

Phone Scammers Impersonating Bank Staff



Defrauding Tricks

Recently, a victim received a call from a scammer, posing as a bank staff member, who claimed that there were issues about the victim's bank account (e.g. presence of suspicious illegal transaction records, involvement in money laundering, etc.) and the account would be frozen. Falsely claiming that they need to verify the victim's identity, the scammer asked the victim to answer a number of questions so as to obtain a large amount of personal and bank account information. The scammer also asked the victim to transfer funds to a designated local bank account to "unfreeze" their account, seeking to defraud the victim of their money.

Our Advice

- Do not believe unknown callers who claim themselves as bank staff or disclose your personal information, bank account number and password to them;
- Even if callers provide you with information of relevant bank staff members, it does not necessarily mean that they are genuine bank staff. Scammers can obtain such information by unlawful means;
- Stay alert when receiving calls purportedly made by bank staff. You should contact corresponding banks to verify their identities;
- Remind your relatives and friends to stay vigilant against similar scams;
- If in doubt, please call the "Anti-Scam Helpline 18222" for enquiries.

Beware of Phone Scammers Impersonating Customer Service Staff of Short Video Platform



Defrauding Tricks

Recently, the Police have received reports from members of the public about calls from scammers claiming themselves as customer service staff of a short video platform. The scammers falsely claimed that the recipients had activated VIP member services and handling charges were required for cancellation of such services. The scammers also claimed that their bank accounts would be frozen. The victims were instructed to transfer their savings to specific bank accounts and suffered pecuniary losses.

Our Advice

- Under any circumstances, staff of short video platforms will not ask users to download third-party software or make transfers;
- Do not believe the scammers' identities simply by the phone numbers they provide. You are advised to verify their identities by making enquiries from the relevant organisations;
- If you receive calls purportedly from staff of any organisations, you should search the corresponding contact phone numbers on official websites or applications;

- Enter the suspicious URL on “Scameter” or “Scameter+”, the mobile application of “Scameter”, to assess the risk of fraud and cyber security in addition to seeking verification from relevant organisations;
- Remind your relatives and friends to stay vigilant against deception;
- If in doubt, please call the “Anti-Scam Helpline 18222” for enquiries.