

## PRESS STATEMENT

11 September 2023

### **Hang Seng Alerts Customers to Fraudulent Instagram Accounts**

Hang Seng Bank ('Hang Seng') alerts members of the public to be vigilant against recent fraudulent Instagram accounts (account name: @dianacesarhsbc and @diana\_\_\_cesar).

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

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, Instagram accounts or websites claiming to be from Hang Seng Bank, they are advised to forward them to [phishing@hangseng.com](mailto:phishing@hangseng.com) and delete them 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).