

Updated on: 1 April 2016

Notice to Customers on Unauthorized Mortgage Loan Telemarketing Activities

It has been brought to the attention of Fubon Bank (Hong Kong) Limited (the "Bank") that there have been some unidentified callers, who claimed to be sales representatives of the Bank, promoting mortgage loan products via unauthorized telemarketing calls. In order to protect customers' personal data privacy and interest, the Bank suggests that customers should refuse to provide any personal information if they are in doubt about the identity of the caller and before the caller's identity is verified, and take the following actions:

- (1) ask for the caller's full name, staff number and telephone number;
and
- (2) call our Customer Service Hotline at 2566 8181 (press 8 after selection of language) to verify such caller's identity.

In order to safeguard the interest of our customers, the Bank shall closely monitor the trend of similar cases and will take corresponding actions where necessary. For any enquiry, please call our Customer Service Hotline at 2566 8181.