

Security Advice for using ATMs

In view of increasing number of ATM skimming fraud attempts in Hong Kong, Public Bank (Hong Kong) Limited (“the Bank”) wishes to remind cardholders to be more alert in using Automatic Teller Machines (ATMs).

Cardholder should cover the keypad when entering the Personal Identity Number (PIN) and check whether anyone is trying to peek at your password.

Each ATM of the Bank has a keypad and keypad cover, if customer finds the keypad or cover is damaged or removed, please stop using the ATMs and contact our branch staff immediately.



If customer finds the [ATM](#) card insert slot is damaged, altered, removed or installed with any suspicious device, please stop using [the ATMs](#) and contact our branch staff or call our Customer Hotline for PB Card (ATM Card) at (852) 2853 4777 immediately.



Count the banknotes immediately after each cash withdrawal. Do not take away any banknotes at the cash dispenser or ATM card at the card insert slot left behind by someone else. Let the banknotes or ATM card return to the ATM automatically.

Report Card Loss or Anything Unusual in Using ATMs, please call our Customer Hotline for PB Card (ATM Card) at (852) 2853 4777.