



15 June 2021

Press Release

Fraudulent Message and Website Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of fraudulent email and SMS messages which include fake account opening invitation codes and/or false claims to reward the customer extra loyalty scheme points or cash rewards. livi's branding materials (including the logo, name and graphics) were used in such messages without authorization.

It is noted that the abovementioned emails and SMS messages would direct customers to two websites. The fraudulent website addresses are as below and are not related to livi.

- [hxxps://www.e-jetso.hk/mailster/2178/dc457d3604b084f01df2b5782bffc8e/aHR0cHM6Ly9iaXQubHkvM2h6THNHSA](https://www.e-jetso.hk/mailster/2178/dc457d3604b084f01df2b5782bffc8e/aHR0cHM6Ly9iaXQubHkvM2h6THNHSA)
- [hxxp://bit.ly/2SayaP](https://bit.ly/2SayaP)

Customers and members of the general public should not provide any personal information or conduct any transactions on those websites.

livi's official website is <https://www.livibank.com>, and you should always double check that this is the address in your browser. If you are unsure whether a website or communication you have received is legitimate, you should never provide your personal details. Instead, contact livi directly using a number or method you know is genuine.

Anyone who has provided personal information through the fraudulent website should immediately call livi bank Customer Service Hotline (852) 2929 2998 or email to livicare@livibank.com.



Livi Bank Limited declares that it has no connection with the fraudulent messages and websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

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