

September 16, 2026

Notification of Fraudulent Website

Hong Kong Interbank Clearing Limited (HKICL) would like to alert its members and the public to a fraudulent website (refundrequesthk.cfd) purported to be from HKICL. The fraudulent website imitates as “Buyer Online Protection” to provide services including 1) refund to buyer, 2) unauthorised online transaction reporting, and 3) online transaction support, for online transaction over FPS payment. It intends to trick user into giving away personal document number and ID photo together with phone number for real name verification in order to get cash reward. In addition, it also tricks user into providing bank name, bank account number and bank account holder’s name to top up and withdraw money from its platform’s virtual wallet via FPS. Further, it directs user to a WhatsApp chat with the fraudster impersonating as customer service personnel.

Please be reminded that the fraudulent website may have multiple combinations at the end of the link, e.g.:

- refundrequesthk.cfd/**registered/?uuid=refund**

HKICL would like to remind its members and the public that it has no connection with the fraudulent website involved. Please be advised not to access nor provide any information on this fraudulent site.

Below is the screen capture of the landing page of the fraudulent website:

The screenshot shows a web browser window with the URL `refundrequesthk.cfd` in the address bar. The page title is "創建新帳戶" (Create New Account) with a subtext "請填寫以下信息以完成註冊" (Please fill in the following information to complete registration). The page is in Simplified Chinese. It features four input fields: "請輸入用戶名" (Please enter username), "請輸入郵箱" (Please enter email), "請輸入密碼" (Please enter password), and "請確認密碼" (Please confirm password). Below these fields is a blue "註冊" (Register) button. At the bottom of the form, there is a link "已有賬號? 返回登入" (Already have an account? Return to login). On the right side, there is a green WhatsApp chat icon. A chat bubble from the icon contains the text: "Hello歡迎來到「FPS轉數快」「快速支付系統」我係人工智能Stacy! 你好嗎? 好樂意解答你嘅查詢, 有任何問題請留言或留下問題, 我會為您聯絡【線上人工客戶顧問】接入對話! 還請您保持聊天框, 耐心等待!" (Hello, welcome to "FPS轉數快" "Fast Payment System". I am AI Stacy! How are you? I am happy to answer your queries. If you have any questions, please leave a message or question, and I will contact the [Online AI Customer Representative] to join the conversation! Please keep the chat box and wait patiently!). At the bottom of the page, there is a dark blue footer with links: "地址" (Address), "總機" (Main Office), "一般查詢電子郵件" (General inquiry email), and "相關網址" (Related website). There is also a small circular icon of a person in the bottom right corner.

Please also be reminded to ensure you are connected to the valid HKICL sites. The valid website addresses are <https://www.hkicl.com.hk> and <https://fps.hkicl.com.hk>.