

14 August 2024 | Press Release

Fraudulent Social Media Account Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of fraudulent WeCom (also known as WeChat Work) account purporting to be from livi bank. livi's branding materials (including the brand and name) were appropriated in such WeCom account without authorization.

The fraudulent WeCom account as set out below, are not related to livi:

- LiviBank club

Customers and members of the general public are advised not to provide any personal information or conduct any transactions on the WeCom account above or any group chats related to this account.

livi's official website is <https://www.livibank.com>. The official WeChat Account name is **livi 理慧銀行**, and the links to official social media accounts are available on livi's official website. You should always double check that this is the address in your browser and verify whether the social media account is certified with a blue verification badge.

If you are unsure whether a website or social media account is legitimate, you should never provide your personal details. 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 fraudulent website should immediately report the case to the Hong Kong Police Force and contact livi bank.

Livi Bank Limited declares that it has no connection with the unauthorized websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.



Media contacts

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