

19 August 2026 | Press Release

Bogus Calls Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of bogus calls purporting to be made by livi bank.

Recently, a customer received a bogus phone call from fraudsters impersonating the Bank's staff. The fraudster claimed to invite customers to apply for loans and asked customers to provide personal information such as Hong Kong Identification Card (HKID) number and bank account details for the applications. Livi Bank Limited declares that it has no connection with the unauthorized phone numbers. 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 messages such as WhatsApp, QR codes or attachments. Also, livi will not disclose any sensitive personal information of customers on the phone call.

Members of the public should not provide any personal information to the suspicious caller or conduct any transactions in the call. If you receive any suspicious call or messages purporting to be the Bank's staff, please stay calm and end the conversation immediately. Please contact livi Customer Service Hotline (852) 2929 2998 or email to livicare@livibank.com to verify the authenticity of the phone calls. You can also call the Hong Kong Police Force Anti-Deception Coordination Centre's Anti-Scam Helpline 18222 for assistance.

Anyone who has provided personal information to a suspicious caller or made any transactions should immediately report the case to the Hong Kong Police Force and contact livi bank.

Media contacts

livi corporate communications

media@livibank.com

+852 3893 3392