

**FRAUD ALERTS TO WING LUNG BANK CUSTOMERS REGARDING
IMITATING PHONE CALLS AND FAKE STAFF NAME CARD**

Wing Lung Bank Limited (“the Bank”) would like to remind customers to alert recent phone calls of imitating Bank staff purportedly from the Bank for direct marketing. Such phone calls imitating Bank staff to contact customers and then show fake Bank staff name card to the customers. The imitating Bank staff fraudulently claimed that they were representing the Bank and could refer customers to some intermediary companies for applying loan, mortgage and debt restructuring services etc; and instructed customers to those intermediary companies for applying such services.

In order to protect customers’ interests and to raise awareness of customers, the Bank would like to draw customers’ attention to the following reminders:

- (1) The Bank has no connection to those phone calls imitating the Bank staff.
- (2) The Bank has no connection to those showing fake Bank staff name card.
- (3) The Bank does not appoint any individual intermediary or intermediary companies to provide loan, mortgage or debt restructuring services to customers.
- (4) Customers are reminded to protect their sensitive personal information at all times and must not disclose any sensitive personal information to suspicious callers.
- (5) Where customers are suspicious about the identity of the callers or the Bank staff, the customers should request the callers or the Bank staff showing name card to provide the Bank’s staff numbers, contact numbers and information and verify with the Bank.
- (6) If the customers are in doubt that sensitive personal information may be disclosed to suspicious callers, please report to the Bank and report such case to the Police immediately.

For any enquiries, please contact our Customer Services Hotline at (852) 230 95555 (press “5” then “3” after language selection).

You may choose to opt-out receiving the direct marketing calls of the Bank. Please call our Customer Services Hotline at (852) 230 95555 if necessary.

Wing Lung Bank Limited
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