



Scammers may contact you via phone and claim that your bank account has been frozen.

They may use fake bank documents, fraudulent bank IDs, and even phone apps that display foreign phone numbers to build trust and appear legitimate. The goal is to scare you into transferring or depositing funds into accounts controlled by the scammers.

To help protect yourself from these types of scams, we encourage you to be vigilant:



Requests for Immediate Funds Transfers

Never transfer money to an unknown account based on urgent requests made over the phone.



Requests for Personal Information

Be extremely careful about sharing personal information, such as your account number, password, OTP (One-Time Password), or PIN's over the phone or online, especially if you did not initiate the contact.



Pressure Tactics

Scammers often use high-pressure tactics to rush you into making a decision. Take your time to verify the information before taking any action.



Unexpected Phone Calls

Be suspicious of unsolicited phone calls from individuals claiming to be from your bank, the police, or other authorities, especially if they demand immediate action or financial information.



Inconsistencies

Beware of inconsistencies in the caller's story, their language, or the information they provide.



Promises of Guaranteed Returns/Rewards

Exercise caution with promises of unusually high returns or rewards, as these are often associated with fraudulent schemes.

Protect yourself:



Report It Immediately

If you receive a suspicious phone call, hang up and then report it immediately by contacting us on our Customer Service Hotline +94 114 472 200 or contact a Customer Service Representative by visiting your nearest HSBC branch.



Never Share Sensitive Information

Never share your personal or financial information with anyone over the phone or online unless you are certain of their identity.

We are committed to protecting you from fraud and scams. By being aware of these red flags and taking precautions, you can help safeguard your financial well-being.