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Livi Bank Launches “Money Safe” to Safeguard Customer Funds from Scams and Fraud

Livi Bank Limited (‘livi’ or ‘livi bank’) today announced the launch of **Money Safe**, an anti-fraud and scam security measure introduced by the Hong Kong Monetary Authority (HKMA). It is designed to protect retail banking individual customers’ funds from scams and fraudulent transactions.

Money Safe aims to provide an extra layer of security for customers’ funds. It allows customers to lock a portion or all of their funds in “Money Safe”, protecting funds from scams and unauthorized transfers or withdrawals. Money Safe is eligible for both savings and time deposit accounts, and it supports multiple currencies at livi bank, including HKD, RMB and USD. The minimum locked fund threshold for each request is HKD10,000 or equivalent. Locked funds cannot be used for any transfer or payment, but they will continue to earn interest.

To protect customers from scam and fraud risk, customers who wish to release their locked funds must schedule an appointment and visit livi’s office for an in-person identity verification. This face-to-face verification process is essential to safeguard accounts and prevent unauthorized transactions. Upon successful verification, the funds will be released.

For enquiries or assistance, customers can contact us at our Customer Service Hotline +852 2929 2998 or use the liviCare Live Chat.

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About livi bank www.livibank.com

livi has brought a unique, fresh and different banking experience to Hong Kong since 2020 with its goal to foster digital innovation, promote financial inclusion and enhance customer experiences. We aim to provide our customers with secure flexible solutions anytime and anywhere coupled with the benefits of ecosystem partnerships that complement their everyday lives. Connecting with our customers, understanding their needs and earning their trust is core to the way we work at **livi**.

livi bank is backed by BOC Hong Kong (Holdings), the Jardine Matheson Group and JD Technology, which together bring to livi an unparalleled range of benefits in terms of financial strength, marketing excellence and technological expertise.

For more information, please contact:
livi bank Corporate Communications

media@livibank.com

+852 3893 3392