

Beware of Phone Scammers Impersonating Customer Service Staff of Short Video Platform



Defrauding Tricks

Recently, the Police have received reports from members of the public about calls from scammers claiming themselves as customer service staff of a short video platform. The scammers falsely claimed that the recipients had activated VIP member services and handling charges were required for cancellation of such services. The scammers also claimed that their bank accounts would be frozen. The victims were instructed to transfer their savings to specific bank accounts and suffered pecuniary losses.

Our Advice

- Under any circumstances, staff of short video platforms will not ask users to download third-party software or make transfers;

- Do not believe the scammers' identities simply by the phone numbers they provide. You are advised to verify their identities by making enquiries from the relevant organisations;
- If you receive calls purportedly from staff of any organisations, you should search the corresponding contact phone numbers on official websites or applications;
- Enter the suspicious URL on "Scameter" or "Scameter+", the mobile application of "Scameter", to assess the risk of fraud and cyber security in addition to seeking verification from relevant organisations;
- Remind your relatives and friends to stay vigilant against deception;
- If in doubt, please call the "Anti-Scam Helpline 18222" for enquiries.