

客戶重要通知

Important Notice to Customers



Beware of Phone Scammers Impersonating Bank Staff

CCB (Asia) has recently noticed that some customers have received phone calls from scammers impersonating bank staff, claiming to offer "low-interest loans" or "fast loan approvals." These scammers then proceed to display a forged business card via communication channel and request sensitive information from customers, such as personal banking details, income proof, and tax documents, for loan applications. It is important to note that while the employee name on the business card may appear legitimate, their contact information does not match the bank's internal records.



CCB (Asia) urges customers to remain vigilant regarding such phone scam cases. These scammers are likely individuals from financial intermediaries whose aim is to deceive victims into signing loan agreements and then charging exorbitant handling fees or even redirecting the entire loan to fraudsters. CCB (Asia) advises customers to exercise caution when receiving calls or messages from individuals claiming to be bank staff. If there are any doubts about such calls or messages, customers should refrain from providing any personal or account information and promptly contact the bank to verify the situation or reach out to the police.

The bank also reminds customers to always protect their personal information. If customers suspect being deceived or have provided personal information to suspicious individuals or engaged in any transactions, they should immediately contact the police and call the bank's Telephone Banking hotline at 2779 5533 for further assistance.

For more online security tips, please visit the bank's website under the "Security Tips" section: https://www.asia.ccb.com/hongkong_tc/personal/online_security

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