

**5 February 2026 (Updated)**

## **Support for Tai Po Wan Fook Court**

We remain committed to supporting customers affected by the Wang Fuk Court incident in Tai Po and are providing, including but not limited to, the following assistance:

- Offer a pre-approved 6-month repayment grace period (covering principal and interest) on personal loans to affected customers, with waivers of related late payment fee and charge as well as default interest
- Assist in cash withdrawals:
  - (1) Waive early withdrawal fee for time deposits and, on a discretionary basis, credit interest
  - (2) Refund QR Cash withdrawal handling fee
- Arrange flexible banking services and account documents for affected customers, and waive related charges

If you need any assistance, please contact liviCare at (852) 2929 2998 or via Live Chat from 09:00 to 22:00 during Monday to Friday; and from 09:00 - 18:00 on Saturday, Sunday and public holidays.