

**FRAUD ALERTS TO WING LUNG BANK CUSTOMERS REGARDING
BOGUS VOICE MESSAGE PHONE CALLS, FRAUDULENT SMS MESSAGES AND
IMITATING PHONE CALLS**

Wing Lung Bank Limited (“the Bank”) would like to remind customers to alert recent bogus voice message phone calls, fraudulent SMS messages and phone calls of imitating Bank staff purportedly from the Bank. The said phone calls or SMS messages fraudulently claimed that there were irregularities in the Bank customer’s bank or credit card accounts and requested customer to provide or input his/her personal information or contact the imitating Bank staff or operator for account authentication.

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 bogus voice message phone calls, fraudulent SMS messages or phone calls imitating the Bank staff.
- (2) The Bank **will never** require customers to provide sensitive personal information (including customer’s account login password or one-time password) through phone calls, emails, SMS or in person.
- (3) The Bank **will never** notify customers of bank accounts or credit card accounts irregularities through pre-recorded voice messages.
- (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, the customers should request for the callers’ 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 not to receive our future telemarketing calls. Please call our Customer Services Hotline at (852) 230 95555 if necessary. .