

31 October 2025 | 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's lending partner.

Recently, some customers have received phone calls claiming to be from staff members of Bay Capital, alleging they could assist with loan applications and requesting customers to transfer a "deposit" to proceed. The Bank also discovered several websites claiming to be from money lenders, listing out the Bank as their official banking partner:

- <https://baycapital-hk.com/>
- <https://www.high-end-strategies.com/>

Livi Bank Limited declares that it has no partnership with the above-mentioned organisation and websites. 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, QR codes or attachments, etc. livi will not disclose any sensitive personal information of customers in the phone call.

Members of the general 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. You may contact livi Customer Service Hotline (852) 2929 2998 or use the liviCare Live Chat to verify the authenticity of the phone calls and messages.

Anyone who has provided personal information to the caller should immediately report the case to the Hong Kong Police Force and contact livi bank. You can also call the Hong Kong Police Force Anti-Deception Coordination Centre's Anti-Scam Helpline 18222 for assistance.



**Media contacts**

livi corporate communications

[media@livibank.com](mailto:media@livibank.com)

+852 3893 3392