HKMA Consumer Education Programme Education Video

Don't Lose Your Key (Full Version)

Boss :	Everyone has a story deep down in the heart
Boss :	Who are you?
Boss :	I know I'm gorgeous
Boss :	What?
Boss :	I'm making more than a million in a minute
Colleague:	Return ticket to Europe costs only \$1,000 It's a real good deal
Saleswoman:	Madam The limited edition turquoise handbag you longed for is back in stock
Boss :	It's back in stock Finally I got it Here I come I've been waiting for ages
Colleague:	Really that long?
Boss :	Pardon?
Colleague:	Hey you got a message
Boss :	Must be my admirers again No need to reply now Just let them wait I'm going to buy the handbag now

Boss :	It's alright, I don't need packing
Saleswoman:	Excuse me, Madam Your credit card payment was rejected
Boss :	What do you mean? Unsuccessful payment? How come?
Saleswoman:	I've tried several times
Boss :	Let me call the bank If there's nothing wrong with my card I will make you pay
	Huh? How come there're so many messages? What? My credit card has been hacked?
Colleague:	Keung said there's a new travel website with air tickets on big sale now Return ticket to Europe costs only \$1,000 It's a real good deal But it's a limited offer
Boss :	Get out The price is really good Is it for real?
	Got it! Limited offer? I got the ticket anyway Wait, why is it not responding?
Boss :	What a bad day! I can't get my handbag and my credit card is hacked! Fortunately I'm making more than a million in a minute

Boss :	Let me log into my e-banking account now and see how much I've just earned
	Great! There're so many choices of Wi-Fi here
Norman Chan:	Excuse me, Madam
Boss :	Who are you?
Norman Chan:	I'm afraid your keys have been stolen
Boss :	But my keys are here
	I know I'm gorgeous but I'm not going to give you my phone number
Super:	Your phone number?
-	
Norman Chan:	Madam You just accessed your e-banking account via an unknown Wi-Fi
	Your account information and passwords
	which are your digital keys have been stolen
Boss :	What? What should I do?
Norman Chan:	What would you do
	if you lose your home keys?
Boss :	I'll replace the lock immediately
Norman Chan:	Exactly! Your digital keys are as important as your home keys
Boss :	I got it Let me call the bank now and change my personal account password

Boss :	Why staring at me? We all have made mistakes But I won't let myself make the same mistake twice
Boss :	When providing your personal information online for example, during online shopping you need to ensure the website is reliable
Super:	Ensure the website is reliable
Boss :	Do not use an unknown Wi-Fi or a public computer to access your e-banking account
Super:	Do not use an unknown Wi-Fi or a public computer to access e-banking services
Boss :	Pay attention to messages from your bank If you ignore them you may not be aware even when your account is hacked
Super:	Pay attention to the messages from your bank
Boss:	Account passwords should be more sophisticated And avoid having the same password for all accounts
Super:	Do not use simple passwords or one password for all accounts
Norman Chan:	Keep Your Personal Digital Keys Safe
Super:	Keep Your Personal Digital Keys Safe Hong Kong Monetary Authority Logo