



## livi General Information Page (For Personal Customer)

### A. Welcome to livi!

1. We provide a variety of accounts and services via a mobile application (App) to make banking easy and convenient. This page describes the main features of our accounts and services available to you. If you want to know more about a particular type of account or service, please refer to our marketing materials for further information. You can get them from [www.livibank.com](http://www.livibank.com).
2. **Please refer to our latest Conditions for Services here at [www.livibank.com](http://www.livibank.com) for the full terms and conditions governing our accounts and services available to you.**
3. If you have any questions, please contact us via any of the following channels:
  - a. Our hotline;
  - b. Live Chat function in the App; or
  - c. Feedback section in the App.
4. When you register to open account or use services, we have to perform customer due diligence on you. Generally speaking, you are required to provide evidence to verify your identity and source of income or wealth. Such evidence usually includes your identity card, documentary evidence on change of name (if you have changed your name), address proof, information about your employment (including name of employer and monthly salary), purpose for opening account, source of income or wealth, expected transaction amount and number of transactions, information about your tax status (including your jurisdiction of tax residence and taxpayer identification (TIN)). If you have any questions, please contact our customer service on (852) 2929 2998.

### B. Our Main Services

1. Our accounts and services are for your personal use only and not for business or other uses.
2. Our main services include:
  - a. savings account under sole name,
  - b. money transfer services and payment services through Faster Payment System,
  - c. virtual debit card and QR Payment service, and
  - d. credit facilities.
3. We have the right not to provide accounts or services to you without providing reasons.

### C. Key Features of our Services

Services	Key Features
Savings Account	<ol style="list-style-type: none"><li>1. Savings interest<ol style="list-style-type: none"><li>a. Interest on your savings account accrues:<ol style="list-style-type: none"><li>i. in relation to Hong Kong dollar, over 365-day a year (for both ordinary and leap year) on a simple basis, and 360-day for US dollar and Renminbi (and livi may specify other basis for currency other than in Hong Kong dollar);</li><li>ii. on the balance in your account; and</li><li>iii. at the interest rate specified by us from time to time.</li></ol></li><li>b. You can find the interest rates specified by us and related information from time to time in the App or on our website.</li><li>c. Interest is payable by us to you and will become a credit entry to your account in Hong Kong dollar as soon as reasonably practicable after the end of each calendar month, usually on the first calendar day of the following calendar month (or at such other interval as we may set from time to time). We'll determine the number of decimal places used when calculating or posting interest as we consider appropriate from time to time. For livi, we don't have negative interest unless further notified.</li></ol></li></ol>

Services	Key Features
	<p>d. No minimum balance is set when you open your account. Nevertheless, we reserve the right to set and vary without prior notice from time to time any minimum amount of balance for interest to accrue. In that case, no interest will accrue if your account balance falls below the minimum amount set by us.</p> <p>2. Currency Hong Kong dollar, US dollar and Renminbi or any other currency we may specify or accept from time to time.</p> <p>3. Receiving money You'll be able to receive money from yourself or another person, which will be credited to your account if the payment is cleared and the funds are received.</p>
Transfer	<p>4. By using our transfer service, you can transfer funds via the App:</p> <ol style="list-style-type: none"> <li>between your accounts maintained with us;</li> <li>from your account maintained with us to an account maintained by another person with us;</li> <li>from your account maintained with us to an account maintained by another person with another bank or with a financial institution, retail payment system operator or licensed stored value facility accepted by us; or</li> <li>from your account maintained with us to an account maintained by another person with any person accepted by HKICL as a participant of HKICL FPS from time to time.</li> </ol> <p>5. You'll be required to input the necessary information to make a funds transfer. This information may include the mobile number, email address, FPS Identifier or account number of the person receiving the funds (Payee).</p> <p>6. You'll be required to set the daily transfer limit through the App, and within the maximum transfer limit set by us, by following the procedures set by us.</p> <p>7. You should check and ensure that each instruction is complete and correct before sending it to us. Once sent, you cannot change or cancel an instruction without our prior consent.</p> <p>8. You may set the effective duration of up to 5 years for a scheduled transfer. You may revoke a scheduled transfer by giving us prior notice and the revocation will take effect after we have processed and accepted it.</p> <p>9. Under normal circumstances, scheduled transfer will be processed between 9 am and 12 pm. If you cancel a scheduled transfer after it has been processed, we may not be able to cancel such scheduled transfer.</p> <p>10. Under normal circumstances, transfer through FPS will be processed and received by recipient immediately, and is free of charge. However, depending on the receiving bank, there may be delay in receipt of payment or the transfer may be subject to charges.</p>
QR Payment Service	<p>11. QR Payment Service is a payment tool that allows you to make payment for goods and services offered by merchants or other persons, which is bound to a Virtual Debit Card (VDC). For making payments with the QR Payment Service, we may enable you to bind the QR Payment Service to your liviSave account and we will deduct the transaction amount from your liviSave account.</p> <p>12. The QR Payment Service does not offer any cash advance or credit facility. You cannot withdraw cash with the QR Payment Service.</p> <p>13. We may set minimum and/or maximum transaction limits for transactions effected using the QR Payment Service, whether per day, per month, per transaction or by other standard, and the transaction currency. The current maximum daily and maximum monthly limit are HKD10,000 and HKD300,000 respectively. Within the maximum limits set by us, you may also set your own maximum limits through the App or other channels specified or accepted by us.</p> <p>14. You'll be provided with the QR Payment service once your application for the VDC is approved by us. You may make payment by scanning QR codes which may be generated on your mobile device or generated by merchants with the point-of-sales terminals or readers specified or accepted by us.</p> <p>15. If you effect a transaction with the QR Payment Service in a currency other than Hong Kong dollar, we may deduct the transaction amount after conversion into Hong Kong dollar. We will determine the exchange rate by reference to the exchange rate used by the card scheme or payment network of the VDC on the date of conversion. We may charge a fee by reference to a percentage of the transaction amount and to be reimbursed by you for any fee charged by the card scheme or payment network to us.</p>

