

Alert: Telephone Deception Relating to Cash Payout Scheme of the Hong Kong SAR Government

There is a recent rise of telephone deceptions relating to Cash Payout Scheme of the Hong Kong SAR Government ("CPS"). In order to protect customers' asset and personal data, the Bank emphasizes and reminds customers that:

1. It is anticipated that CPS will be increasingly used as a bait by fraudsters in devising various scams including telephone deception.
2. Customers should exercise extra caution whenever receiving calls from unsolicited callers or pre-recorded voice message ("PRVM") asking for customer's personal and/or banking information for purposes relating to CPS. This is particularly so where the caller's number starts with a "+" sign, which indicates the call has been originated from the overseas. The Bank never calls from a number starting with "+" when contacting our customers in Hong Kong.
3. In any genuine call from the Bank to our customers, the call never starts with a PRVM, or requests the customer to press a button on the phone number pad. Please note that this type of "Please Press a Button" after the PRVM is a common tool used by telephone deception syndicates to identify and deceive vulnerable individuals. If customers have received any call starting with PRVM, they should hang up at once.
4. The Bank never asks customers for full set of personal data, bank account details or credit card details over the phone. Therefore, customers should never disclose such information in a call from unsolicited callers or PRVM.

For enquiries, please call Fubon Bank Integrated Customer Service Hotline at 2566 8181 (Press "8" after language selection)