

Dear Valued Customer,

**Notice update (1): Bogus Voice Message Phone Calls to Customers**

Shanghai Commercial Bank (“the Bank”) would like to alert all customers and the general public that the Bank has no connection with bogus voice message phone calls made from the Interactive Voice Response System (“IVRS”) claiming to be the Bank. The Bank will not collect sensitive personal information (including login passwords or one-time passwords) through phone calls made from IVRS and will not notify customers about account irregularities through pre-recorded messages.

The Bank would like to remind its customers not to provide any personal information to suspicious callers at all times. If customers have divulged personal information to suspicious callers, they should report such cases to the Hong Kong Police immediately and call our Customer Service Hotline at 2818 0282.

In addition, you may choose not to receive our telemarketing calls at anytime. If necessary, please call our Customer Service Hotline on 2818 0282 or email your request to our Data Protection Officer at [contact@shacombank.com.hk](mailto:contact@shacombank.com.hk).

Please press [here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority and the Hong Kong Association of Banks and relevant materials to understand how to safeguard yourself from bogus calls purported from banks.

Yours faithfully,

Shanghai Commercial Bank Limited

This is a computer-generated printout and no signature is required. In case of inconsistency between the English and Chinese versions of this letter, the English version shall prevail.

親愛的客戶：

**聲明更新 (1)：有關偽冒銀行的語音訊息系統致電客戶事宜**

上海商業銀行（“本銀行”）籲請其客戶及公眾人士注意，本銀行與該等偽冒本銀行的語音訊息系統並無任何關連或連繫。本銀行不會以此方式向客戶索取其任何敏感個人資料（包括登入密碼和一次性密碼），亦不會以預錄語音訊息通知客戶其銀行戶口出現異常。

本銀行提醒客戶切勿向可疑致電者提供任何個人資料。若客戶曾向可疑致電者披露個人資料，應立即聯絡香港警方及致電本行客戶服務熱線 2818 0282。

此外，您可隨時選擇不再收取本行之宣傳電話，如有需要，請致電本行客戶服務熱線 2818 0282 或電郵至 [contact@shacombank.com.hk](mailto:contact@shacombank.com.hk) 通知本銀行資料保護主任。

請[按此](#)收看香港金融管理局及香港銀行公會聯合製作的電視宣傳短片及相關資料，以了解如何防範受騙。

上海商業銀行有限公司 謹啟

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Dear Valued Customer,

**Notice update (2): Unauthorized Online Share Trading Transactions**

Shanghai Commercial Bank (“the Bank”) would like to alert all customers and the general public to stay vigilant following a number of recent cases reported by other banks involving unauthorized share trading transactions conducted through customers’ e-banking accounts.

To ensure that customers should be aware of every transaction conducted in connection with their securities accounts, the Bank will send notifications to customers when orders are placed and when transactions are executed. Please check these notifications to ensure that every transaction is made according to your instruction.

If you notice any suspicious or unauthorised activity related to your account, please contact our Customer Service Hotline 2818 0282 immediately.

Yours faithfully,

Shanghai Commercial Bank Limited

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親愛的客戶：

**聲明更新 (2)：有關未經授權股票交易事宜**

上海商業銀行（“本銀行”）籲請其客戶及公眾人士注意，最近有其他銀行報告若干關於客戶電子銀行賬戶發現未經授權股票交易的個案。

為確保客戶能及時知悉其股票賬戶的交易活動，本銀行會於客戶提交股票交易指令及交易成功後發送提示信息予客戶。請查閱這些信息，以確保所有交易均按照已提交的指示執行。

如客戶發現其賬戶有任何可疑或未經授權的交易，請立即致電本銀行客戶服務熱線2818 0282，以便跟進。

上海商業銀行有限公司 謹啟

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Dear Valued Customer,

**Notice update (3): Bogus Bank Hotline Numbers**

Shanghai Commercial Bank (“the Bank”) would like to alert all customers and the general public to stay vigilant following a report of fraudulent SMS messages purportedly to be sent from a bank. These SMS messages claim that there have been credit card transactions conducted using a customer’s credit card, and request the customer to call a bogus hotline number mentioned in the messages to check the credit card transactions. The Bank is concerned that similar techniques are being used to deceive bank customers into calling bogus bank hotline numbers and disclosing sensitive personal information to fraudsters.

The Bank would like to remind all customers to verify the hotline numbers with us before calling rather than just following the information provided in SMS messages. Customers may also find the Bank’s hotline numbers at the back of the Bank issued ATM/credit cards, on the Bank, the Hong Kong Monetary Authority or the Hong Kong Association of Banks official website.

The Bank would like to remind all customers not to provide any personal information to suspicious parties at all times. If customers have provided, or suspected that they have provided, any personal information to bogus bank hotline, they should immediately call the Bank’s Customer Service Hotline 2818 0282 and report such cases to any local Police Station or the Hong Kong Police Force (at 2860 5012).

Yours faithfully,  
Shanghai Commercial Bank Limited

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親愛的客戶：

**聲明更新 (3)：偽冒銀行熱線號碼**

上海商業銀行（“本銀行”）籲請其客戶及公眾人士提高警惕。最近接獲報告指有聲稱由銀行發出的偽冒手機短訊，這些短訊聲稱有客戶以信用卡進行交易，並要求客戶致電短訊內的偽冒熱線號碼查核交易。本銀行關注有騙徒以類似手法誘騙銀行客戶致電偽冒的銀行熱線號碼，在過程中客戶可能會不慎向騙徒透露敏感的個人資料。

本銀行提醒所有客戶應先向本銀行核實熱線號碼，而不是只依照短訊所提供的電話號碼聯絡本銀行。客戶亦可於本銀行發出之提款卡或信用卡背後，本銀行、香港金融管理局或香港銀行公會網站，查看本銀行的熱線號碼。

本銀行提醒所有客戶切勿向可疑人士提供任何個人資料。若客戶曾向或懷疑曾向偽冒的銀行熱線提供任何個人資料，應立即致電本行客戶服務熱線2818 0282，並向任何一間警署或香港警務處（電話號碼：2860 5012）報案。

上海商業銀行有限公司 謹啟

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