

## Stay alert to phone scams using the Cash Payout Scheme as bait

China CITIC Bank International Limited (the “Bank” or “CNCBI”) would like to alert customers of a phone scam using the government’s Cash Payout Scheme (“CPS”) as bait.

Such suspicious phone scams, typically, are:

- Masqueraded as local bank hotlines
- Starting with the area code “+852” (“+” indicates overseas calls)
- Beginning with a pre-recorded voice message alleging that errors were found in the customer’s CPS application
- Requesting the customer to press a number to be connected to an operator
- Asking the customer to provide personal particulars such as name, date of birth, ID number, address, as well as e-banking account and password and credit card information

Customers are advised to exercise extra caution when receiving calls:

- From unsolicited callers asking for personal and banking information
- With a caller ID starting with a “+” sign,
- Starting with a pre-recorded voice message (customers should hang up immediately)

China CITIC Bank International **DOES NOT**:

- Call from a “+” phone number
- Instruct customers with a pre-recorded voice message
- Ask customers for personal data, bank account or credit card details over the phone

If customers suspect that have divulged their personal details to suspicious persons, please call:

- CNCBI’s 24-hour hotline (852) 2287 6767 (select language, then press 7)
- Hong Kong Police Force’s Anti-Scam Hotline 18222

China CITIC Bank International Limited  
3 July 2020