

精明使用通訊服務 小心提防電話詐騙



Use Communications Services Smartly. Stay Vigilant against Telephone Scams.

市民使用通訊服務時，應時刻保持高度警覺，小心提防**詐騙電話及短訊**，以免蒙受損失！
Members of the public should always stay vigilant when using communications services. To protect yourself from losses, beware of **fraudulent phone calls and short messages!**

如果收到
When receiving a

懷疑詐騙電話

suspicious fraudulent phone call

懷疑詐騙短訊

suspicious fraudulent short message



✓ 應該
DO's

✓ 立即掛線
hang up immediately

✓ 透過官方渠道核實來電者或短訊發送人的身份
ascertain the identity of the calling party or sender of the short message through official channels

✗ 不應
DON'Ts

✗ 按鍵回覆
press any key and reply

✗ 回覆短訊或開啟短訊內的超連結
reply the short message or click any hyperlink(s) therein

✗ 輕信來電者或短訊的內容
easily trust the identity of the caller or the content of the short message

✗ 披露任何個人資料（包括銀行賬戶、信用卡資料及一次性密碼）
disclose your personal information (including bank account numbers, credit card information and one-time passwords)

✗ 轉帳金錢
transfer money

如有懷疑
If in doubt

應立即向香港警方舉報
report to the Police immediately

慎防及識別可疑來電

Stay Alert to and Identification of Suspicious Calls

通訊辦一直與電訊商和執法機關緊密合作，透過制定指引及業務守則，要求電訊商實施各種技術措施，攜手打擊透過電訊網絡傳送的詐騙電話和訊息：

OFCA has been working closely with telecommunications service providers and law enforcement agencies to devise guidelines and codes of practice, while telecommunications service providers are also requested to implement various technical measures in combating fraudulent calls and messages delivered through telecommunications networks:

- 流動電話所顯示的來電號碼的前方如帶有「+」號，即表示有關電話源自香港境外。
Calling numbers with a “+” sign as a prefix displayed on mobile phones indicate that the calls originate from outside Hong Kong.
- 本地流動服務供應商已就來電號碼為「+852」開首的境外來電，發送話音提示或文字訊息，以提高市民對可疑境外來電的警覺性。
Local mobile service providers are sending voice alert or text alert for incoming calls with caller number prefixed with “+852” to raise public awareness of suspicious calls originating from outside Hong Kong.
- 電訊商從源頭識別及攔截來電號碼為「+852」開首的可疑境外來電（例如，來電號碼以「+852」開首但配以本地固網號碼）。
Telecommunications service providers identify and block at the source suspicious calls originating from outside Hong Kong with caller number prefixed with “+852” (for example, an incoming call with a local fixed caller number prefixed with “+852”).
- 本地流動服務供應商監察自其網絡及系統打出的電話，一旦識別出懷疑詐騙電話的致電模式，流動服務供應商須採取適當行動，暫停該電話號碼的相關電訊服務。
Local mobile service providers monitor the calls originating from their networks and systems. They shall take appropriate actions to suspend the relevant telecommunications services of the telephone numbers if suspicious scam call patterns are identified.
- 在通訊辦協調下，電訊商會根據香港警方提供的資料，將涉嫌進行詐騙的電話號碼封鎖或停止該號碼的服務，並阻截用戶登入懷疑詐騙網站。
With OFCA's coordination, telecommunications service providers shall block or suspend services of the telephone numbers suspected to be involved in deception cases based on the information provided by the Police and prevent users from accessing suspicious fraudulent websites.

即使來電顯示沒有「+」號，並顯示八位數字的香港電話號碼，也有可能被用作詐騙用途。市民應對從本地致電的電話同樣保持高度警覺，避免受騙。

Even if the caller number display has no “+” sign and shows an 8-digit Hong Kong phone number, it may still be a scam call. Members of the public should also stay highly vigilant to calls made from local caller numbers so as to avoid falling victim to deception.

