

## Announcement

### **UOB working closely with authorities to protect 1,166 customers whose details were disclosed in impersonation scam**

**Singapore, 7 May 2021** – Some information of 1,166 UOB's customers who are China nationals has been disclosed as a result of an impersonation scam. The information comprised the customer names, identification and mobile numbers and account balances (e.g., amount or more or less than a certain sum). Their bank account numbers were not disclosed and our IT systems remain secure.

Preliminary findings show that a UOB employee had allegedly fallen prey to a China police impersonation scam and had been deceived into disclosing the information of these Chinese nationals with Singapore-based accounts.

UOB is working closely with the Singapore Police Force on their investigations. We apologise to our customers that this has happened as we have always made it a priority to keep their data secure.

We have written to all affected customers and have taken several precautionary measures to protect them as they may be targeted by scammers. These measures include:

- immediately disabling their internet and mobile banking access;
- advising them on resetting their digital banking access and how to protect themselves from scams;
- stepping up account monitoring of affected accounts;
- setting an SMS alert threshold of \$1 for any online funds transfers;
- posting scam protection notices on the login pages of UOB Personal Internet Banking and UOB Mighty; and
- posting a public education notice on our social media channels.

We expect the highest standards of professional conduct from our people at all times as part of maintaining the trust our customers place in us. The employee involved in this matter has been suspended and is assisting the police with their investigations.



We are very sorry that our customers have been placed in this position. We will continue to make every effort to work with them on keeping their accounts safe.

– Ends –

**About UOB**

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 offices in 19 countries and territories in Asia Pacific, Europe and North America. Since its incorporation in 1935, UOB has grown organically and through a series of strategic acquisitions. UOB is rated among the world's top banks: Aa1 by Moody's Investors Service and AA- by both S&P Global Ratings and Fitch Ratings. In Asia, UOB operates through its head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia, Thailand and Vietnam, as well as branches and representative offices across the region.

Over more than eight decades, generations of UOB employees have carried through the entrepreneurial spirit, the focus on long-term value creation and an unwavering commitment to do what is right for our customers and our colleagues.

We believe in being a responsible financial services provider and we are committed to making a difference in the lives of our stakeholders and in the communities in which we operate. Just as we are dedicated to helping our customers manage their finances wisely and to grow their businesses, UOB is steadfast in our support of social development, particularly in the areas of art, children and education.

**For media queries, please contact:**

Maybelline Tan

Group Strategic Communications and Brand

Email: [Maybelline.TanWL@UOBGroup.com](mailto:Maybelline.TanWL@UOBGroup.com)

Tel: 6539 4062

