

# Hong Kong Customs alerts public to fraudulent phone calls

Hong Kong Customs today (October 26) appealed to members of the public to stay alert to deception-related phone calls purporting to be made by Customs.

Customs recently received a number of public enquiries about receiving phone calls from +852 2815 7711, which is the same number as Customs' General Enquiry Hotline (2815 7711), or from other local mobile phone numbers. The caller claimed to be an officer of Hong Kong Customs and told the member of the public concerned that he or she had a mail parcel or cargo consignment seized by Customs since contraband items had been found inside. Some of the calls were subsequently transferred to another scammer posing as a non-local law enforcement officer.

Customs clarified that the department had not made the calls in question. If Customs officers need to contact members of the public, they will provide relevant information to verify the identity of both parties, but will not request the public to provide sensitive personal information nor transfer the call to non-local law enforcement agencies.

Customs has reported the incident to the Police for follow-up action.

Customs reminds members of the public to stay alert and not to follow the caller's instructions. If they have any doubts, they should report the matter to the Police.

Customs said impersonating a public officer is a serious offence and urged the public not to defy the law.