



Protect yourself from financial crime

Fraudsters may take advantage of these challenging economic circumstances for their personal financial gains. It's more important than ever as the festive season approaches that we remember to be vigilant. No matter how you use your HSBC Credit/Debit cards – be it to make purchases on e-commerce platforms, at merchants or using it at ATM's, your financial and personal information needs to be protected at all times.

- ❑ Do not post any private or sensitive information, such as credit card numbers, passwords or other private information on public websites including social media sites, or even through emails.
- ❑ Avoid using non-verified financial and banking applications or engaging in financial activities using public wi-fi Networks/VPN's. Using unknown Wi-Fi networks can result in data leakages and credential thefts leading to fraudulent activity. Do not share any personal information including credit card details and account numbers with strangers whose identity cannot be established.
- ❑ Check your bank accounts and statements regularly, and keep an eye out for any unfamiliar transactions.
- ❑ Always look carefully at links, email attachments and suspicious texts before clicking on anything. Don't open from sources you can't verify as safe and genuine. If in doubt, delete the email or SMS immediately
- ❑ The Bank will never ask you for Sensitive information, Account details ,Personal Identification Number (PIN) or full password via emails, surveys, SMS, through telephone calls or in writing.
- ❑ Do not save your card details on your web browser and remember to change your password, PIN and log in credentials regularly.
- ❑ Inform the Bank if you are concerned or if you feel your email, personal information or credit card information is compromised.

For more information, visit: <https://www.hsbc.lk/help/security-centre/cyber-security> Or if you suspect like your credentials are compromised, you may have been the victim of a cybercrime. Please do not hesitate to contact us on our 24-hour Customer Service hotline +94 114472200 or visit your nearest HSBC branch.

