

## Consumer Alert

February 16, 2020

## Beware of Surgical Face Mask Scams Using Eu Yan Sang's

### Name

We have been made aware that there are advertisements, for the sale of surgical masks, posted on social media platforms by unauthorized individuals falsely using the name “Eu Yan Sang Integrative Health” and “Eu Yan Sang TCM Clinic” in an attempt to fraudulently secure unlawful gains. We have filed a police report on 14th February 2020, the day we were first made aware of this.

We would like to reiterate that Eu Yan Sang is not and has not been involved in the sale of face masks.

We urge the public to stay vigilant and exercise caution when encountering such online advertisements selling face masks or any other items that are currently in short supply.

Eu Yan Sang denounces the action of such scammers that take advantage of the public's fear and vulnerability during these challenging times.

Please call our toll-free hotline at 1800 225 1887 or email [enquiry@euyansang.com](mailto:enquiry@euyansang.com) for verification if you are in doubt over whether an item is being sold by Eu Yan Sang.

消费者警示

2020年2月16日

## 慎防冒用余仁生名义售卖外科口罩的骗局

余仁生促请公众注意，现有诈骗者假冒为余仁生综合医疗有限公司和余仁生中医诊所的一分子，通过脸书社交平台上张贴销售口罩的广告，企图以欺诈手段获取非法收益。我司自2020年2月14日开始注意到此类诈骗案，并已经在同日报警处理。

我们要强调的是，余仁生从来没有售卖口罩。

我们敦促公众在网络看到售卖面罩或目前短缺的任何物品的广告时，要保持警惕并谨慎行事。

余仁生也谴责骗子在这时期趁着民众恐慌之际，进行诈骗的行为。

如果您不确定余仁生是否售卖某件产品，请致电我们的免费热线 1800 225 1887 或发送电子邮件至 [enquiry@euyansang.com](mailto:enquiry@euyansang.com) 查询。