

February 7th, 2022

Bank warns of continued SMS fraud attempts

HSBC Bermuda today reiterated a warning regarding fraudulent standard text messages ('SMS') sent by scammers to trick the public into surrendering confidential information or transferring funds to unintended recipients.

A Bank spokesperson advised: "As communicated previously via the Bermuda Police Service, press, our public website and social media platforms, we are aware of a recent increase in incidents targeting customers in Bermuda. We have noted amongst other cases an increase in fraudsters sending SMS messages to the public, posing as HSBC. These messages ask you to click on a link which leads to a fake HSBC website. HSBC reminds its clients that it will never ask its clients to provide confidential information or log onto internet banking by sending a link."

The Bank noted that where fake HSBC websites are identified, in order to limit customers exposure they are removed as quickly as possible. To support this, any individual that receives a suspicious SMS with a link is asked to send the website URL or a screenshot of any texts they receive to Phishing@hsbc.bm.

Providing confidential banking details in response to messages of this type either through email or SMS may cause individuals to experience losses that can not be recovered. HSBC clients that believe that they have responded to any message sent by a fraudster are advised to call the HSBC Contact Center at 299-5959 for assistance. The bank also provides its clients the option of reducing their individual internet banking transfer limits on request.

Customers may follow us on Twitter and Facebook for ongoing HSBC advice and updates on this and other topics.

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Notes to editors:

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