通訊辦「精明使用通訊服務
小心提防詐騙電話」專題網頁

OFCA's "Be a Smart User of
Communication Services. Stay Vigilant
against Fraudulent Calls" Thematic
Webpage:



睇短片瞭解更多

To know more, watch the short video.

精明使用通訊服務 小心提防電話詐騙



Use Communications Services Smartly.
Stay Vigilant against Telephone Scams.

來電過濾服務

Incoming Call Filtering Service

個別流動服務供應商亦提供來電過濾增值服務*，讓用戶自訂或選擇流動服務供應商預設的來電「黑名單」及／或「白名單」，對所有來電包括匿名來電（即停止示號的來電）進行過濾，以進一步減少可疑來電和電話滋擾。有關應用程式及增值服務可參閱以下網址或聯絡相關流動服務供應商查詢：



Some mobile service providers also offer call filtering value-added services (VAS)*. Users subscribing to these VAS may be able to personalise their own black and/or white lists or use the pre-set lists provided by the mobile service providers for filtering all of their incoming calls, including anonymous calls, to minimise suspicious and nuisance calls. For more information about the mobile apps and VAS, please visit the following websites or contact the relevant mobile service providers:

電訊商
Operators

中國移動香港有限公司
China Mobile
Hong Kong Limited

香港移動通訊有限公司
CSL Mobile Limited

和記電話有限公司
Hutchison Telephone
Company Limited

數碼通電訊有限公司
SmarTone
Communications Limited

應用程式／增值服務
Mobile Apps / VAS

Whoscall 陌生來電辨識 App
Whoscall, the Caller ID App

來電過濾服務
Call Filtering Service

Call Block

來電管家
Call Guard

網址
Website



cs1 客戶

1010 客戶

*個別增值服務或另附設流動應用程式協助用戶管理和設定該增值服務；使用個別流動應用程式／增值服務或需收看廣告或額外收費。

Some of the VAS may have associated mobile apps to assist users' management and configuration of the VAS; users may be required to view advertisements or pay additional charge to use the apps / VAS.

留意香港警方防騙資訊

Pay Attention to Anti-deception Messages of Hong Kong Police

電話騙案屬嚴重刑事罪行，由香港警方執法。市民若接獲任何可疑來電，應即時向香港警方舉報。

Telephone deception is a serious criminal offence and enforcement is undertaken by the Hong Kong Police Force. If a member of the public receives a suspicious phone call, he should immediately report to the Hong Kong Police.



「反詐騙協調中心」網頁

Anti-Deception Coordination Centre (ADCC) Website

- 提供最新騙案手法資訊
Provide up-to-date information on defrauding tricks
- 訂閱騙案警示電郵通訊
Subscribe to "Scam Alert" email notification



「守網者」一站式網絡資訊平台
"CyberDefender", the one-stop cyber
information platform

- 提供最新網絡安全及防騙資訊
Provide up-to-date cyber security tips
and anti-fraud information



Instagram

Facebook

Youtube



電話諮詢熱線「防騙易18222」
"Anti-Scam Helpline 18222"

- 二十四小時電話諮詢熱線，為市民提供即時諮詢，以便更有效處理懷疑騙案
An all-day enquiry hotline to provide immediate consultation for the general public in order to handle suspicious deception cases in a more effective manner



一站式詐騙陷阱搜尋器「防騙視伏器」
"Scameter", the one-stop search engine for frauds

- 協助公眾辨識詐騙及網絡陷阱
Help the public identify frauds and online pitfalls
- 透過輸入有可疑的平台帳戶名稱、銀行戶口號碼、電話號碼、電郵地址等，以評估詐騙及網絡安全風險
Assess the risk of fraud and cyber security by entering the account name, bank account number, phone number, email address, etc. of the suspicious platform



舉報騙案
Report Scams



香港警務處網頁 - 電子報案室：
Hong Kong Police Website - e-Report Room:

