

## Anti-Scam Tips

- ◆ If you receive an unfamiliar call with the prefix **+852**, it is likely to be a fraudulent call pretending to be a local call.
- ◆ Even if a stranger can tell your personal information or send you a legal document with your photo on it, it does not mean that he is a genuine law enforcement officer or staff of the organisation(s) concerned.
- ◆ Law enforcement officers from other countries and regions will not carry out law enforcement in Hong Kong.
- ◆ Do not disclose personal information, including **name**, **ID card number**, **address**, **bank account number** and **password**, to strangers (including applications or websites from unknown sources).



## FAQs

### How can victims recover their losses?







- ◆ In order to evade the investigation of law enforcement agencies, the criminals will transfer the fraudulent funds away as soon as possible to launder the money. The Police will endeavour to trace the whereabouts of the funds with the relevant banks/financial institutions. Victims should also contact the remittance bank as soon as they realise they have been defrauded to try to cancel the transfer.
- ◆ If the fraudulent funds are transferred to a certain bank account and withheld by the bank concerned, you should take civil action as soon as possible to recover the losses, but you need to bear the legal costs (including the cost of retaining a lawyer). Please note that the remaining balance in the suspect account may not be sufficient to cover your legal expenses. Other victims may also be taking civil action in relation to the funds in the account.
- ◆ If the intercepted funds do not involve any civil claims, the HKSAR Government will apply for forfeiture of the funds in accordance with the laws of Hong Kong. When the court orders a forfeiture, the victim will not be entitled to a share of the money.

### How can you help as the victim's family and friends?

- ◆ More care and keep company.
- ◆ If after advice, the victim still does not believe that he/she has been defrauded, you should immediately call the Anti-Scam helpline 18222 for assistance to avoid further loss.

The following Non-Governmental Organisations offer specialised counselling and support services to victims of deception

## Financial Counselling

Crisis and Debt Counselling	 <b>明愛向晴軒</b> 危機專線及教育中心 Caritas Family Crisis Line and Education Centre	 Hotline <b>18288</b> (Cantonese/English/Putonghua)	 <b>東華三院</b> Tung Wah Group of Hospitals 健康理財家庭債務導中心 Healthy Budgeting Family Debt Counselling Centre	 TWGHs Healthy Budgeting Family Debt Counselling Centre	Budgeting Counselling
	 <b>18288</b> (Cantonese/English/Putonghua)	 <b>2548 8411</b> (Cantonese/English/Putonghua)			

## Emotional Support

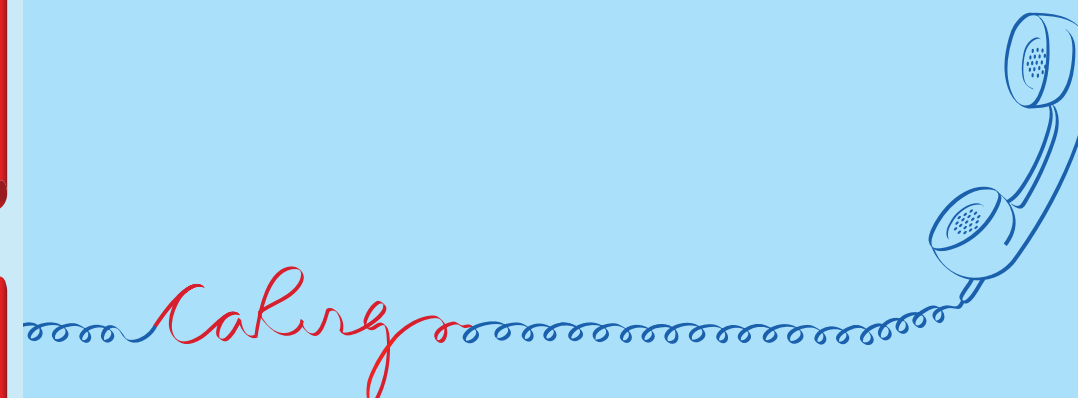
Emotional Relief	 <b>生命熱線</b> Suicide Prevention Services 讓我們用心聆聽.....	 Suicide Prevention Services	 香港青年協會 the hongkong federation of youth groups 青年違法防治中心 Youth Crime Prevention Centre	 The Hong Kong Federation of Youth Groups	Evaluate, Consult, Counselling
	 <b>2382 0000</b> (Cantonese)	 <b>8100 9669</b> (Cantonese/English/Putonghua) Mon-Fri 1000-2200			
Mobile App	 <b>香港心理衛生會</b> The Mental Health Association of Hong Kong	 Mobile App	 <b>撒瑪利亞會</b> The Samaritans 24 Hour Multi-Lingual Suicide Prevention Services 24小時中文及多種語言防止自殺服務	 The Samaritans	Prevent Suicides
	 Online emotional support provided by social workers	 <b>2896 0000</b> (Cantonese/English/Putonghua/Others)			

