



Suspicious Calls/Emails

Be alert against suspicious messages or calls by following these tips:

- Don't fall for confident voices on the other line. Challenge them and don't be afraid to ask questions. Fraudsters may sound convincing in an attempt to get your confidential information.
- Be wary of the urgency. When getting a call from unknown numbers that requires your immediate attention, be extra cautious as you might be talking to a fraudster. Getting you to panic and act quickly are exactly what the scammer wants.
- Check the transaction details in the OTP messages carefully.
- Never give out your OTP to anyone.
- Change your password regularly to ensure the safety of your bank account.
- Always check with the relevant organization on any suspicious messages or callers.
- REMEMBER: HSBC will NEVER send you any links asking for account information.