

18 October 2024

CLP Power Calls for Public Alert over Scam SMS Message

CLP Power Hong Kong Limited (CLP Power) yesterday (17 October) received enquiries from customers who had received scam SMS messages purporting to be sent by “CLP Hong Kong”. The scam SMS messages indicated that the customer’s reward points were about to expire and attached a hyperlink to lure the customers to a fraudulent CLP website, prompting them to use points and credit cards to purchase gifts (See appendix).

CLP Power is gravely concerned about this matter and reiterates that the company did not send SMS messages with any hyperlink requesting customers to redeem gifts with points and credit cards. CLP Power has no connection with these scam SMS messages and the contents of which were neither authorised nor endorsed by the company.

To help the public verify the identity of SMS senders, CLP Power has participated in the SMS Sender Registration Scheme implemented by the Office of the Communications Authority. From 23 May 2024, all SMS messages sent by CLP Power start with the prefix “#CLP”. CLP Power has informed customers about this arrangement through the CLP App, website, and back page messages on the bills.

With the growing frequency of scam websites and phishing messages, CLP Power reminds customers and the public not to click on the hyperlinks or attachments in any suspicious SMS messages, emails, websites, and not to disclose any personal information, bank account or credit card details, passwords or make transfers to suspicious senders or websites. This case has been reported to the Hong Kong Police Force. In the meantime, CLP Power reserves all legal rights against the parties involved in this matter. If customers have any questions, please contact us at CLP Power’s Customer Service Hotline at 2678 2678 or report to the police.

About CLP Power Hong Kong Limited

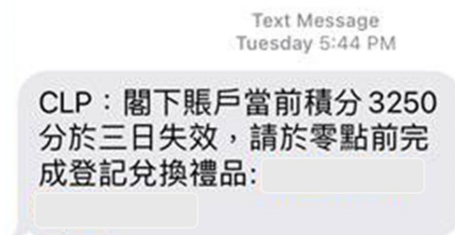
CLP Power Hong Kong Limited (CLP Power) is the Hong Kong utility subsidiary wholly owned by CLP Holdings Limited, a company listed on the Hong Kong Stock Exchange

and one of the largest investor-owned power businesses in Asia. CLP Power operates a vertically integrated electricity supply business in Hong Kong, and provides a highly reliable supply of electricity and excellent customer services to more than six million people in its supply area.

- Ends -

Appendix

Below is a screenshot of the scam SMS message:



Below is a screenshot of the fraudulent website:

