



Stay vigilant against fraud

Stay vigilant against fraudulent messages, calls, links, and fake apps circulated by individuals impersonating HSBC Bank.

Fraudsters may attempt to mislead you by sending messages that direct you to fake online banking websites or mobile applications designed to obtain sensitive information.

What to watch for

- Unexpected calls, emails, or messages requesting your online banking credentials, passwords, or secure PINs
- A sense of urgency, such as "Act now or your account will be blocked"
- Links directing you to suspicious websites, fake apps, or unknown sources

Stay safe

- Always verify the sender. Do not click on links in suspicious messages or emails from unknown sources
- Never share OTPs or enable screen sharing for anyone claiming to be bank staff. HSBC will not request such access
- Do not download apps via links. Download and install apps only from official app stores and trusted, verified developers
- Only scan QR codes from verified and trusted sources
- Never share your personal data or confidential banking credentials with anyone
- Stay calm and do not give in to pressure. Scammers often rely on urgency and emotional manipulation

Important Notice: Fake SMSs, emails are being sent by various fraudulent senders requesting your HSBC Credit/Debit Card details, specially during the HSBC retail banking transition period to NTB. The Bank will never request personal or banking information via links shared through SMS, email, or social media. Please refrain from sharing sensitive data such as PIN, password, OTP or Credit / Debit card details through links. Report any suspicious SMS/email immediately before acting to our customer service hotline on 0114472200.

Your safety and the protection of your assets are our highest priority. Stay vigilant.

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We maintain strict security standards and procedures to prevent unauthorised access to information about you. HSBC will never contact you by e-mail or otherwise to ask you to validate personal information such as your user ID, password, or account numbers. If you receive such a request, please inform us via [contact us](#).