



Three.com.hk

## **Clarification Notice Fraudulent Practice**

It has come to the attention of 3 Hong Kong that there are recent incidents of fraudulent practice where individuals pretended to be the staff of 3 Hong Kong and called members of the public under the pretence of promoting mobile renewal services while they were in effect promoting other operators' services by encouraging members of the public to switch to other telecoms operators. Those individuals were also alleged to have had provided wrong information on service renewal, and harassed or threatened members of the public with strong language. All this caused adverse impacts on the reputation of 3 Hong Kong.

3 Hong Kong hereby clarifies and urges members of the public to note that those calls were not made by or on behalf of 3 Hong Kong. All sales calls made via 3 Hong Kong's telesales channels feature caller display. 3 Hong Kong is very concerned with the fraudulent cases and has reported them to the police. 3 Hong Kong reserves all legal rights against all parties involved.

Any member of the public receiving such call should immediately report it to the law enforcement agency or call 3 Hong Kong's customer service hotline on 3166 3333.

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