**Narrative C2417**

**Background of Subject**

**Suspect:**

Name / Entry Permit / Country or Region: MR CHAN TAI MAN(“**CHAN**”)/ A000001(0) / CHINA

HASE account: 111-111111-101 (opened on 09 Jul 2024, account restriction was imposed on 18 Jul 2024)

**Victim 1:**

Name / HKID / Country or Region: MISS CHEUNG TAK SHING (“**CHEUNG**”)/ B000001(0) / CHINA

HASE account: 222-222222-101 (opened on 14 Nov 2008)

**Victim 2:**

Name / HKID / Country or Region: MR YAN MEI MEI (“**YAN**”)/ B000002(0) / CHINA

HASE account: 222-222222-102 (opened on 31 Mar 2008)

**Triggering Factors and reported payments**

**Intelligence 1: C2417**

Source: Police Letter

Fraud type: Employment scam

Police Reference: POLICEREF1

Reported payments credited to CHAN’s HASE account (111-111111-101)

1: 16 Jul 2024, HKD40,000.00, debited from CHEUNG’s account 222-222222-101 – it can be located in banking system.

**Intelligence 2:**

Source: Police Letter

Fraud type: Investment

Police Reference: POLICEREF2

Reported payments credited to CHAN’s HASE account (111-111111-101)

2: 15 Jul 2024, HKD40,500.00, debited from YAN’s account 222-222222-102 – it can be located in banking system.

**Intelligence 3:**

Source: Police Letter

Fraud type: Investment

Police Reference: POLICEREF3

Reported payments credited to CHAN’s HASE account (111-111111-101)

3: 15 Jul 2024, HKD90,000.00, debited via cash– it can be located in banking system.

**KYC review on customers**

|  |  |
| --- | --- |
| **Customer Background** | Suspect |
| Entry permit | A000001(0) |
| Customer name | CHAN TAI MAN |
| Relationship with HASE since | 09 Jul 2024 |
| Gender | MALE |
| Date of birth | 01 Jan 2000 |
| Nationality (country/region/ territory) | CHINA |
| Occupation | SALES |
| Employer | ABC1 Limited |
| Address | Rm01, 1/F, 111 Argyle Street, Mong Kok, Hong Kong |
| Contact number | 10000001 (Mobile) |
| Email | 10000001@hangseng.com |
| Monthly income | HKD66,666 (last updated on 09 Jul 2024) |
| Previous financial crime risk | No previous financial crime risk was identified. |
| Others | Last CDD review was found and completed on 09 Jul 2024. |
| Account opening purpose is for Saving/Fixed Deposit. |

**Conclusion and the Way Forward on CHAN**

* Intelligence received from Police letter was revealed that account 111-111111-101 of CHAN might be involved into “Employment Fraud and Investment Scam”.
* These involved fraud payments could be located in the bank record.
* CHAN’s account was newly opened on 09 Jul 2024(within 6M). Financial crime risk posed by the allegation cannot be discounted and the account has the risk of been opened/exploited to receive fraudulent transaction.

In summary, the financial crime risk of CHAN could be identified. Therefore, it is recommended to terminate the business relationship between the bank and CHAN.

**Findings and actions on CHEUNG:**

|  |  |
| --- | --- |
| **Customer Background** | Victim |
| HKID | B000001(0) |
| Customer name | CHEUNG TAK SHING |
| Relationship with HASE since | 23 Mar 2006 |
| Gender | FEMALE |
| Date of birth | 01 Oct 1999 |
| Nationality (country/region/ territory) | CHINA |
| Occupation | SALES (last updated on 09 Aug 2024) |
| Employer | BBC1 Limited |
| Address | Rm01, 2/F, 222 Argyle Street, Mong Kok, Hong Kong |
| Contact number | 20000001 (Mobile) |
| Email | 20000001@hangseng.com |
| Monthly income | HKD20,000 (last updated on 09 Aug 2024) |
| Last 1 Month income | HKD 0.00 |
| Last 2 Month income | HKD 0.00 |
| Last 3 Month income | HKD 516 |
| Last 4 Month income | HKD 1,821 |
| Last 5 Month income | HKD 0.00 |
| Last 6 Month income | HKD 0.00 |
| Previous financial crime risk | No previous financial crime risk was identified. |
| Others | N/A |

