



The world's local bank

17 February 2004

HSBC STATEMENT ON EMAIL SCAM

HSBC would like to alert its customers to an email scam aimed at gaining access to their banking details.

The fraudulent spam email contains a hyperlink to a logon page which requests people to input their online banking Personal Banking Numbers (PBNs) and Password.

HSBC advises its customers to ignore emails that request confidential information such as PBNs and Passwords. HSBC will never contact its customers asking for their password or contact customers via unsecure email with links to an internet site.

HSBC customers are reminded to connect only to www.hsbc.com.au when accessing internet banking. Customers are also encouraged to:

- Keep their account details secure
- Never write down their PIN or reveal it to anyone - *HSBC will never contact its customers and ask for their PIN.*
- Not access their account in public places e.g. internet cafes
- Change their PIN on a regular basis.
- Log off properly using the "Logoff" button, when customers have finished an Internet banking session,
- Always disconnect from the Internet when finished; never leave a connection on when not using the service.
- Install a personal firewall and virus detection software on personal computers, and update them regularly to ensure protection.

Customers who have received the email and are concerned should contact HSBC's Direct Banking Centre on 1300 308 008.

Media enquiries to Andrew Donohoe at 02 9006 5685 or 0410 579 695

Notes to editors

1. HSBC in Australia

In Australia, the HSBC Group offers an extensive range of financial services through a network of 35 branches and offices. These services include personal and commercial financial services, trade finance, non-advisory stockbroking, treasury and financial markets, funds management, investment advisory and securities custody.