

13 October 2023

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 accounts. These VM phone calls request the customer to input their personal information or contact the caller for account authentication, or request the customer to call a bogus hotline number mentioned in the SMS messages to check the bank 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 bank transactions. Customers are reminded to protect their sensitive information at all times and not to provide any personal information (such as login passwords or one-time passwords) 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

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.