HKeToll sends SMS by "#HKeToll" to guard against fraudulent messages

      The Transport Department (TD) today (October 28) reminded members of the public that the HKeToll now uses "#HKeToll" for issuing SMS messages to local subscribers of mobile services who are HKeToll users for authentication purposes. When receiving messages without the prefix "#" but purportedly issued by the HKeToll, the public should not reply directly or visit suspicious websites.

      A spokesman for the TD said that there are still fraudulent SMS messages recently spoofing the name "HKeToll" and providing hyperlinks that lead to various fake websites, which seek to deceive recipients into making payments and obtain their credit card information. The TD reiterated that the HKeToll will not send SMS messages or emails with hyperlinks to vehicle owners for carrying out transactions. Vehicle owners must log in to the HKeToll website (hketoll.gov.hk) or mobile app to pay outstanding tolls online.

      The spokesman added that the registered sender ID "#HKeToll" with the prefix "#" enables users to authenticate messages and guard against scams and loss. Members of the public should stay alert when receiving unidentified messages and should not visit suspicious websites or disclose any personal information to avoid being directed to fraudulent websites for transactions. Anyone who might have provided personal information to suspicious websites should contact the Police.

      For enquiries about the HKeToll, please call 3853 7333.