Whirlpool

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，曾接獲冒充惠而浦職員的可疑電話，訛稱惠而浦產品因產品批次問題退款，藉此套取顧客的個人資料。

有關電話內容均為虛構及假冒，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。除此之外，惠而浦 (香港) 僅用電話熱綫 2406 9138 及 whatsapp 官方藍剔認證號碼作聯絡及處理款項，只收款至惠而浦 (香港) 官網指定戶口。

如您懷疑接獲假冒來電或發現可疑情況，歡迎即時透過以下官方渠道與我們的客戶服務團隊聯絡，我們會盡快協助跟進：
- 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

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

Whirlpool Hong Kong places great importance on the security and privacy of every customer's personal data. Recently, our Customer Service Hotline has received reports from customers about suspicious phone calls from individuals falsely claiming to be Whirlpool representatives. These calls have referenced fictitious claims about customers being eligible for a product refund due to "batch issues". Aim to obtain your personal and financial information.

We wish to clarify that all such phone calls are fictitious and fraudulent. Whirlpool has no connection with these calls and has never authorized or instructed any third party to make such contact. For official communication and payment processing, Whirlpool Hong Kong only uses the telephone hotline 2406 9138 and an official blue tick verified WhatsApp number. Additionally, we only receive payments to the account designated on our Whirlpool Hong Kong official website.

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 listed below for prompt assistance:
- 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

We urge you to remain vigilant and never disclose any personal or financial information in response to unsolicited calls from unknown numbers.

Thank you for your continued support and trust.

Sincerely,
The Whirlpool Hong Kong Team