



大眾銀行(香港)
PUBLIC BANK (HONG KONG)
(馬來西亞大眾銀行附屬公司 A subsidiary of Public Bank Berhad, Malaysia)

Notice of Fraudulent Telephone Voice Messages / SMS Messages

Public Bank (Hong Kong) Limited (the “Bank”) is aware of the recent reports on fraudulent voice message (“VM”) phone calls / SMS messages purportedly from banks claiming irregularities in the customer’s bank or credit card accounts, or there were credit card transactions conducted using a customer’s credit card. These VM request the customer to input their personal information or contact the caller / operator for account authentication, or request the customer to call a bogus hotline number mentioned in the SMS messages to check the credit card transactions.

The Bank would like to advise customers that the Bank do not notify customers of account irregularities through pre-recorded messages, or request customers to call a number mentioned in the SMS messages to check the credit card transactions. Customers should call the Bank’s credit card hotline for enquiries about credit card transactions, which is printed at the back of credit card and posted on the Bank’s website. Customers are reminded to protect their sensitive information at all times and not to provide any personal information (such as login passwords, one-time passwords or Card Validation Code at the back of the Credit Card) through phone calls, emails or SMS messages.

When customers are suspicious about the identity of the callers or hotline numbers mentioned in SMS messages, customers are advised to request the caller to provide his / her full name, department / branch name and contact phone number and then verify with the Bank’s Hotline at (852) 8107 0818 (by pressing “0” and “3” after language selection).

If customers have disclosed their personal information to the suspicious callers or bogus customer hotline, they are advised also to report such cases to the Hong Kong Police in addition to the Bank.

Public Bank (Hong Kong) Limited

Date: 21 October 2020

Note: If customers do not wish to receive marketing communications from the Bank, they may notify the Bank in writing or by calling the Bank’s Hotline above.