

Beware of Scams Impersonating Our Bank or Our Employees

Please be aware of scams impersonating SBI Shinsei Bank or our employees

We have received inquiries about suspicious messages received via email, phone, and other methods (SMS, letters, SNS messages, etc.) that impersonate SBI Shinsei Bank or our employees. Please note that our bank or our employees will never directly offer loans or solicit investments to individual customers. Please be cautious.

Examples of Scam

- Requesting payment of a security deposit for a loan
- Asking for payment for the right to purchase unlisted stocks
- Requesting contact because you have the right to receive a large asset

List of Products Handled by SBI Shinsei Bank

[Yen Deposit | SBI Shinsei Bank](#)

[Foreign Currency Deposit | SBI Shinsei Bank](#)

[PowerSmart Home Mortgage | SBI Shinsei Bank](#)

To Avoid Facing a Scam

- Do not reply to suspicious messages
- Do not open attached files
- Do not enter your customer information
- Do not access the link destination

If you receive a suspicious message, please consult with your nearest police station or SBI Shinsei Bank.

Contact Information

- If you have entered personal information etc. on a site guided by suspicious email or SMS
- If there is a withdrawal that you do not remember
- If you have transferred money as instructed

Please contact us via Power Call (Contact Center).

«Power Call (Contact Center)»

0120-456-007

[Reception Hours] 24 hours/365 days

- If you received a message impersonating SBI Shinsei Bank
- If you found a suspicious site impersonating SBI Shinsei Bank

Please contact us via the Web Consultation Form.

«Web-Consultation»

[Web Consultation Form](#)

[Reception Hours] 24 hours/365 days

December 2023, SBI Shinsei Bank, Limited