

客戶重要通知

Important Notice to Customers



Latest Scam Alert: Beware of Scammers Claiming that You Have Applied for SIM Card with Mainland, HK & Macau Service Plan



Recently, the Hong Kong police surfaced multiple cases of Telephone scams involving fraudsters impersonating telecommunications and bank staff, a number of members of the Public have been defrauded of money ranging from HKD100,000 to HKD300,000.

First, the scammers pose as a staff of telecommunication services provider, call and tell you that a new SIM card has been activated with a contract period of one to two years, and that monthly fees will be charged. If you tell them that you did not apply for such service or you want to cancel it, the scammers will pretend to help you canceling the service and directing the call to a bogus bank employee.

The bogus bank employee will then ask for your banking service credentials or instruct you to make transfers with automated teller machines. The scammers can no longer be reached once they have received the money.

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Scam Alert:

- Stay alert if you receive phone calls purportedly made by telecommunications services providers claiming that you have applied for services. Do not hastily believe the callers' identities;
- If in doubt, call the Customer Care Hotline for verification;
- Do not disclose personal information, including identity card numbers and bank account details;
- Even if strangers who send you messages are able to tell your personal information, it does not necessarily mean that they are genuine law enforcement officers. Scammers can obtain the personal information of the public by unlawful means;
- If you suspect that you have fallen prey to a scam, please call the "Anti-Scam Helpline 18222" for enquiries.

Our Bank would like to remind you that we will NEVER proactively request sensitive personal information and banking details in the form of emails, SMS, hyperlinks, QR codes or attachments on third party websites. We will also NEVER instruct you to transfer funds to designated third party accounts via these channels.

If you suspect that you have been a victim of scam or have conducted any transactions with dubious third-party accounts, they should report to the Hong Kong police immediately and contact us at **2779 5533** for prompt action. You may assess more online security tips by visiting our [Bank's official website](#).

China Construction Bank (Asia) Corporation Limited