

Authorised push payment scams

[Voiceover] Authorised push payment scams, also known as APP scams, are when fraudsters contact you unexpectedly and convince you to send them your money.

They'll often contact you by phone, text message or email to pressure you into taking urgent action.

They'll probably say your account is under attack and you must move your money to a safe account. Ask you to pay for goods and services via bank transfer rather than using conventional methods. Tell you the bank details for a recent payment you made have changed and give you new details to send money to. Offer you an investment opportunity which sounds too good to be true. Ask you to disguise the reason for the payment or ask you to lie about the true purpose. They may even try and build an online relationship with you, then ask to borrow money.

In short, fraudsters want to make you panic, which rushes you into transferring money before thinking about what you're actually doing. Making your money disappear.

Never move your money to another account if an unknown caller tells you to.

Even if you think it's your bank or another account you hold.

Remember, HSBC will never ask you to do this.