

Updated on: 26 January 2017

Notice – Bogus Voice Message Telephone Calls / SMS Messages

Fubon Bank (Hong Kong) Limited (“Fubon Bank”) would like to remind its customers and the public to stay vigilant to the recent bogus voice message telephone calls / SMS messages purportedly from banks claiming irregularities in the customers’ bank or credit card accounts and requesting them to provide their personal information or contact the operator / call the customer hotline mentioned in the SMS messages for account authentication or checking. Fubon Bank clarifies herein that it has no connection with these bogus voice message telephone calls / SMS messages and will not require customers to provide sensitive personal information through telephone calls, SMS messages or emails. Furthermore, Fubon Bank will not notify customer of account irregularities through pre-recorded messages.

To protect customers’ personal data privacy and interest, customers and the public are strongly reminded not to provide any of their personal information to any suspected caller or call any suspected hotline number. If they are in doubt about the identity of the caller or hotline number, the customers should request for the callers’ contact details and call our 24-Hour Integrated Customer Service Hotline at (852) 2566 8181 (Press “8” after selection of language) for verification.

Should customers have any enquiry or have disclosed their personal information to any suspected third party, please call Fubon Bank’s 24-Hour Integrated Customer Service Hotline at (852) 2566 8181 (Press “8” after selection of language) and directly report to the Hong Kong Police Force.

Customers may, at any time, choose not to receive our marketing calls by calling Fubon Bank’s 24-Hour Integrated Customer Service Hotline at (852) 2566 8181 or notifying us in writing to Fubon Bank (Hong Kong) Limited, GPO Box 9878 Hong Kong. No fee will be charged for this arrangement.

Press [here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority and the Hong Kong Association of Banks and relevant materials to understand how to safeguard yourself from bogus calls purported from banks.