

Important Notice : Stay vigilant against telephone deception - Government's HKD10,000 Cash Payout Scheme

The police warn of some recent calls received by members of the public from scammers impersonating bank staff or officers of government departments, claiming they could help register for the Government's HKD10,000 Cash Payout Scheme. Victims were requested to provide their personal information such as names, HKID numbers and bank account details, etc. In order to protect customers' personal data and their assets, ICBC (Asia) (the "Bank") would like to remind its customers that:

- 1) Customers should exercise extra caution upon receipt of calls from unsolicited callers or pre-recorded voice messages asking for their personal and / or banking information under the guise of the Government HKD10,000 Cash Payout Scheme. Special attention shall be paid to calls that start with a "+" sign.
- 2) In any genuine call from the Bank to our customers will never start with a pre-recorded voice message nor request them to press any button on the phone number pad for the next operation. This kind of pre-recorded voice message is a common tool used in telephone deception, please hang up immediately.
- 3) The bank will never ask for any sensitive personal information such as bank account details, login ID, login password and one-time password, etc., by phone calls.
- 4) For any enquiries in relation to the Government's Cash Payout Scheme, please contact our customer service hotline at (852) 218 95588; If you have any doubt / enquiry on this kind of deception cases, please call the Hong Kong Police's Anti-Scam Helpline 18222.