

**Meeting of the Independent Police Complaints Council (IPCC)
with the Complaints & Internal Investigations Branch (C&IIB) (Open Part)
held at the IPCC Secretariat Office at 1515 hours on Tuesday, 19 March 2024**

Present:

IPCC

Ms Priscilla WONG Pui-sze, SBS, JP (Chairman)
Mr Clement CHAN Kam-wing, BBS, MH, JP
Mr Wilson KWONG Wing-tsuen
Dr Daniel CHAN Ching-yan, BBS, MH
Mr CHAN Chak-ming
Mr Roland WONG Ka-yeung
Mr LEE Man-bun, MH, JP
Ms Jane Curzon LO, BBS, JP
Miss Mabel CHAN Mei-bo, JP
Mr Randy YU Hon-kwan, MH, JP
Ms Cindi HUI Ming-ming
Prof LIN Feng
Mr Ivan SZE Wing-hang, BBS, JP

Police

Mr Derek LUI Kam-ho, DMS
Ms Sally TSUI Sheung-ye, ACP SQ
Ms Karen TSANG Shuk-yin, CSP C&IIB
Mr Joe CHAN Hin-kwan, SSP CAPO
Mr Baron CHAN Shun-ching, SSP CSFT CSTCB (T)
Ms Vicky CHAN Sze-ting, SP HQ CAPO (Joint Secretary)
Ms Dorothy NIEH, SP CAPO K
Mr Christie LAM Yiu, SP CAPO NT
Mr Barry TANG Kwok-hin, CIP CYB INT (3) CID CSTCB

Secretariat

Mr Daniel MUI Tat-ming, SG
Ms Regina LAU Ngai-kit, DSG (OPS)
Ms Patricia WOO Wan-shan, DSG (MGT) (Joint Secretary)
Ms Vivian HO Wei-wun, LA

Absent with apologies:

IPCC

Hon Frankie YICK Chi-ming, GBS, JP (Vice-chairman)
Hon Ronick CHAN Chun-ying, JP (Vice-chairman)
Hon Jimmy NG Wing-ka, BBS, JP (Vice-chairman)
Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP
Dr Desmond NGUYEN Gia-hung

Opening Address

The Chairman welcomed all to the meeting, in particular Mr Derek LUI, DMS, Ms Sally TSUI, ACP SQ and Ms Karen TSANG, CSP C&IIB who attended the meeting for the first time.

I. Confirmation of Minutes of the Meeting held on 12 December 2023 (Open Part)

2. The minutes of the last meeting were confirmed without amendment.

II. Presentation on ‘Scameter+’

3. SSP CSFT CSTCB (T) gave a presentation on the latest trend and modus operandi of deception crimes and the recently enhanced anti-deception application software ‘Scameter+’, which was a one-stop scam and pitfall search engine to help the public identify frauds and online pitfalls. The new functions of ‘Scameter+’ included: i) ‘Call Alert and Website Detection’ which would automatically compare incoming calls and visited websites against the latest scam database, and issue real-time warning alerts when potential scams or cybersecurity risks were detected; and ii) a public reporting mechanism to allow members of the public to report suspicious calls or websites through the application. In addition, the ‘Scameter+’ was integrated into the ‘Faster Payment System (FPS)’ platform, under which the users would be notified of high-risk transactions. He concluded his presentation by highlighting that the joint efforts of the Police, the public and relevant stakeholders would be crucial in combating deception.

4. The Chairman opined that the wider use of technology in daily lives would unavoidably increase the risks of crimes and expressed her appreciation for the Police’s initiatives as introduced by SSP CSFT CTSCB (T) in his informative presentation. She further enquired about how the Police maintained the integrity of the public reporting mechanism of ‘Scameter+’ to prevent malicious reporting.

5. SSP CSFT CSTCB (T) explained that the risk assessment data and scam-related information in the database of ‘Scameter+’ originated from various reliable sources, such as crime reports made by the public and information provided by reputable organisations and companies. After thorough analysis, the Police would accord a suitable level of alert to each identifier (e.g. account name or number, payment account, phone number, email address, URL, etc.),

ranging from red ('High Risk'), orange ('Possible Risk') to yellow ('Potential Risk'). He added that, due to the time required for processing the incoming data/information, there might be a time gap between the report of a scam and its appearance in the database. Therefore, even if 'Scameter+' did not raise an alert, one could not assume the identifier being asked about was risk-free. Members of the public should stay vigilant at all times.

6. Mr Clement CHAN enquired about the threshold for removing fraudulent content from Internet platforms and triggering the scam alerts in FPS. He also suggested strengthening public-private collaboration and information sharing between the Police, regulatory bodies and the banking sector in Anti-Money Laundering (AML).

