



8 May 2026

Alert on Fraudulent YouTube Account

EleBank (“the Bank”) wishes to alert the general public to beware of fraudulent YouTube account using the domain name “<https://www.youtube.com/@elebank-hk>”, as well as any requests originating from this domain to transfer funds to third party accounts, provide personal and other sensitive information, or calling back a bogus hotline number quoted in the website. Customers should also refrain from visiting the website and downloading any suspicious files from the website.

The Bank hereby disclaim that the above accounts do not belong to the Bank and has no affiliation with the Bank.

EleBank will never:

- contact customers through the WhatsApp mobile application; or
- ask for personal information through Voice Response System; or
- send email / SMS message requesting customers to provide their EleBank user account names and passwords, other types of passwords/personal identification codes, or other sensitive information.

The case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force for further investigation.

Customers who may have provided sensitive information or have conducted any transactions through the above-mentioned channels are advised to immediately report the case to the Hong Kong Police Force and call the banking hotline at +852 3718 1818 for immediate verification.

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