|  |  |  |  |
| --- | --- | --- | --- |
| **KYC** | | | |
| PVC | No | | |
| Potential negative media coverage | No | | |
| Previous dispute record | No | | |
| Financial status | Unknown | | |
| Other relevant circumstances | No | | |
| **Findings on customer** | **Yes** | **No** | **Unknown** |  | | |  |  |
| Lent ATM card to a 3rd party |  |  |  |
| Lost or stolen ATM card |  |  |  |
| Authorized a 3rd party to use bank account |  |  |  |
| PIN written down on a physical/digital device or disclosed to a 3rd party |  |  |  |
| Left the card in the ATM after cash withdrawal/ transfer |  |  |  |
| Reported payment was authorized by customer |  |  |  |
| Inputted bank account information or personal e-Banking credentials onto a fake link/fake website |  |  |  |
| Downloaded a side-loaded application from an unofficial channel |  |  |  |
| Was the card kept safely by the customer? |  |  |  |
| Is the mobile number used by the customer the same as the customer’s record in the bank? |  |  |  |
| Has the customer provided updated contact information to receive bank’s notification? |  |  |  |
| Did customer receive the SMS/ email notification delivered from the bank? |  |  |  |
| Did customer pay attention to the notification delivered from the bank? |  |  |  |
| Reported lost/fraud incident to the bank timely |  |  |  |
| Reported case to the Police |  |  |  |
| Other relevant circumstances | N/A | | |
| **Other** | | | |
| Customer Return Document | Please select the document(s) that customer provided.  □ Police Witness Statement:   No documents received.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Bank Control Weakness(es)/Error(s) | □ Yes  No | | | |  |
|
| Customer raised Complaint |  No complaints received from the frontline | | |

**Conclusion on CHEUNG:**

- The reported payment was confirmed to be debited from customer’s HASE account 222-222222-101.

- Added CDS code in OBS for customer on 30 Sep 2024.

- No previous case found on customer.

- Conducted fraud tagging on the alleged fraud transaction.

- The reported transaction was authorized by customer; hence the customer should be liable for any loos incurred in this incident.

- No need to send SMS due to police source.

**Findings and actions on YAN:**

|  |  |
| --- | --- |
| **Customer Background** | Victim |
| HKID | B000002(0) |
| Customer name | YAN MEI MEI |
| Relationship with HASE since | 02 Apr 2008 |
| Gender | MALE |
| Date of birth | 02 Oct 1999 |
| Nationality (country/region/ territory) | CHINA |
| Occupation | CONSTRUCTION WORKER (last updated on 02 Apr 2008) |
| Employer | BBC2 Limited |
| Address | Rm02, 2/F, 222 Argyle Street, Mong Kok, Hong Kong |
| Contact number | 20000002 (Mobile) |
| Email | N/A |
| Monthly income | HKD0 (last updated on 02 Apr 2008) |
| Previous financial crime risk | No previous financial crime risk was identified. |
| Others | N/A |

|  |  |  |  |
| --- | --- | --- | --- |
| **KYC** | | | |
| PVC | No | | |
| Potential negative media coverage | No | | |
| Previous dispute record | No | | |
| Financial status | Unknown | | |
| Other relevant circumstances | No | | |
| **Findings on customer** | **Yes** | **No** | **Unknown** |  | | |  |  |
| Lent ATM card to a 3rd party |  |  |  |
| Lost or stolen ATM card |  |  |  |
| Authorized a 3rd party to use bank account |  |  |  |
| PIN written down on a physical/digital device or disclosed to a 3rd party |  |  |  |
| Left the card in the ATM after cash withdrawal/ transfer |  |  |  |
| Reported payment was authorized by customer |  |  |  |
| Inputted bank account information or personal e-Banking credentials onto a fake link/fake website |  |  |  |
| Downloaded a side-loaded application from an unofficial channel |  |  |  |
| Was the card kept safely by the customer? |  |  |  |
| Is the mobile number used by the customer the same as the customer’s record in the bank? |  |  |  |
| Has the customer provided updated contact information to receive bank’s notification? |  |  |  |
| Did customer receive the SMS/ email notification delivered from the bank? |  |  |  |
| Did customer pay attention to the notification delivered from the bank? |  |  |  |
| Reported lost/fraud incident to the bank timely |  |  |  |
| Reported case to the Police |  |  |  |
| Other relevant circumstances | N/A | | |
| **Other** | | | |
| Customer Return Document | Please select the document(s) that customer provided.  □ Police Witness Statement:   No documents received.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Bank Control Weakness(es)/Error(s) | □ Yes  No | | | |  |
|
| Customer raised Complaint |  No complaints received from the frontline | | |

**Conclusion on YAN:**

- The reported payment was confirmed to be debited from customer’s HASE account 222-222222-102.

- Added CDS code in OBS for customer on 30 Sep 2024.

- No previous case found on customer.

- Conducted fraud tagging on the alleged fraud transaction.

- The reported transaction was authorized by customer; hence the customer should be liable for any loos incurred in this incident.

- No need to send SMS due to police source.