7. In response, ACP SQ explained that actions would be triggered when police investigation suggested involvement in crimes. To highlight, under the scam alert mechanism, users would be alerted of the high risk of fraud if the payee's FPS proxy ID fell within the list of proxy IDs labelled as 'High Risk' on 'Scameter+'. An alert message would be displayed to the users, reminding them to think twice before deciding whether to cancel the transaction or continue with the payment. On public-private collaboration, the Police's Financial Intelligence and Investigation Bureau had established a collaboration mechanism with regulatory bodies and the banking industry to strengthen the efforts in AML. The Police would also continue to proactively exchange financial intelligence with other local and foreign law enforcement agencies.

8. The meeting noted the complexity exhibited by the modus operandi of some fraudsters. Dr Daniel CHAN enquired about whether the Police could take a step further to directly cease any transaction initiated on an FPS account registered with a suspicious mobile number.

9. In response, SSP CSFT CSTCB (T) explained that stop-payment would be separately handled by the Police's Anti-Deception Coordination Centre, while the alerts on the FPS platform were intended to raise the public's anti-deception awareness.

10. ACP SQ reassured Members that the Police would continue to step up enforcement and public awareness initiatives to combat deception crimes.

11. Mr Wilson KWONG asked the Police for anti-deception advice to prevent the business sector from falling prey to deception crimes. SSP CSFT CSTCB (T) stressed the importance of verifying the authenticity of digital

content whenever payments were asked for, and shared practical tips to guard against deception using deepfake technology. Warning signs included abnormal distortion in video images, use of new communication channels or transaction accounts that were not normally used, etc.

III. Matters for Information

(a) CAPO's Monthly Statistics

12. SSP CAPO first reported the yearly complaint statistics in 2023. A total of 1,736 Reportable Complaints (RCs) were received in 2023, representing an increase of 449 cases (+35%) when compared with 1,287 cases in 2022. Along with the resumption of normalcy in the society, the Police had conducted over 1.1 million times of stop-and-search; issued over 2.5 million fixed penalty notices for traffic contravention; and handled over 1.5 million police reports in 2023. The percentage of complaints against the Police arising from these enforcement actions was not significant.

13. SSP CAPO continued to report that 220 RCs were received in the first two months of 2024, representing a decrease of 52 cases (-19%) when compared with 272 cases in the same period of 2023. Among the 220 RCs, nearly 93% were of minor nature. Breakdown of RC figures was detailed at Annex-Table 1.

14. Dr Daniel CHAN was aware of the decrease in the number of RCs in the first two months. He wondered if the decrease was resulted from complainants' refusal to properly identify himself/herself by providing his/her full name and ID number; if so, whether the number of RCs would record a delayed increase when the complainants later chose to provide such information.

15. SSP CAPO responded that CAPO, as a standard procedure, would attempt to contact the complainants to explain the requirement to provide their personal data. In the past three months, only 11 complaint cases were re-categorised as RCs owing to the provision of sufficient data at the later stage of investigation. No significant adjustment would be anticipated.

(b) CAPO's Criminal and Disciplinary Checklist

16. SSP CAPO reported that relevant information had been provided to Members for their reference prior to the meeting. No question was raised under this item.

IV. Any Other Business

CAPO's Complaints Prevention Initiative – 'Listen to Rational Appeals'

17. SPHQ CAPO updated the meeting that CAPO had commissioned TVB to produce a three-episode TV series 'Listen to Rational Appeals' which was aired on TV Channel 81 'Jade' on three consecutive Sundays starting from 18 February 2024. The series introduced the two-tier police complaints system, the merits of 'Informal Resolution (IR)' in resolving minor complaints and the responsibilities of complainants in complaints investigation.

18. Two of the episodes were shared during the meeting and received positive feedback from the Members.

19. There being no other business, the meeting concluded at 1630 hours.

(Vicky CHAN)
Joint Secretary
Complaints and Internal
Investigations Branch

(Patricia WOO)
Joint Secretary
Independent Police
Complaints Council

Table 1 - Detailed Breakdown and Comparison of RC figures

Year (January – February)		2024	2024 vs 2023
RC (Total)		220	-19%
Minor	Neglect of Duty	137 (62%)	-6%
	Misconduct/Impoliteness	65 (30%)	-37%
	Offensive Language	3 (1%)	-50%
Sub-total		205 (93%)	-19%
Serious	Assault	9 (4%)	-25%
	Threat	0 (0%)	N/A
	Unnecessary Use of Authority	5 (2%)	+19%
	Fabrication of Evidence	1 (1%)	-17%
Sub-total		15 (7%)	-17%