



Dear Valued Customer,

Beware of Three Tricks Employed by Scammers Posing as CMHK Staff



[CMHK] Scam cases involving impersonation of staff of the telecommunications services provider, China Mobile Hong Kong (CMHK), have been on the rise. Most of the victims are the elderly or retired individuals who are unfamiliar with common scam tactics and hence are in particular need of reminders from people around them.

I. Defrauding Tricks

1. Scammers call victims, falsely claiming that they have activated “one card, two numbers” or other telecommunications service plans, and charges will soon be deducted. Some scammers can even tell the victims’ names and identity card numbers.

2. When the victims request to cancel the service, the scammers redirect the call to another scammer posing as a bank employee who then instructs the victims to transfer money to designated bank accounts using various excuses.

3. If the victims are unfamiliar with online banking platforms, the scammers will keep them on the phone and direct them to a nearby ATM to make transfers.

If you or your family receive an unknown call and notice any of the following signs, stop making transfers immediately and stay vigilant:

Trick 1

Callers claim that you have activated telecommunications services such as “one card, two numbers”, “one card for Mainland, HK and Macao”, data SIM cards or Greater Bay Area service plans, and that a fee will soon be charged.



Trick 2

Callers pretend to help you cancel the service and instruct you to make transfers.

Trick 3

Callers ask you to cancel the service using an ATM. But in fact, you are led to transfer money directly to their account.

Other warning signs:

Callers make unreasonable demands, such as visiting a specific bank branch within a limited time to cancel the service – which is actually a tactic to trick you into making instant transfers.

Example: You are asked to go to the Central branch within an hour.

II. Police Advice

- Stay alert if you receive phone calls purportedly made by CMHK or other telecommunications services providers claiming that you have applied for services. Do not hastily believe the callers' identities ;

- If in doubt, call the CMHK 24-hour Customer Care Hotline at +852 12580 for verification ;

- Do not disclose personal information, including identity card numbers and bank account details ;

- Even if strangers who send you messages are able to tell your personal information, it does not necessarily mean that they are genuine law enforcement officers. Scammers can obtain the personal information of the public by unlawful means ;

- If you suspect that you have fallen prey to a scam, please call the "Anti-Scam Helpline 18222" for enquiries.

Please refer to the following website for the Police anti-deception information :
<https://www.adcc.gov.hk/en-hk/alerts.html>

Chiyu Banking Corporation Limited

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