

Alert on Fraudulent Facebook Account

Hong Kong, 9 October 2025 - Airstar Bank (“the Bank”) wishes to alert members of the public the fraudulent Facebook account using the domain name “http://pdm-fidelityhosting151[.]secure[.]alpha[.]facebook[.]com/airstarbank” and “https://www.facebook.com/airstar.bank/” and any requests from this domain name for fund transfer to third party account, personal information and other sensitive information, or calling back a bogus hotline number quoted in the website. Customers should also refrain from visiting the website and downloading any suspicious files from the website.

The Bank hereby disclaim that the above account does not belong to the Bank and has no affiliation with the Bank. The official account domain name of Airstar Bank on Facebook is “https://www.facebook.com/airstarbankofficial” and the official account name on Facebook is “Airstar Bank”.

Airstar Bank will never:

- contact customers through the WhatsApp mobile application; or
- ask for personal information through Voice Response System; or
- send email / SMS message requesting customers to provide their Airstar Bank user account names and passwords, other types of passwords/personal identification codes, or other sensitive information.

The case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force for further investigation.

Customers who may have provided sensitive information or have conducted any transactions through the above-mentioned channels are advised to immediately report the case to the Hong Kong Police Force and call the banking hotline at +852 3718 1818 for immediate verification.