



Press release

22 May 2026

Fraud warning: impersonation of HSBC via cold calling

+44 (0)800 028 6889 (the fraudulent phone number)

We are warning members of the public about a scam that has targeted Jersey residents. Jersey residents are being cold called by scammers from the fraudulent phone number who are falsely claiming to be HSBC to obtain personal and banking details.

We wish to confirm the fraudulent phone number is not in any way associated with HSBC. Scammers may use a range of different phone numbers so please be vigilant when receiving any calls which claim to be from HSBC or any other financial institution. Do not share personal or security information unless you are certain of the caller's identity.

You can verify you are corresponding with the genuine HSBC by:

- › only using contact details outlined on its official website - <https://ciiom.hsbc.com/> - or on the reverse of your HSBC bank card
- › following HSBC Bank plc, Jersey Branch's official guidance on fraud at [Fraud Prevention Guide - HSBC Channel Islands and Isle of Man](#)

We also urge you to:

- › be wary of unexpected phone calls
- › never provide personal or banking details over the phone, or with anyone you do not know
- › never share your security details, including passwords and PIN numbers, with anyone
- › follow our guidance below on how to spot and protect yourself from scams

If you have been called by the fraudulent phone number, [contact our Enforcement team](#).

Rise in scams and unauthorised business

We continue to see an increase in scams and unauthorised business. Criminals are becoming more sophisticated and often pretend to be:

- › local professionals
- › government authorities
- › financial regulators
- › well known organisations
- › friends or family members

They may use real names, cloned websites, copied branding, and AI generated images or voices. Their aim is simple: to convince you they are genuine and pressure you into transferring money or sharing personal information.

How to spot a scam

If you receive an unexpected message, friend request, email, text, call or letter, look for signs that it may be a scam. These can include, but are not limited to:

- › spelling mistakes and poor grammar
- › pressure and urgency for you to do something
- › asking or telling you to click on a link
- › unusual payment methods
- › unusual communication methods

- › promises or offers that seem too good to be true
- › requests for sensitive and/or personal information
- › website addresses and social media accounts that contain small changes from genuine sites

How to protect yourself

Stop – Pause before responding to unexpected calls, messages, or adverts, especially if you are being asked to act quickly.

Check – Confirm who you are speaking to. Use contact details from an official website. If you are unsure about an investment or financial service, check if it is registered with the JFSC.

Protect – Never share personal or financial information with someone you do not know. If something seems too good to be true, it usually is.

For any business claiming to be registered or operating in Jersey, members of the public can verify:

- › a company's regulated status by visiting [regulated entities — Jersey Financial Services Commission](#)
- › a company's registration details by visiting [registry — Jersey Financial Services Commission](#)
- › details of a registered person's Senior Management and Investment Employees by visiting [registered persons senior management and investment employees — Jersey Financial Services Commission](#)

If you think you have been targeted

Please report it to:

- › the JFSC's Enforcement team
- › the States of Jersey Police
- › your bank – if you have already made a payment

You can follow the Jersey Fraud Prevention Forum on Facebook or LinkedIn for guidance on avoiding scams and what to do if you think you have been scammed:

- › <https://www.facebook.com/jsyfraudforum>
- › <https://www.linkedin.com/company/jersey-fraud-prevention-forum/>

For further enquiries, please [contact the JFSC's Enforcement team](#).

You can also contact the JFSC's confidential whistleblowing line on [+44 \(0\)1534 887557](tel:+4401534887557).