



Impersonation Scam

Some scammers could pose as someone else to convince you to send them money or steal your personal information. They'll trick you by pretending to be a bank representative, seller, courier or even a friend, not just in person but online as well.

Watch out for these red flags:

- If you receive an SMS that your package can't be delivered and asks you to click on a link: do not click on the link, do not share your personal information and account details. Best to authenticate the status of your package on the official website.
- If you've "won" an unexpected prize, remember not to open any links and attachments. Lottery scams can come by social media or emails with malicious links asking you to enter your account credentials and card details. Verify carefully!
- HSBC will never ask for your OTP and personal information over the phone. Whenever you receive a call claiming to be from HSBC, ask for the caller's department details and verify their identity by calling our hotline.
- If someone calls you about a suspicious order cancellation, be cautious. Validate the caller's identity and never provide your card details and OTP.