

Customer Alert – Beware of Bogus SMS Messages and Voice Message Calls

The Bank of East Asia, Limited, Singapore Branch (“BEASG or the Branch”) would like to advise customers to remain vigilant following reports of prevalence use of bogus voice message (“VM”) calls and bogus SMS messages in attempts to defraud customers. Bogus VM calls purportedly from banks would claim to have discovered irregularities in the customer’s bank account. The customer is asked to provide his or her personal information or to authenticate the account during the call. There are also SMS messages purportedly sent by banks, claiming that there are transactions conducted using the customer’s account, and request the customer to call a hotline number to check the account transaction.

BEASG never asks customers to provide sensitive personal information (including login passwords or one-time passwords) by phone or email, and never notifies customers of account irregularities through pre-recorded messages. Customers are strongly advised to protect their personal information at all times. Where customers are suspicious of the identity of the callers, they should request for the caller’s contact numbers and information and verify with the banks concerned. Customers who have received suspicious SMS messages should also verify the hotline numbers contained in these messages with the relevant bank before calling the numbers.

Anyone who has provided personal information in response to such calls or SMS messages purportedly sent from BEASG should immediately report the matter to the Police for investigation, and contact BEASG’s Customer Service Hotline (65) 6602 7702 for assistance. Please call the above hotline to report bogus phone calls and bogus SMS messages (including verification of identity) purportedly from the Branch should you receive them.