 CPB	 CPB
 SAFECITY.HK	 SafeCity.HK

 Cyber 守網者 DEFENDER	 Seameter Scan for Scam
 ADCC Anti-Deception Coordination Centre 反詐騙協調中心	 ADCC

# Anti-Scam Support Pamphlet

## CaRing Scheme

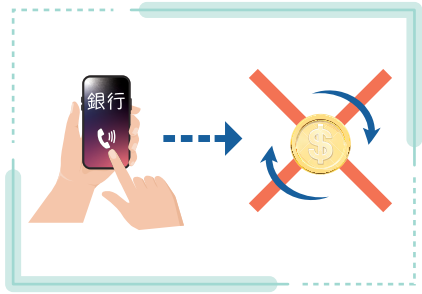


In these days,  
 you may feel like you're in a nightmare.  
 You are panicking.  
 You may even be questioning your decision to report the crime.  
 Please tell our investigators what happened.  
 We understand that it takes a lot of courage.  
 But only in this way, you can get out of this predicament.

Produced by  
 The Crime Prevention Bureau of Hong Kong Police Force  
 January 2024



After discovering that you have been defrauded...



Immediately notify the remitting bank to cancel the relevant transfer.



If you have given your account/online banking password to the fraudsters, you should notify the bank immediately.



Prepare the relevant remittance and transfer records, such as remittance slips, online transfer records, etc. If not available, please apply to the remittance and transfer bank as soon as possible for the police investigation.



If you have ever downloaded any application provided by the fraudsters, you should delete it and run a full scan of your mobile device with anti-malware software after taking note of the relevant records.



Do not continue to contact and transfer money to fraudsters in the hope of getting your money back.



Beware of fraudsters contacting you under another identity and using other excuses to trick you into transferring money again.

### Taking a statement



- ◆ The police will invite you to repeat the incident in detail. You will then be invited to read, amend (if necessary) and sign the statement to confirm that it is a true reflection of what you have said.
- ◆ Please remember that all the information you provide to the police must be true and accurate.
- ◆ After taking your statement, you are entitled to receive a copy of your statement free of charge, where practicable.
- ◆ The statement will be disclosed to the defence before the trial and the defence may cross-examine you regarding your statement at the trial.

### Evidence



- ◆ You need to provide records of money transfers relating to the case and records of your contact with the suspect. The Police may also need to seize items of value to the investigation, such as your mobile phone and/or computer, as evidence.
- ◆ The police will return the items seized as evidence to you as soon as practicable.



### Obtaining information for investigations and prosecutions

- ◆ Without prejudice to the progress or outcome of the case, you have the right to be informed of the progress of the case.
- ◆ When the police decide to prosecute, you will be informed of the prosecution procedures, your role as a witness, the date and venue of the hearing of the proceedings, and how the case will ultimately be handled, including the outcome of the appeal, etc.

### Accompanied by others



- ◆ You may be accompanied by any person in a police investigation as long as this does not cause unnecessary obstruction to the investigation and perverting the course of justice.

### Contact information

REPORT NO.	_____	POLICE STATION	_____
檔案號碼	_____	警署	_____
CASE OFFICER	_____		
辦案人員	_____		
TELEPHONE	_____		
電話號碼	_____		

- ◆ Upon completion of the preliminary investigation, you will be informed of the report number, the name, rank and contact details of the case officer.

## Procedures that you may go through when assisting an investigation

### Translation & interpretation service

- ◆ If your mother tongue is not Chinese (Cantonese) or English, or if you choose to take your statement in another language, the police will arrange an interpreter for you.



### Identification parade

- ◆ If you have met the suspect in the course of the deception, the police may arrange an identification process if they find the suspect and the identity of that suspect is in dispute.



### Break & refreshments

- ◆ The whole process of taking a statement may take several hours, so please allow sufficient time.
- ◆ At any time during the investigation, you may request a short break and drinking water from the police officer. You may also ask for refreshments or meals at your own expense.

