

16 June 2026

Dear Valued Customer,

Notice: Bogus Voice Message Phone Calls to Customers

Note that there are bogus voice message phone calls in Hong Kong purportedly from banks claiming irregularities in the customers' bank or credit card accounts and asking them to input their personal information or contact the operator for account authentication, so as to obtain customers' account information.

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

The Bank would reinforce assistance to all customers on verification against bogus calls. When contacting our customers by phone calls, the Bank has put in place measures such that callers representing the Bank will properly identify themselves by providing their full names, staff numbers and direct phone numbers for identification. All customers may call our Customer Service Hotline on 2818 0282 for the purpose of verification.

The Bank would also provide assistance to all customers affected by bogus calls. For any bogus calls identified, the Bank will check with the customer (i.e. the enquirer concerned) whether any sensitive personal and financial information has been divulged to the bogus callers, and whether any financial loss has been resulted. If there are any such cases, the Bank will advise the customer to report to the Police immediately. The Bank will also report the same case to the Police within 5 working days. In addition, the Bank will take prompt action to protect the customer concerned from potential or further financial loss as a result of disclosing his/her information, for example, by temporary suspension of relevant banking services.

Again, the Bank would like to remind all customers not to provide any personal information to suspicious callers at all times. If any suspicious calls have been received, and customers have divulged personal information to the suspicious callers, please call our Customer Service Hotline on 2818 0282 at once for assistance.

Yours faithfully,
Shanghai Commercial Bank Limited