



15 July 2020

## Press Release

### Fraudulent Website Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of a website purporting to be from livi. The fraudulent website address is [hxxp://hanshan.org.cn/www.livibank.com/en/](https://hanshan.org.cn/www.livibank.com/en/).

Customers and members of the general public are advised not to provide any personal information or conduct any transactions on that website.

livi's official website is <https://www.livibank.com>, and you should always double check your browser address. 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 websites should immediately call livi bank Customer Service Hotline (852) 3893 3200 or email to [livicare@livibank.com](mailto:livicare@livibank.com).

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

### Media contacts

livi corporate communications

[media@livibank.com](mailto:media@livibank.com)

+852 3893 3391