

Press Release

**IPCC visits Anti-Deception Coordination Centre and Anti-Deception Alliance
to learn about police strategies and challenges in combatting deception**

(HONG KONG – 28 May 2024) An Independent Police Complaints Council (IPCC) delegation of Council Members and Secretariat staff, led by IPCC Chairman Ms Priscilla WONG Pui-sze, SBS, JP, visited the Anti-Deception Coordination Centre (ADCC) and the Anti-Deception Alliance (ADA) at Police Headquarters yesterday. During the visit, Members were informed about the police’s latest strategies and their challenges in preventing and combatting deception and various scams, the understanding of which would assist IPCC in vetting complaints arising from the handling of deception crimes.

The IPCC delegation was briefed by representatives of the Commercial Crime Bureau (CCB) on three aspects of the ADCC’s work, namely law enforcement, intelligence gathering, and public education. Not only does the ADCC closely collaborate with banks, telecommunications service providers, and law enforcement agencies outside Hong Kong, it also launches initiatives such as the “Upstream Scam Intervention” scheme and the year-round “Anti-Scam Promotional Truck” to raise citizens’ anti-scam awareness. CCB officers also highlighted some of the challenges they face in the ever-changing online landscape in their fight against fraud cases, such as telephone deception, online shopping scams, and investment scams.

In addition, CCB officers explained the role of the ADA, which was jointly established by the police and 10 major banks late last year. Police representatives outlined the process of intercepting payments to fraudsters and gave details of a number

of successful cases where the “Upstream Scam Intervention” scheme had proactively identified potential victims, leading to the timely prevention of deception.

Members then toured the ADCC operations centre to learn about the operation of “Anti-Scam Helpline 18222”. The call centre provides around-the-clock anti-deception consultation services to the public, and its real-time monitoring system integrates relevant data for more effective interception of fraud cases.

IPCC Chairman Ms Priscilla WONG said, “Through this visit, the Council has gained a better understanding of the police’s commitment to combatting and preventing deception, and their determination in protecting the property of the general public. However, as the Chinese saying goes, ‘As virtue rises one foot, vice rises ten’. To prevent fraudsters from getting their way, apart from expediting the crackdown on deception cases by the police, it is also crucial for the public to remain vigilant at all times to avoid falling into such traps”.

In recent years, as the number of deception cases continues to rise, more members of the public have filed reports to the police. The increase in interaction between the public and the police might give rise to more complaints. When vetting complaints, IPCC always upholds the principle of handling each complaint “strictly on the basis of fact and evidence, honestly, without fear or favour” to ensure justice for both complainants and complainees. The Council will continue to closely monitor the complaint figures and trends arising from police investigation and handling of deception cases, while also seeking to propose Service Quality Improvement Initiatives to proactively assist the police in enhancing their service quality and reducing unnecessary complaints.

With photos:



Ms Priscilla WONG Pui-size (IPCC Chairman) and Council Members, accompanied by Mr Derek LUI Kam-ho (Director of Management Services) and other police representatives, learning about ADCC and ADA operations.

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