



Security Advisory - Spyware Alert

Spyware consists of computer software that gathers and reports information about a computer user without the user's knowledge or consent. These programs monitor user browsing patterns on the Internet, harvest private information (email addresses, passwords and credit card numbers), and transmits these information in the background to someone else.

Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet. Sometimes advertised as a means to improve internet connection speed and gain other benefits, some spyware, when installed, redirect and reroute the internet connections of users through the spyware servers.

You may have spyware in your computer if:

- You start getting annoying ads popping up on your screen.
- Your web browser settings have been changed without your knowledge.
- You have a new 3rd party toolbar in your web browser which you are finding it difficult to get rid of.
- Your web browser crashes frequently when you are surfing.
- Slow down in the system performance of your computer where computer operations is taking longer than usual.

Customers are advised on the following:

- Do not download and install software from unknown websites.
- Refrain from clicking on banners and popup ads that entice you with freebies.
- Install and update antispymware software regularly. Perform system scan on your computer to locate, quarantine and delete any spyware in your system.
- Install a virus protection software and keep it updated with the latest antivirus signatures.
- Keep your computer operating system and Web browser current. Perform regular system updates for your operating system.
- Change your Investment Account password regularly.

IFAST Platform Services (Hong Kong) treats online security with utmost importance, and as a precautionary measure, we have been actively blocking traffic to ifastgp.com.hk that has passed through redirector/spyware services. If you have at any time been denied access to our website, you may be either intentionally or inadvertently running redirector/spyware software on your computer. In such cases, we urge you to seek professional IT advice or uninstall such software.