



Press Release

For Immediate Release

## Shanghai Commercial Bank Promotes Anti-fraud Messages to Seniors Encourages the Adoption of "Money Safe"

**Hong Kong, 18 September 2025** — Shanghai Commercial Bank (the "Bank") has long adhered to its mission of “serving the community”, actively fulfilling its corporate social responsibilities. In recent months, the Bank has partnered with two charitable organisations to bring anti-fraud education into the community, especially for seniors. The initiative encourages seniors to become anti-scam ambassadors, helping to build a more robust barrier against fraud in the community.

In late August, the Bank deployed a team of ten volunteers to join the Agency for Volunteer Service’s “Digital Rescue Team - 3C Products for Seniors”. Our volunteers reached out to senior residents in Tsuen Wan District, providing with hands-on guidance on smartphone usage, including operation of popular communication applications and techniques for recognising and preventing scams, while encouraging seniors to make full use of the Bank’s anti-fraud tools, such as “MoneySafe”, for enhanced financial protection.

On 12 September 2025, the Bank partnered with Pok Oi Hospital to host an anti-fraud education seminar with Mr. Chow Kwok Leong Merson, Vice President, Head of Complaint Handling and Anti-Fraud Department, as the main presenter illustrating real-life scam cases to explain the latest scam tactics. These included the use of AI technology to emulate certain appearances and voices, as well as fraudsters impersonating, Law Enforcement Agents of Mainland China, family members or friends to request transfers of funds or sensitive information. Attendees were reminded to be vigilant at all times and to remember to the “Three Anti-Scam Tactics” - “do not answer unsolicited calls, do not trust unverified requests, and do not transfer money without validation”. The initiatives received positive responses, with participants finding the anti-fraud information to be both practical and useful.

Looking ahead, the Bank will continue to promote public awareness of fraud prevention, and ultimately contributing to building a “Scam-Resilient Society”.



Shanghai Commercial Bank strives to meet its customers' needs with a wide range of banking products and services. The Bank also offers various mortgages, loans and insurance services to meet customers' financial and protection needs. Please visit the Bank's website <http://www.shacombank.com.hk>, contact our Customer Service Hotline at (852) 2818 0282 or visit any branches for more details.

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Image I



Shanghai Commercial Bank deployed a team of ten volunteers to join the “Digital Rescue Team”, in demonstrating smartphone usage, explaining anti-fraud strategies, and encouraging the usage of “Money Safe” for enhanced financial protection to seniors.

Image II



Shanghai Commercial Bank joined hands with Pok Oi Hospital to organize an anti-fraud education seminar, delivering scam prevention guidance to elderly attendees. Participants praised the practical and useful anti-fraud information shared during the event.