

## PRESS STATEMENT

23 August 2023

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

Hang Seng Bank ('Hang Seng') alerts members of the public to be vigilant against recent phishing emails from different email addresses purporting to be from Hang Seng. These phishing emails display the Bank's logo and lead customers to a fraudulent website which prompts them to enter personal or account details.

The Bank would like to inform members of the public that it has no connection with these emails and fraudulent website. Hang Seng will never ask customers to log in to their Personal e-Banking to complete or cancel a transaction, or to provide personal information such as their HKID number, e-Banking login credentials, credit card credentials or one-time passwords through embedded links, instant messaging apps or similar channels. Members of the public should not access any links when they receive phishing SMS messages or emails related to fraudulent websites and should not disclose any personal or other information to the sites.

Below is the relevant information and a screen capture of the latest phishing emails. Although the image is a representative example, there may be slight variations on how the fraudulent emails may be displayed on their devices.

#### **Phishing email address**

info@nremgmt[.]com / mprats@lasalle[.]cat/ uros[.]svitlica@skolers[.]org/  
nakai@claiton[.]co[.]ljp / info@woods-cf[.]com / support@fulmo[.]co[.]ljp

#### **Link of the fraudulent website**


- [https://www\[.\]hunterbusinessschool\[.\]edu/www\\_\\_;!!LSAcJDIP!234xQb7qyUXhGjmrEioCg8PhKHN8iVlp6D\\_Z0iCWovMK8W5kxbmn2O8\\_2OThLSXgubXd6MiBVCjKKfUt\\$](https://www[.]hunterbusinessschool[.]edu/www__;!!LSAcJDIP!234xQb7qyUXhGjmrEioCg8PhKHN8iVlp6D_Z0iCWovMK8W5kxbmn2O8_2OThLSXgubXd6MiBVCjKKfUt$)

more...

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### Screen capture of the phishing email

From: HANG SENG <[support@fulmo.co.jp](mailto:support@fulmo.co.jp)>  
Date: 22 August 2023 at 09:32:30 HKT  
To: [REDACTED]  
Subject: Notice regarding your account's activity

 恒生銀行 HANG SENG BANK

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We're reaching out to inform you about a matter concerning your account that requires your attention.

Our records indicate that your account is currently marked as potentially inactive due to various factors, including:

- Limited account activity
- Outdated contact information
- Mobile security key expired

We wish to advise you that unless you verify your account's status by Aug 22, 2023, your account will be classified as inactive and access to your services will be suspended.

To ensure your account remains active, please proceed to log in using the link provided below.

> <https://www.hangseng.com/en-hk/personal/digital/ebanking/>

Thank you for your immediate attention to this matter.

滙豐集團成員

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83 Des Voeux Road Central Hong Kong

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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.

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](mailto:phishing@hangseng.com) and delete it afterwards. For enquiry, customers can contact the Bank's customer service hotline on 2822 0228.

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### **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 3.9 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 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).