

PRESS STATEMENT

23 November 2023

**Hang Seng Warns Customers of Fraudulent Facebook Account,
Related Link and Websites**

Hang Seng Bank urges the public to be vigilant in response to a recent fraudulent Hang Seng Bank Facebook account with an embedded link ‘hxxps://hangseng[.]web-hk-logiin[.]com’ and a specific clickable link, ‘hxxps://hangseng[.]apply-hk[.]com’, which may redirect users to fraudulent websites and a WhatsApp account. This fake Facebook account and related links, displaying the Bank’s logo, encourages users to provide personal information and e-Banking login credentials to buy products or services through the fraudulent websites.

We would like to assure the public that Hang Seng Bank has no affiliation with these fraudulent Facebook account and websites. We never request customers to log into their Personal e-Banking to complete or cancel a transaction, to apply for or reactive 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 links embedded in emails, SMS, instant messaging apps, or similar channels.

Below are screenshots of the fraudulent Facebook account, related websites and WhatsApp account. Please note that while these images serve as representative examples, there may be slight variations in how the fraudulent websites are displayed on different devices.

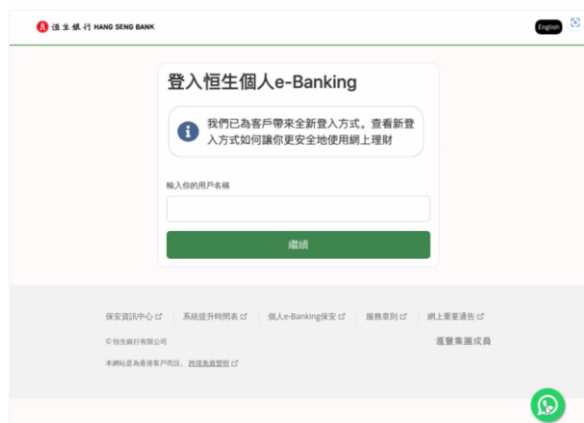
Fraudulent Facebook account with an embedded link ‘hxxps://hangseng[.]web-hk-logiin[.]com’ and a specific clickable link, ‘hxxps://hangseng[.]apply-hk[.]com’:



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Fraudulent Websites:



Fraudulent WhatsApp Account:



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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, Facebook accounts or websites claiming to be from Hang Seng Bank, they are advised to forward them to 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.