

24 October 2024 | Press Release

## **Bogus Calls and Fraudulent Instant Message Alert**

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of bogus calls and fraudulent instant messages purporting to be made by livi bank.

Recently, some customers have received bogus phone calls and fraudulent WhatsApp messages from fraudsters impersonating livi bank's staff. Fraudsters falsely claimed that they could offer loans for customers. Livi Bank Limited declares that it has no connection with the unauthorized phone number. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

livi bank reiterates that livi will not require customers to provide sensitive personal information including bank account details, login ID and password, one-time password and credit card numbers through phone calls, emails, SMS messages, hyperlinks, instant messengers such as WhatsApp, QR codes or attachments, etc. livi will not disclose any sensitive personal information of customers in the phone call.

Members of the general public should not provide any personal information to the suspicious caller or conduct any transactions in the call. If you receive any suspicious call or messages purporting to be the Bank's staff, please stay calm and end the conversation immediately. You may contact livi Customer Service Hotline (852) 2929 2998 or use the liviCare Live Chat to verify the authenticity of the phone calls and messages.

Anyone who has provided personal information to the caller should immediately report the case to the Hong Kong Police Force and contact livi bank. You can also call the Hong Kong Police Force Anti-Deception Coordination Centre's Anti-Scam Helpline 18222 for assistance.

### **Media contacts**

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