

Hospital Authority reminds public to stay alert to fraudulent calls

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) spokesperson today (June 9) reminded members of the public to stay alert to fraudulent calls.

The HA has recently been informed by some members of the public that voice calls claiming to be from the HA were received. Those called were requested to provide personal information on the calls. Apart from a pre-recorded format, the fraudulent calls were also transferred to another unknown person according to instructions. The call receivers were asked to provide different types of personal information on the voice calls.

"The HA will not contact members of the public through pre-recorded phone calls, and will not request the public to provide sensitive personal information on a phone call. HA staff will contact patients by phone in person and will provide relevant information to verify the identity of both parties," the HA spokesperson clarified.

The spokesperson reminded the public not to follow the caller's instructions, and they should make a report to the Police if they receive suspicious fraudulent calls.