

親愛的客戶：

我們留意到近日有騙徒冒用銀行、航空公司、政府機關或速遞公司的名義，發送網絡釣魚電郵或手機短訊，企圖騙取個人資料、密碼或信用卡資料。

- 為了保護閣下私隱及財富，請提防虛假電郵、短訊及網站之特徵：
 - 請留意任何可疑的電郵地址或域名格式；
 - 請留意不正確的文法、拼字、錯誤資訊；
 - 騙徒會邀請閣下參與問卷調查、參加抽獎、確認郵件或包裹收發、推廣投資產品等，並提供禮品、獎賞或優惠，以誘騙閣下透露個人和財務資料；
 - 騙徒藉詞閣下的帳戶出現問題，然後要求閣下提供密碼以重新登入。

- 當收到可疑電郵或手機短訊及瀏覽網站時，請保持警惕：
 - 切勿開啟任何可疑電郵或短訊當中的附件；
 - 切勿點擊任何可疑電郵或短訊內的連結及提交個人的敏感資料或信用卡等財務資料；
 - 未核對網站的真實性之前，切勿在該網站提交個人的敏感資料；

本行不會發送簡訊請客戶點選簡訊上的連結並輸入帳號或密碼等認證資訊。請客戶除於本行官方網站或網路銀行外，勿在其他網站輸入上述認證資訊。

如客戶對任何收到的訊息有懷疑，請勿提供個人或戶口資料，請盡快致電本行客戶服務熱線（852）39601108 與本行核實。

如客戶曾根據可疑訊息提供了個人或戶口資料、密碼或進行任何交易，請盡快致電本行客戶服務熱線（852）39601108 及立即向警方報案。

上海商業儲蓄銀行股份有限公司香港分行 謹啟

Dear Valued Customer,

We have recently noticed new phishing scams via email or SMS by disguising as trustworthy institutions such as banks, airlines, government formations or courier houses that in an attempt to obtain personal information, passwords, or credit card details.

- To protect your privacy and wealth, here are some security tips to help you recognise phishing scams or fake websites:

- They may come from a suspicious email address or have a misleading domain name (URL) ;
- They may have grammar or spelling errors or get facts wrong that you can spot ;
- They may offer incentives, such as prizes or rewards, vouchers for completing a survey, entering into a lucky draw, confirmation of parcel delivery or promoting investment products in order to trick you into revealing personal and financial information;
- They may claim there is a problem with your account and ask you to log in again to verify.

- Please stay vigilant of any suspicious emails or SMS and visit websites:

- Do not open or download files attached in suspicious emails or SMS;
- Do not click on the links embedded in suspicious emails or SMS and do not submit your sensitive information, passwords or credit card information;
- Do verification before providing your sensitive information into trusted websites;

We will not ask you to re-authenticate your account by clicking on any link in text messages and to input the user ID of your account or password. Please do not input your user ID or password on any websites except for the official website of the Bank and eBanking portal.

If you receive any suspicious communications, please do not disclose your personal or account information and call the Bank's Customer Service Hotline at (852) 39601108 for verification immediately.

If you have provided personal or account information, password or conducted any financial transactions as instructed in suspicious communications, please contact the Bank's Customer Service Hotline at (852) 39601108 and report the case to the Hong Kong Police Force for investigation immediately.

Yours faithfully,

Shanghai Commercial & Savings Bank, Ltd.

Hong Kong Branch