

精明使用通訊服務
小心提防 **電話詐騙**

Use Communications Services Smartly
Stay Vigilant against **Telephone Scams**



通訊事務管理局
COMMUNICATIONS
AUTHORITY

來電要
Fact Check!

識別可疑境外來電

Identification of Suspicious Calls Originating from Outside Hong Kong

這些來電源自**香港境外**，在選擇接聽時須**提高警覺**：

You should **stay alert** when answering these calls originated from **outside Hong Kong**:

- 電話號碼開頭有「+」號
Calling numbers with a “+” sign as prefix

- 來電號碼為「+852」的來電，會有以粵語、英語及普通話廣播的話音提示或文字訊息

For incoming calls with caller numbers prefixed with “+852”, a voice alert in Cantonese, English and Putonghua or text alert will be sent to you



時刻保持高度警覺

Always Stay Vigilant

若收到陌生人來電或訊息，無論顯示任何來電號碼或短訊地址，都應該**提高警惕**：

You should **stay alert** if you receive a call or short message from a stranger, regardless of the displayed caller number or sender address of the short message:

應該 DO's



- ✓ 立即掛線
hang up immediately
- ✓ 不予理會陌生來電或短訊
ignore unknown calls or short messages
- ✓ 透過官方渠道核實來電者或短訊發送人的身分
ascertain the identity of the calling party or sender of the short message through official channels
- ✓ 透過警方「防騙視伏App」的公眾舉報平台向警方舉報懷疑詐騙電話
report suspicious fraudulent calls to the Police through the public report platform of Police's "Scameter+"

不應 DON'Ts



- ✗ 按鍵回覆陌生來電
press any key to reply an unknown call
- ✗ 回覆短訊或開啟短訊內的超連結
reply the short message or click any hyperlink(s) therein
- ✗ 輕信來電者的身分或短訊的內容
easily trust the identity of the caller or the content of the short message
- ✗ 披露任何個人資料(包括銀行帳戶、信用卡資料及一次性密碼)
disclose your personal information (including bank account numbers, credit card information and one-time passwords)
- ✗ 轉帳金錢
transfer money

使用來電過濾服務及程式

Use of Incoming Call Filtering Services and Apps

用戶可選用流動服務供應商提供的來電過濾增值服務，自訂或選擇流動服務供應商預設的來電「黑名單」及／或「白名單」，對所有來電（包括匿名來電）進行過濾，你可聯絡所屬流動服務供應商了解詳情。

Users may subscribe to call filtering value-added services offered by mobile service providers so that all incoming calls including those from anonymous parties can be filtered by personalising black and/or white lists or using the pre-set lists provided by mobile service providers. Please contact your mobile service providers for more information.

以下是市面上一些較普遍的來電過濾應用程式可供參考。

Some commonly used **call-filtering apps** available on the market are given below for reference.



流動應用程式 Mobile Apps	網址 Website
 小熊來電 Call Defender	 https://www.call-defender.com/tw/index.html
 Whoscall	 https://whoscall.com/zh-hant
 芝麻來電 Jima Caller ID	 https://www.techmaxapp.com/

為新儲值卡打出的本地電話發送提示 Alerts for calls made by newly activated local pre-paid SIM cards

為協助市民防範可疑來電，本地新啟動流動電話儲值卡在啟用後的指定期*內打出的電話會播放話音提示

In order to help members of the public stay vigilant against suspicious calls, a voice alert message is played when call originates from newly activated local mobile pre-paid SIM cards within a specified period* after activation

*指定期為期數個月，會根據執行情況在需要時作適當調整。

*The specified period lasts for several months and may be suitably adjusted where necessary subject to implementation status.

- 適用於新啟用的本地電話儲值卡，包括利用流動電話可攜服務轉台的新儲值卡
- Applicable to newly activated local pre-paid SIM cards, including those new pre-paid SIM cards activated with mobile number portability



- 以廣東話及普通話讀出「來電由新儲值卡打出」的話音提示
- Voice alert message of “Call made from a new pre-paid SIM card” played in Cantonese and Putonghua

留意警方防騙資訊

Pay Attention to Police's Anti-deception Information

警方防騙工具 Anti-deception Tools of the Police	所提供服務 Service Provided
<p>「反詐騙協調中心」網頁 Anti-Deception Coordination Centre (ADCC) website</p>  <p>ADCC Anti-Deception Coordination Centre 反詐騙協調中心</p>	<ul style="list-style-type: none">• 提供最新騙案手法資訊 Provide up-to-date information on defrauding tricks• 訂閱騙案警示電郵通訊 Subscribe to “Scam Alert” email notification   
<p>「守網者」一站式網絡資訊平台 “CyberDefender”, the one-stop cyber information platform</p>  <p>CYBER 守網者 DEFENDER</p>	<ul style="list-style-type: none">• 提供最新網絡安全及防騙資訊 Provide up-to-date cyber security tips and anti-fraud information    <p>Instagram Facebook YouTube</p>
<p>電話諮詢熱線「防騙易18222」 “Anti-Scam Helpline 18222”</p>  <p>懷疑受騙 即打 18222 www.adcc.gov.hk</p>	<ul style="list-style-type: none">• 二十四小時電話諮詢熱線，為市民提供即時諮詢，以便更有效處理懷疑騙案 An all-day enquiry hotline to provide immediate consultation for the general public in order to handle suspicious deception cases in a more effective manner
<p>升級版「防騙視伏App」 一站式詐騙陷阱搜尋器 “Scameter+”, the one-stop scam and pitfall search engine</p> 	<ul style="list-style-type: none">• 協助公眾辨識詐騙及網絡陷阱 Help the public identify frauds and online pitfalls• 三個升級新功能: 1) 可疑來電警示、2) 可疑網站偵測, 及3) 公眾舉報平台 Three new enhanced functions: 1) Call Alert, 2) Website Detection, and 3) Public Intelligence 

舉報騙案 Report Scams

香港警務處電子報案中心

Hong Kong Police Force e-Report Centre



查詢 Enquiries



通訊事務管理局辦公室
OFFICE OF THE
COMMUNICATIONS AUTHORITY

通訊辦熱線 OFCA's Hotline:

2961 6333

通訊辦專題網頁 OFCA's Thematic Webpage:

<https://www.ofca.gov.hk/phonescams>

