

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



通訊事務管理局
COMMUNICATIONS
AUTHORITY

時刻保持高度警覺 Always Stay Vigilant






若收到陌生人來電或訊息，無論顯示任何來電號碼或短訊地址，都應該提高警惕：

You should stay alert if you receive a call or short message from a stranger, regardless of the displayed number or sender address of the short message:



應該 DO's

-  立即掛線
hang up immediately
-  不予理會陌生來電或短訊
ignore unknown call or short message
-  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

-  按鍵回覆陌生來電
press any key to reply an unknown call
-  回覆短訊或開啟短訊內的超連結
reply the short message or click any hyperlink(s) therein
-  輕信來電者的身份或短訊的內容
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



使用流動服務供應商的來電過濾服務

Use of Incoming Call Filtering Service Provided by Mobile Service Providers (MSP)

用戶可選用流動服務供應商提供的來電過濾增值服務，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）進行過濾，你可聯絡所屬流動服務供應商了解詳情。

Users may subscribe to call filtering value-added services offered by MSP so that all incoming calls (including those from anonymous parties) can be filtered by personalising black and/or white lists or using the pre-set lists provided by MSP. Please contact your MSP for more information.



通訊事務管理局辦公室
OFFICE OF THE
COMMUNICATIONS AUTHORITY

識別可疑境外來電

Identification of Suspicious Calls Originating from Outside Hong Kong

這些來電源自香港境外，在選擇接聽時須提高警覺：

You should stay alert when answering these calls originated from outside Hong Kong:



電話號碼開頭有「+」號

Calling numbers with a “+” sign as prefix

+852

來電號碼為「+852」的來電，會有以粵語、英語及普通話廣播的話音提示或文字訊息

For incoming calls with caller numbers prefixed with “+852”, a voice alert in Cantonese, English and Putonghua or text alert will be sent to you

留意防騙資訊

Pay Attention to Anti-deception Information

| 警方防騙工具 Anti-deception Tools of the Police | 所提供服務 Service Provided |
|--|---|
| <p>「反詐騙協調中心」網頁 Anti-Deception Coordination Centre (ADCC) website: https://adcc.gov.hk</p>   | <p>提供最新騙案手法資訊 Provide up-to-date information on defrauding tricks</p> <p>訂閱騙案警訊電郵通訊 Subscribe to “Scam Alert” email notification</p> |
| <p>「守網者」一站式網絡資訊平台 “CyberDefender”, the one-stop cyber information platform: https://cyberdefender.hk</p> <p>Instagram Facebook YouTube</p>    | <p>提供最新網絡安全及防騙資訊 Provide up-to-date cyber security tips and anti-fraud information</p> |
| <p>「防騙易 18222」 “Anti-Scam Helpline 18222”</p>  | <p>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</p> |
| <p>「防騙視伏器」一站式詐騙陷阱搜尋器 “Scameter”, the one-stop search engine for frauds: https://cyberdefender.hk/scameter/</p>  | <p>協助公眾辨識詐騙及網絡陷阱 Help the public identify frauds and online pitfalls</p> <p>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</p> |

舉報騙案 Report Scams

香港警務處電子報案中心 Hong Kong Police Force e-Report Centre: https://www.police.gov.hk/ppp_tc/

查詢 Enquiry



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熱線 Hotline: 2961 6333

專題網頁 Thematic Webpage:

<https://www.ofca.gov.hk/phonescams>

