

26 September 2017

Important Notice Beware of Bogus Call

1. The Hongkong and Shanghai Banking Corporation Limited, Macau Branch would like to alert its customers on bogus communications that claim to be from HSBC. (e.g. fraudulent telephone calls, voice messages, emails, SMS and communications in other formats);
2. Customers are reminded not to provide any personal information to unsolicited callers. If customers are concerned they may have disclosed their personal details to any suspicious third parties, or want to identify whether the communication is from our bank they should call the HSBC Personal Banking Hotline at **(853) 8599 2256**;
3. Stay wary and do not disclose your personal details, including your banking passwords, to anyone should you receive any unsolicited phone calls;
4. The number appears on your phone may not be real as perpetrators can alter caller IDs using computer software. They change the number to make it more convincing;
5. Government departments will never instruct their citizens to make a bank transfer over the phone;
6. Safeguard your personal information. Criminals obtain your information via illegal means and use them to commit fraud or other crimes;
7. If you encounter telephone scam or other crimes, please contact the Judiciary Police at **(853)2855 7777** or crime report at **993** at once;
8. Please visit the [webpage of the Judiciary Police](#) for latest updates on Bogus Call.

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