全俱容易			
1. 在此感覺戰絕上與行: <u>激活安全常論</u> 2. 輸入您約電子銀行登錄 ID 和密碼 3. 按照步载			
如 果您對此有任何疑問,請參閱費用聲明隨附的常見問題解答 (FAQ),或者如 果您有任何疑慮,請辭繫我們。			
Your Mobile Security Key is not activated .			
You must activate your Mobile Security Key to continue using Mobile and Online Banking. As we have strengthened security measures to protect our customers, after activating your Mobile Security Key, you may need to further verify your Menthy before you can enjoy full access to Hang seng mobile and Online Banking services.			
Activating Mobile Security is easy			
If you are using Hang Seng Mobile App:			
 Log on to Online Banking here : <u>Activate Security Key</u>. Enter your e-Banking Login ID and Password Follow the Steps 			
If you have any questions about this, please refer to the Frequently Asked Questions (FAQs) enclosed with the Statement of Fees or contact us if you have any concerns.			

have any enquiries, you may contact us via our "Live Chat" service

more...





Hang Seng Alerts Customers to Phishing Email and Fraudulent Hang Seng Website / 3

Fraudulent website using the domain name:

- 'http://sac[.]mrvest[.]vn/tox/' or
- 'https://rmp[.]gov[.]bd/shmu/username[.]php?&return_url=8399a1170a71b384b6dfdc e14cb8149b&enrolmentID=b9418bc41ecdfd6b483b17a0711a9938?securessl=true'

	Log on to Hang Seng Pers Banking	sonal e-
	We've introduced customers to the new on. Learn how this new log-on metho online banking safer of	
	Enter your username	0
	Forgot your nemusr > Haven't registered for Personal e-Banking	>
	mation Centre 🖉 System Maintenance Schedul	
© Hang Seng Ba	Inking Security 13 Terms and Conditions 13	Online Important Notices ≥ Member HSBC Group
	trended for Hong Kong customers. <u>Cross-border disclaimer</u> (5*	

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.

If customers are suspicious of any emails, SMS messages or websites claiming to be from Hang Seng Bank, they are advised to forward it to phishing@hangseng.com and delete it afterwards. For any enquiries, please contact the Bank's customer service hotline on 2822 0228.

END





Hang Seng Alerts Customers to Phishing Email and Fraudulent Hang Seng Website / 4

About Hang Seng Bank

Hang Seng Bank is celebrating its 90th anniversary this year. 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 over 260 service outlets in Hong Kong, Hang Seng offers a seamless omnichannel 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.