PRESS STATEMENT

19 April 2024

Hang Seng Bank Warns Customers against Phishing Emails

Hang Seng Bank ('Hang Seng') alerts the public to a phishing scam perpetrated through fake emails from Hang Seng. These phishing emails lead customers to a fraudulent website which may prompts them to enter personal, bank account or credit card information.

Hang Seng Bank and the Bank's subsidiaries do not have any association with these phishing emails and websites. Please find below examples of what the phishing emails look like. Note that the appearance of these phishing emails can vary.

Phishing email address: lockmandan@tri-citylock[.]com
Screen capture of the phishing emails:



Advanced Email [redacted]

Hang Seng Payment Advice - Advice Ref:[redacted] / ACH credits / Customer Ref:[redacted] / Second Party Ref:[redacted]

寄件者：Hang Seng Advising Service <lockmandan@tri-citylock.com> 2024 4月 12 週五, 上午 01:52
1 個附件

主旨：Hang Seng Payment Advice - Advice Ref:[redacted] / Customer Ref:[redacted] / Second Party Ref:[redacted]

收件者 [redacted]

Dear Sir/Madam 親愛的先生/女士,

The attached payment advice is issued at the request of our customer. The advice is for your reference only.
附上的付款通知書是按我們的客戶要求而發出，僅供閣下參考。

Transaction type交易類別: [redacted]
[redacted]***** (Part of the account number is shown as ***** for security reasons.)
Customer reference客戶參考編號: [redacted]
2nd party reference第二方參考編號: [redacted]
Remittance amount付款金額: HKD[redacted]
Value date付款日: 12 Apr 2024
Remitter's name付款人: [redacted]
Remitting bank付款銀行: Hang Seng Bank Limited
Instruction reference指示參考編號: [redacted]

Please refer the attached payment advice for additional advice details provided by remitter (if any).
請參閱附上的付款通知書，以查閱匯款人所提供的額外資料(如有)。

If you cannot open it, please click here to download Adobe Reader.
如未能開啟此月結單，請按此下載 Adobe Reader。

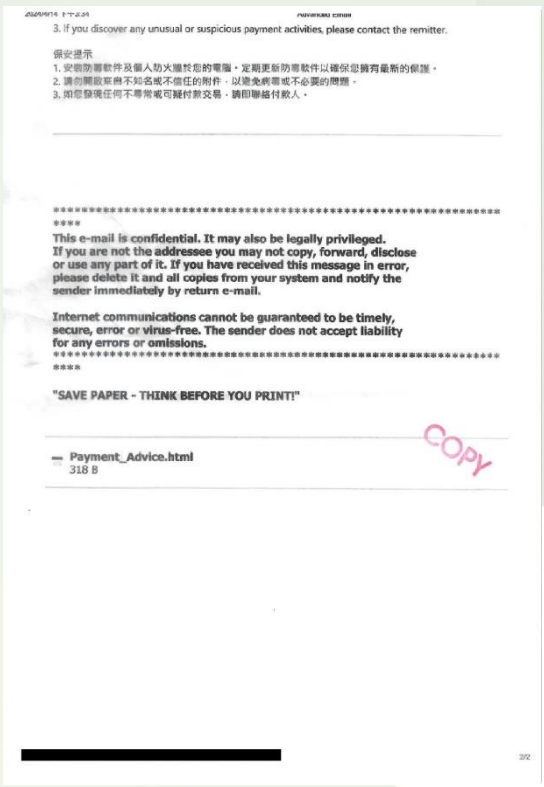
Yours faithfully,
Hang Seng Bank Limited

此致
恒生銀行有限公司

This is an auto-generated email, please DO NOT REPLY. Any replies to this email will be disregarded.
此電郵由系統自動發出，請勿回覆。任何回覆將不被接納。

Security Tips
1. Install virus detection software and personal firewall on your computer. This software needs to be updated regularly to ensure you have the latest protection.
2. To prevent viruses or other unwanted problems, do not open attachments from unknown or non-trustworthy sources.

[redacted]



3. If you discover any unusual or suspicious payment activities, please contact the remitter.

保安提示
1. 安裝防毒軟件及個人防火牆於您的電腦，定期更新防毒軟件以確保您擁有最新的保護。
2. 請勿開啟來歷不知名或不信任的附件，以避免病毒或不必要的問題。
3. 如您發現任何不尋常或可疑付款交易，請即聯絡付款人。

****
This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail.

Internet communications cannot be guaranteed to be timely, secure, error or virus-free. The sender does not accept liability for any errors or omissions.
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"SAVE PAPER - THINK BEFORE YOU PRINT!"

Payment_Advice.html
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[redacted]

more…

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Customers are reminded that:

- The Bank never requests customers to provide their personal e-Banking login, verify or cancel transactions, renew security devices, or disclose personal details such as HKID numbers, e-Banking credentials, credit card information, one-time passwords or authentication factors through email, text, or any messaging platforms;
- Do not provide bank, credit card, investment, insurance and MPF account or other key personal information via hyperlinks embedded in suspicious messages, emails and website, or log on to any suspicious websites purported to be coming from the Bank.
- Customers may enter suspicious phone numbers, web addresses or transferee's account numbers on "Scameter" or "Scameter+"- the mobile app of "Scameter", for security checks; and
- If in doubt, please call the "Anti-Scam Helpline 18222" for enquiries.

Customers are reminded to access the Bank's website by typing the official website address into the address bar of their web browser.

- Hang Seng Bank: www.hangseng.com
- Hang Seng Bank (China): www.hangseng.com.cn

Should customers encounter any applications, emails, SMS messages, Facebook accounts, or websites that appear to be from Hang Seng Bank but raise suspicions, please forward the details to phishing@hangseng.com and then ensure they are deleted from their system. For any questions or further assistance, do not hesitate to reach out to the Bank's customer service team at 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 3.9 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 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