



7 October 2020

## Press Release

### Unauthorized Mobile App Download Website Alert

Livi Bank Limited (“livi” or “livi bank”) would like to alert customers and the general public to beware of an unauthorized mobile app download website. livi bank would like to advise that it has no connection with the android package kits (APK) provided via this website:

[hxxps://apkcombo.com/livi-bank/com.livibank.hk/](https://apkcombo.com/livi-bank/com.livibank.hk/).

Customers and members of the general public are advised to ensure that they download livi bank mobile app through the official channels, which are App Store and Google Play only.

If you have any concern that you may have disclosed personal information to or conducted transactions through the above-mentioned mobile app and/or website, please immediately report the case to the Hong Kong Police Force, and call livi bank Customer Service Hotline (852) 2929 2998 or email to [livicare@livibank.com](mailto:livicare@livibank.com).

The case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

#### Media contacts

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