

16 October 2024

## **Notice for Bogus Calls, Voice Messages, Emails, Letters and SMS Messages**

Public Bank (Hong Kong) Limited (the “Bank” or “we”) would like to alert our customers and the public to stay vigilant to the bogus calls, voice messages telephone calls, emails, letters and SMS messages purportedly from banks. Fraudsters may claim that they work for banks and contact customers via phone calls, emails, letters and instant messaging apps and use a fake business card to induce customer to provide personal information, solicit loan business, or make deposit into designated account to apply for banking services. Those bogus calls or messages may claim that irregularities are found in the customers’ account and requesting them to provide personal information or call the customer hotline mentioned in the SMS messages for account authentication or checking.

**The Bank wish to clarify that we have no connection with those bogus calls, voice messages, emails, letters and SMS messages and will not require customers to provide sensitive personal information (including net banking login ID, login password and one-time password) through the above-mentioned channels. Moreover, the Bank do not notify customers of account irregularities through pre-recorded messages or SMS messages.**

Customers and the public are reminded to protect their sensitive information at all times and not to disclose any personal information to unknown third parties. When customers and the public are suspicious about the identity of the callers or contact details stated on the business card or mentioned in emails and SMS messages, they 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 Customer Hotline at (852) 8107 0818 (by pressing “0” and “3” after language selection) or via “Contact Us” at our official website at [www.publicbank.com.hk](http://www.publicbank.com.hk) or Net Banking or mobile PBHK Digi Mobile Application. Should customers have disclosed their sensitive personal information to any suspected callers, please call our Customer Hotline and report to the Hong Kong Police.

### **Public Bank (Hong Kong) Limited**

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 Customer Hotline above.