Services	Key Features
	<p>16. We do not charge any annual fees for using our QR Payment service or VDC.</p> <p>17. You should keep your mobile device safe and all information relating to the QR Payment service (including the VDC) confidential, including any security information for operating the QR Payment service, any authentication key or QR code. Do not allow anyone else to use such information. Safeguard them from loss, theft, accidental or unauthorized disclosure or use.</p> <p>18. Notify us via our customer service on (852) 2929 2998 as soon as reasonably practicable of any actual or suspected unauthorized transaction or incident, including loss, theft, or unauthorized disclosure or use of the mobile device, the QR Payment service (including the VDC), any authentication key or other security information, or any QR code.</p> <p>19. If you have acted fraudulently or with gross negligence, you may be held liable for all losses resulting from unauthorized transactions. You'll be taken as having acted with gross negligence in one or more of the following cases:</p> <ol style="list-style-type: none"> <li>if you knowingly allow another person to use the mobile device, the QR Payment service (including the VDC), any authentication key or other security information, or any QR code;</li> <li>if you fail to notify us as soon as reasonably practicable of any actual or suspected unauthorized transaction or incident, including loss, theft, or unauthorized disclosure or use of the mobile device, the QR Payment service (including the VDC), any authentication key or other security information, or any QR code; and</li> <li>if you fail to take reasonably practicable steps to safeguard the security of the mobile device, the VDC, QR codes, any authentication key or other security information, including failing to follow the security advice given by us from time to time.</li> </ol> <p>20. If you have any complaint against outlets or any dispute arising from the use of the QR Payment service, please contact our customer service on (852) 2929 2998. For any dispute, we will raise the case to the relevant card scheme or payment network of the VDC on your behalf and the final decision rests with the card scheme or payment network.</p> <p>21. The QR Payment Service and VDC will be terminated upon closure of your liviSave account. If you no longer wish to use the QR Payment Service, you may request to cancel the QR Payment Service by contacting our customer service via our customer service hotline on (852) 2929 2998.</p>

- At present, we do not levy regular fee or fees and charges for using our services. If we levy fees and charges later, we will notify you in advance and make available a list of our fees and charges in the App or on our website.
- If any amount is payable by you but unpaid, we may without prior notice set off the amount by debiting your account. We'll inform you promptly after making the set off.

#### **D. Checking transaction records and account statements**

- We will provide account statements in electronic form. You agree to receive account statements in electronic form, instead of paper form.
- You're required to review the transaction records and account statements promptly to check and report any error or unauthorized transaction. You should notify us as soon as reasonably practicable of any item which you believe is an error or unauthorized transaction and, in any case, within 90 days from the date of the account statement.

#### **E. Closing account and terminating services**

##### **1. By You**

You may close your account and terminate the services at any time by giving us notice and after completing the necessary account closure procedures and paying any outstanding amount. You may not be able to close your account immediately if the remaining balance in your account exceeds the daily transfer limit set by us.

##### **2. By Us**

- If according to our records, there has been no transaction or activity on your account for 24 consecutive months (or such other period as we may set from time to time), we have the right to suspend your account. You will need to complete the necessary procedures set by us in order to use your account again.
- Without affecting or limiting paragraph (a) above, we may close your account and terminate the services with shorter notice or without notice if we consider appropriate, in particular having regard to tax, legal or regulatory requirements, or where the account is being used or is suspected of being used for illegal activities.
- We may close your account and terminate the services at any time by giving you at least 30 days' prior notice.

#### **F. Important Reminders**

- Your Personal Data

- a. When you apply for our accounts and services, and during the continuation of the bank-customer relationship, we may collect your personal data (which include your full name, identity card number, date of birth, address, contact details, facial image and information relating to your transactions) and compile further personal data about you.
  - b. We may use your personal data and information for verifying your identity, providing accounts, services, products and activities, managing and enhancing our website and the App, and for related purposes.
  - c. Please update us as soon as reasonably practicable if any personal information you provided to us has changed.
  - d. Please refer to our "Personal Information Collection Statement" and "Privacy Policy Statement" relating to our general policies on the use, disclosure and transfer of your personal data.
2. Security Measure and Your Responsibility
- a. We deliver our services by electronic means. While we'll take safeguard measures to manage and control risks, you also have responsibility to take reasonably practicable security measures to safeguard your mobile device and security information.
  - b. We've set out our recommended security measures in our Conditions for Services, which include security measures that you should take in respect of your mobile device, security information and your using of the App (including the use of soft token and biometric authentication). Please read them carefully. You may be taken as having acted with gross negligence and be held liable for all losses resulting from unauthorized transactions if you fail to take appropriate security measures.
  - c. Notify us via any of the channels described in A3 above as soon as reasonably practicable if you know or suspect of any security incident.

***The Chinese version of this page is for reference only. The English version will prevail if there is any inconsistency between the Chinese and the English versions.***