

What is Vishing?

Because of HSBC's online security measures like password protection and advanced encryption technology, fraudsters will often choose to target you, the consumer. One example of this is vishing. Vishing is a phone call where a fraudster attempts to pressure you into carrying out money transactions, downloading software or providing security details over the phone. Here's how it works; "hello". "hello, I'm calling from the account verification team. We have reason to believe that your account may have been compromised. We need to act quickly to ensure that your account is safe, are you free to do so now?" "um okay". Protecting yourself is simple, hang up the phone. If in doubt, stay safe and call us on the official HSBC number shown on your bankcard. Remember HSBC will never ask for your PIN or password over the phone, try to scare you into providing information, ask you to transfer money to another account for safekeeping.