

Press Release (For Immediate Release)

Dah Sing Bank Security Action Blocked Fraudulent Credit Card Transaction Attempts

No Financial Loss and No Customer Data Leakage Reported

(Hong Kong, 6 January 2020) -- Dah Sing Bank, Limited (the “Bank”) today confirmed that it has taken immediate and appropriate security actions against recent fraudulent attempts at online transactions seeking to make use of the Bank’s issued credit cards (the “Incident”) to protect the interest of its credit card holders. The Incident occurred mainly during the past Sunday, 5 January, as a result of programmatic BIN (Bank Identification Number) attacks, a technique commonly used by fraudsters. The Bank further confirmed that no customer data leakage has been identified and no customer financial loss has arisen as a result of the Incident, and that the Bank’s operating and credit card systems remain secure and unaffected.

The affected customers may have received one or more short message alerts of card-not-present or online transactions relating to their credit cards issued by the Bank. To-date, the Bank is aware of several thousand customers having received such alerts. These alerts serve as one of the credit card safeguards to allow customers to become aware of any suspicious transactions on a timely basis, and enable the Bank to trace such unauthorized transactions and take appropriate actions including protecting the interest of our customers.

“Customer account security is a top priority for Dah Sing Bank. Our Bank’s robust security systems and procedures are always the first defence for us and our customers. Additionally, a notice was issued last night on our website and our Dah Sing Credit Card Facebook page for customers receiving the card-not-present transaction alerts but who have not authorised such transactions to contact us as soon as possible for immediate assistance with the issuance of new card for their best protection. We will also be reaching out to identified affected customers in the coming days to expedite this protection measure,” said Ms. Sherry Po, Head of Card Business & Business Development for Dah Sing Bank.

“We regret the inconveniences that this Incident may have caused our customers. Additionally, we want to reassure our card holders that they are protected by our credit card terms and conditions against liability for unauthorised transactions made. We encourage any concerned customers to contact us as soon as possible for assistance,” Ms. Po added.

The Bank has arranged additional resources to handle customer enquiries. The Bank’s Customer Service Hotline can be reached on 2828 8168.

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About Dah Sing Bank

Dah Sing Bank, Limited is a wholly-owned subsidiary of Dah Sing Banking Group (HKG: 2356) which is listed on the Hong Kong Stock Exchange. Founded in Hong Kong over 70 years ago, Dah Sing Bank has been providing quality banking products and services to our customers with a vision to be “The Local Bank with a Personal Touch”. Over the years, the Bank has been rigorous in delivering on our brand promise to grow with our customers in Hong Kong, the Greater Bay Area and beyond – “Together We Progress and Prosper”. Building on our experience and solid foundation in the industry, the Bank’s scope of professional services now spans retail banking, private banking, business and commercial banking, with 45 branches operating throughout Hong Kong. Meanwhile, the Bank is also making significant investments in our digital banking capabilities to stay abreast with smart banking developments in Hong Kong and to support financial inclusion at large.

In addition to its Hong Kong banking operations, Dah Sing Bank also has wholly-owned subsidiaries including Dah Sing Bank (China) Limited, Banco Comercial de Macau, and OK Finance Limited. It is also a strategic shareholder of Bank of Chongqing with a shareholding of about 15%.