PRESS STATEMENT

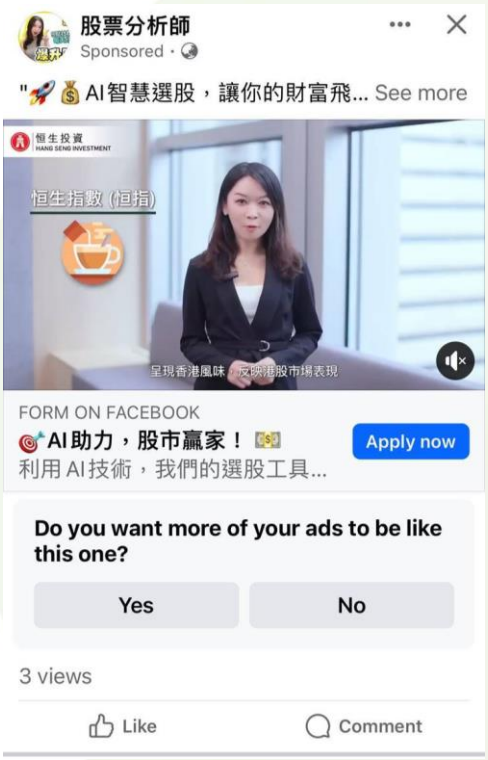
17 May 2024

Hang Seng Bank Warns Customers Against Fraudulent Facebook Advertisements

Hang Seng Bank ('Hang Seng') is alerting the public to fraudulent Facebook advertisements. These advertisements misuse a video of the Bank's wholly-owned subsidiary, Hang Seng Investment Management Limited ('Hang Seng Investment'), potentially luring individuals into fraudulent investment schemes.

Hang Seng and the Bank's subsidiaries do not have any association with these fraudulent Facebook advertisements. Please find below examples of what the fraudulent advertisements look like. Note that the appearance of these fraudulent advertisements can vary across different devices.

Fraudulent Facebook Advertisements:





more…

Hang Seng Bank Warns Customers Against Fraudulent Facebook Advertisements/ 2

Customers are reminded that:

- The Bank and its subsidiaries never request 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;
- Customers are advised to make investments through registered investment institutions;
- Customers may check the public register of licensed persons and registered institutions on the website of the Securities and Futures Commission (SFC);
- 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;
- If in doubt, please call the "Anti-Scam Helpline 18222" for enquiries.

Customers are reminded to access the Bank's and its subsidiaries' websites 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
- Hang Seng Investment: www.hangsenginvestment.com

Should customers encounter any applications, emails, SMS messages, Facebook accounts, or websites that appear to be from Hang Seng Bank or its subsidiaries 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

Hang Seng Bank Warns Customers Against Fraudulent Facebook Advertisements/ 3

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