



# Protect yourself from scams.

There are more hackers than you can imagine on the internet. Since you always take steps to keep your belongings safe, make sure you do the same in cyberspace too!



## Watch Out! Common Types of Impersonation Scams!

Scammers might claim to be from a courier company today and police tomorrow... While impersonation scams vary, let's find out how these "identity thieves" are targeting you!

### "I'll need your password for verification."

HSBC will never ask for your sensitive personal information over phone. Whenever you receive a call claiming to be from HSBC, ask for the caller's department details and verify his identity by reaching our hotline.

### "Your online purchase has been cancelled."

We may sometimes mess up with multiple online shopping orders! If someone calls you about a suspicious order cancellation, be cautious to validate the caller's identity and never provide your credit card details and OTP.

### "Congratulations! You've won the Lottery."

"Lottery scams may come by social media and emails, through a survey with malicious links to prompt respondents to enter account credentials and credit card information.

### "Your parcel contains prohibited items."

Just got an SMS saying that your parcel can't be delivered? Authenticate it on the official website. Stay calm, do not open any links nor disclose your sensitive personal information and account credentials.

### "Your personal data should be kept secure as you would do with your home keys".

## Top Tips to protect yourself from scams.



**Don't be rushed** - Only scammers/fraudsters will try to rush or panic you. A genuine organization or someone you know won't mind waiting, or even you phone them back on a number you trust.



**Don't assume** an email request, text, or phone call is genuine just because it looks as you would expect. Scammers are experts at faking the real thing.



**Don't ever divulge** your security details like PIN, OTP, password, other credentials. We would **NEVER** ask you for this information.



**Don't hesitate to say no!** Saying **no** can make you feel uncomfortable but it's ok to reject, refuse or ignore request.



**Don't ignore your instincts.** If something doesn't feel right, if the offer is too good to be true, then trust your instincts and don't be fooled or tricked by the scammers.

Learn more on scams, Frauds along with tips to protect your money by visiting our public website:

[www.hsbc.lk/help/security-centre/cyber-security](http://www.hsbc.lk/help/security-centre/cyber-security)

If you think you are being scammed or a victim of a fraud, then report immediately by contacting us on our 24-hour Customer Service hotline **+94 114472200** or contact a customer service representative by visiting your nearest HSBC branch.



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