

### Scam Awareness Notice

The Bank of East Asia, Limited, UK Branch (“BEAUK”) would like to remind customers to beware of common forms of scams:

Incoming texts or emails could be a scam!

Some scams may take the form of an incoming text or email appearing to have been sent from a legitimate source, such as your bank. The sender may claim that your account has been compromised. They may ask you to click on a link to confirm your details. Alternatively, they will claim a certain person from the bank will contact you to change your account details. **Such a message is a scam.** You will risk divulging your personal information via the link and the follow-up call is made by the scammer posed as bank staff.

**Spoofting / smishing scam:** incoming message posed as parties you trust

Please remember:

- **We will never send our customers texts saying their accounts are comprised, or that we need them to move their money.**
- Our texts will never contain links to click.
- When in doubt, check with us before taking any action (Tel: +44 (0)20 7208 7090; lines are open Monday to Friday, 9:00 am – 5:00 pm; email: [info@hkbea.co.uk](mailto:info@hkbea.co.uk))

The table below shows what we will and will not do in our communications with you:

Information / action requested	By email	By text	By phone call
Ask for your username / password	No	No	No
Ask for your PIN (Personal Identification Number)	No	No	No
Ask about your favourite colour / memorable date	No	No	No
<b>Ask for your account number</b>	No	No	<b>Yes, to confirm that we are speaking with the correct person</b>
<b>Ask you to confirm personal details</b>	No	No	
<b>Send you a link to click on</b>	<b>Only links that can be found on our official website, <a href="http://www.hkbea.co.uk">www.hkbea.co.uk</a> with information you expect</b>	No	No
Tell you to move your money to another account	No	No	No
Ask you to call back on a new number	No	No	No
Ask to take control of your computer	No	No	No
Ask you to download software updates or links	No	No	No

**REMEMBER:** If you think the message might be a scam, **do not respond to it or click any links** provided. Instead, contact the organisation directly using contact information from the company’s official website, and not the links or numbers provided in the message itself.

Let’s stay vigilant against new forms of scams and common fraud attempts at all times. You may find information of scams from this government website: <https://www.ncsc.gov.uk/collection/phishing-scams>. You can also help fight against fraud by reporting via [report@phishing.gov.uk](mailto:report@phishing.gov.uk), or (if you are in the UK) report suspicious text messages by forwarding them to “7726”, a free-of-charge number operated by the Office of Communications (“Ofcom”, a government-approved authority).

Please pass the above information onto your family and friends to raise awareness and avoid harm from scams. Thank you for your help!

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