

Secure key fraud

[Voiceover] Fraudsters are masters of disguise. They pretend to be someone they're not. To trick HSBC customers into revealing their secure key codes. Then, as if by magic, their money vanishes.

A secure key is a unique code that gives you access to your account when making a payment to a new beneficiary.

These codes are for your eyes only, so keep your card close to your chest by not sharing it with anyone.

Scams involving secure keys are an easy trick to spot, as no one at HSBC will ever ask to see your code.

If you think you've been a victim of this scam, hang up the phone.

Wait at least 15 seconds to ensure the line is disconnected.

Then call the HSBC customer support number on the back of your card.