



惠而浦 (香港) 一直非常重視每一位客戶的個人資料安全與私隱。近日，我們的客戶服務熱線收到客戶反映，指曾接獲冒充惠而浦、消委會或保險公司職員的可疑來電。騙徒訛稱客戶的惠而浦產品「已遺失或銷毀」或「貨品/零件有問題」或「存在安全隱患」，並以此為由要求進行「回收」、「即時維修」、「更換新機」、「保險理賠」或安排「上門檢查」，藉此套取顧客的個人私隱及財務資料。

本公司特此澄清，上述來電內容均屬虛構及假冒，本公司與此類來電並無任何關聯，亦從未授權或指示任何第三方作出此類聯絡。此外，惠而浦 (香港) 僅會使用客戶服務熱線 2406 9138 及帶有官方藍剔認證的 WhatsApp 帳號與客戶聯絡及處理款項，且所有款項只收取至惠而浦 (香港) 官網指定戶口。以下為本公司認證的通訊渠道：



- 惠而浦官網：<https://www.whirlpool.com.hk/chinese/helpcenter/contactus>
- 惠而浦客戶服務熱線：2406 9138
- 惠而浦客戶電郵：info@whirlpool.com.hk

如您懷疑接獲假冒來電或發現可疑情況，請立即透過官方渠道與我們的客戶服務團隊聯絡，我們會盡快為您協助跟進。

我們在此呼籲客戶提高警惕，切勿向來歷不明的來電透露任何個人資料。

感謝您一如既往的支持與信任。

誠摯問候，
惠而浦(香港) 團隊





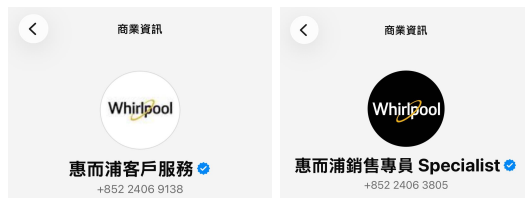
Whirlpool Hong Kong places the utmost importance on the security and privacy of our customer's personal data.

Recently, our Customer Service Hotline has received reports regarding suspicious phone calls. Individuals are falsely claiming to be representatives from Whirlpool, the Consumer Council, or various insurance companies. These callers often make fictitious claims stating that your Whirlpool products have "been lost or destroyed," "possess product/part defects," or have "safety issues". They then use these claims to demand a "recall," "immediate repairs," "product replacements," "insurance claims," or "on-site inspections," with the aim of obtaining your personal and financial information.

We wish to clarify that all such phone calls are entirely fictitious and fraudulent. Whirlpool Hong Kong has no connection to these calls and has never authorized or instructed any third party to make such contact.

For official communication, Whirlpool Hong Kong only uses our telephone hotline 2406 9138 and our official, blue-tick verified WhatsApp number. Furthermore, we only accept payments through the designated account listed on our Whirlpool Hong Kong official website.

Please find our official contact channels below:



- Whirlpool Official Website: <https://www.whirlpool.com.hk/english/helpcenter/contactus>
- Whirlpool Customer Service Hotline: 2406 9138
- Whirlpool Customer Service Email: info@whirlpool.com.hk

If you suspect you have received a fraudulent call or encounter any suspicious activity, please contact our Customer Service Team immediately through one of our official channels for prompt assistance. We strongly urge you to remain vigilant and never disclose any personal or financial information to unsolicited calls.

Thank you for your continued support and trust.

Sincerely,
The Whirlpool Hong Kong Team

