



10 May 2023 | Press Release

Fraudulent SMS Messages Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of fraudulent SMS messages purporting to be from livi bank.

Customers and members of the general public should not provide any personal information, or conduct any transactions based on these SMS messages, nor should they use any hyperlinks from these messages to take them to unauthorized apps or websites.

If you are unsure whether an SMS message or customer communication you have received is legitimate, you should never provide your personal details. Instead, please contact livi Customer Service Hotline (852) 2929 2998 or email to livicare@livibank.com to verify the authenticity of messages. You can also call the Hong Kong Police Force Anti-Deception Coordination Centre's Anti-Scam Helpline 18222 for assistance.

Anyone who has provided personal information based on the fraudulent SMS messages should immediately report the case to the Hong Kong Police Force, and call livi bank.

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

Media contacts

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