



HONG KONG MONETARY AUTHORITY
香港金融管理局



For Immediate Release

“Beware of Fraudulent Calls, Verify the Caller’s Identity” Promotion Campaign

[Hong Kong, 31 August 2015] - The Hong Kong Monetary Authority (HKMA), the Hong Kong Association of Banks (HKAB) together with HKAB member banks announced today (31 August) the joint efforts to raise public awareness of phone scams and help further protect bank customers’ interests.

All retail banks have been providing customer hotlines for the public to verify the identity of callers as genuinely from banks or not. To further facilitate this verification process, the industry jointly introduces more measures and, from this day on, the hotline numbers and relevant information of all retail banks are posted on the websites of the individual retail banks, and the dedicated page newly set up on the websites of the HKMA and HKAB for easy access by the public. Callers from retail banks will, in addition to giving out their full names, provide their phone extension number, direct telephone number, or staff ID number as “identifying numbers” when contacting the public who may verify callers’ identity through the customer hotlines of the respective banks before one proceeds with any transactions.

Mr. Arthur Yuen, Deputy Chief Executive of the HKMA, said, “HKMA reminds the general public to take precautionary steps to authenticate calls purportedly from banks and bear in mind not to casually divulge sensitive personal information. If you receive a call where the caller claims to represent a bank, even though your account is said to be at stake and no matter how interested you are in the products being promoted, do not take their word without verifying their identity first. The hotlines posted on the websites of HKMA, HKAB and individual retail banks should help the public to authenticate the callers’ identity.”

Mr. George Leung, HKAB’s Acting Chairperson, said: “Customer protection is of paramount importance to our member banks. We strongly suggest the public to stay



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vigilant against phone scams made in the name of banks and make use of the additional information provided by banks to confirm the veracity of such calls. It is our hope that the concerted effort adopted by the industry would help raise our customers' awareness on protecting themselves against such scams.”

The HKMA and the HKAB would also like to remind the public that the HKMA and banks will not ask for any sensitive personal information (including login passwords or one-time passwords) through phone calls or emails. Members of the public are also reminded not to provide sensitive personal information to unidentified callers and not to simply rely on the incoming call display to establish the true identity of the caller.

Hong Kong Monetary Authority
Hong Kong Association of Banks
31 August 2015

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This press release is issued on behalf of HKAB, kindly contact Lighthouse Consultant Limited should there be any enquiries.

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**List of hotlines for authenticating the identity of
callers claiming to be bank representatives**

<u>Retail Banks</u>	<u>Hotline Numbers</u>
Australia & New Zealand Banking Group Ltd.	2176 8822
Bank of China (Hong Kong) Limited	3988 2388
Bank of Communications Co., Ltd.	2239 5559
The Bank of East Asia, Limited	2211 1333 (Press 3 – 0)
China CITIC Bank International Limited	2287 6767 (Press 3 – 7)
China Construction Bank (Asia) Corporation Limited	3179 5504
Chiyu Banking Corporation Ltd.	2232 3625
Chong Hing Bank Limited	3768 6888
Citibank (Hong Kong) Limited	2860 0333
Dah Sing Bank, Ltd.	2828 8000 2828 8159 (10 p.m. – 9 a.m.)
DBS Bank (Hong Kong) Limited	2290 8345
Fubon Bank (Hong Kong) Limited	2566 8181 (Press 2 – 1 – 0)
Hang Seng Bank Ltd.	2822 0228
The Hongkong and Shanghai Banking Corporation Limited	2233 3000
Industrial and Commercial Bank of China (Asia) Limited	2189 5588 (Press 3 – 6 – 9)
Nanyang Commercial Bank, Ltd.	2622 2633
OCBC Wing Hang Bank Limited	3199 9188
Public Bank (Hong Kong) Limited	2853 4777
Shanghai Commercial Bank Ltd.	2818 0282
Standard Chartered Bank (Hong Kong) Limited	2886 8868 (Press 2 – 6 – 0)
Wing Lung Bank Ltd.	2309 5555

Source: Hong Kong Association of Banks