

Tips to Prevent Telephone & Rental Scams



- In case of doubt, please **call the “Anti-Scam Helpline” at 18222 (24 hours)** for consultation. The helpline is operated by the Anti-Deception Coordination Centre of the Hong Kong Police Force
- For emergencies, please **call 999** to seek immediate help
- If you suspect that you have fallen prey to a scam, please **contact the nearest police station – Tuen Mun Police Station**
Address: 100 Pui To Road, Tuen Mun, New Territories (Near the Tuen Mun MTR Station)
Tel: 3661 1670

Important Reminders: Beware of Telephone Deception

Types of common topical scams in Hong Kong

Telephone Deception

Investment Fund

Online Romance Scam

How does telephone deception work?

- 1 Callers **pretend to be staff members of delivery express companies, banks, or government officials** from various departments.
- 2 The call is then **transferred to another caller who claims to be a law enforcement officer and accuses the victim of breaking the law in the Mainland.**
- 3 Caller **requests the victim to provide their bank account number and password** as an “investigation fee”.

Defrauding Tricks

Callers usually request victims to **directly transfer money from their bank accounts or remit money through money changers** into designated bank accounts. They also deceive victims into providing their online banking account details and passwords by using the following methods:

- Requesting the information directly over the phone;
- Providing victims with a **link to a fake website** that prompts them to **input their online banking account details and passwords**;
- Requesting the victims to **download fraudulent or malicious mobile applications** and **input their online banking account details and passwords**.

BEWARE

Law enforcement officers or staff of the government would not make pre-recorded voice calls to the public, nor require the public to provide online banking accounts and passwords or make a bank transfer in order to prove innocence.



Dos and Don'ts when receiving calls from strangers



- Avoid answering incoming calls from telephone numbers beginning with “+852”.
- **Do not disclose your personal information to strangers**, such as your name, HKID number, passport number, bank account number or online banking passwords.
- Do not click on any **suspicious links**.
- Do not input your personal information on any **suspicious websites or mobile applications**.



- **End the call immediately** if you encounter telephone deception.
- If the callers claim to be law enforcement officers or staff of government organisations and request your personal data, **contact the corresponding offices to verify the identity of the callers**.

Other resources

Anti-Deception Coordination Centre
(ADCC)



Office of Student Affairs



Seek Help

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BEWARE

Remember the “Three Dos”
against telephone deception:

“Hang Up”

“Verify”

“Get Help”



Tips to Prevent Rental Scams

Points to note before renting an apartment

When searching for properties, only appoint trustworthy and licensed estate agents and use reliable online real estate websites. Beware of fraudulent websites, as their domain names are often similar to those of official websites. Please verify carefully.

When selecting a property to rent, only choose residential property. Residing in an industrial or commercial property may pose safety concerns, and the government may exercise its right to close such properties. Additionally, these properties may not be covered by insurance. Before signing the tenancy agreement, bring along experienced friends to inspect the property, including its facilities and maintenance conditions.

Reminded to behave yourself and be a responsible tenant to maintain the reputation of Lingnan students.



Recent Rental Deceptions in Hong Kong

1. Scammers pretending to be landlords and post fake rental advertisements on various websites and lure victims to contact them through email.
2. The scammers claim to be out of town and unable to allow inspection of the flat.
3. They request victims to make advanced rent payments and promise to mail the keys and tenancy agreement upon receipt of the payment.
4. Then, they ask victims to make payments with credit cards on bogus websites, through which the scammers can steal victims' credit card information and commit fraud.

Points to note when renting an apartment

Seek clarification from the landlord regarding what is included in the rent, such as management fees, government rent, maintenance fees, water and electricity charges, etc.

Pay attention to whether the property is leased by the principal landlord or sublet by the original tenant. In case of subletting, consent from the principal landlord must be obtained before signing the sub-tenancy agreement, as required by law. Be cautious if the landlord requests a large sum of rent in advance, such as a year's rent. Generally, the landlord will require the tenant to pay a deposit equivalent to one to three months' rent as a security deposit, along with the rent of the first month.

Before moving in, check whether the facilities, equipment, and appliances are functioning properly without damage.

Recent Rental Disputes in Hong Kong

1. A company rented multiple properties from the principal landlord and sublet these properties to non-local students. The company required the student tenants to pay a full year's rent in advance.
2. Unfortunately, the company (original tenant) failed to pay the rent and miscellaneous fees owed to the principal landlord. As a result, the landlord began proceedings to regain possession of the property.
3. The company (original tenant) cannot be reached or located.
4. Consequently, the non-local student tenants, who had already paid their rent in advance to the company (original tenant), are now at risk of eviction by the principal landlord and unable to recover the rent they had paid in advance.