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Bogus SMS Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of bogus SMS.

Recently, a customer has received a bogus SMS impersonating livi bank, claiming to offer loan top-up and drawdown arrangements. The SMS contained a hyperlink requesting the customer to click the hyperlink and provide personal information to complete the relevant procedures. livi bank 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.

If you are unsure whether a message is legitimate, you should never provide your personal details to suspicious senders. Instead, please contact livi Customer Service Hotline (852) 2929 2998 or email to livicare@livibank.com to verify its authenticity. You can also call the Hong Kong Police Force Anti-Deception Coordination Centre's Anti-Scam Helpline 18222 for assistance.

Anyone who may have disclosed personal information to or conducted transactions through the bogus SMS or relevant hyperlink should immediately report the case to the Hong Kong Police Force and contact livi bank.

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