

27 August 2024 | Press Release

Unauthorised App Download Website Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of several unauthorised mobile app download websites. livi's branding materials (including the logo, name and graphics) were appropriated in such websites without authorization.

The unauthorised app download website links as set out below, are not related to livi:

- [https://apkgk\[.\]com/com\[.\]livibank\[.\]hk](https://apkgk[.]com/com[.]livibank[.]hk)
- [https://www\[.\]appbrain\[.\]com/app/livi-bank/com\[.\]livibank\[.\]hk](https://www[.]appbrain[.]com/app/livi-bank/com[.]livibank[.]hk)

Customers and members of the general public are advised to ensure that they download the livi bank mobile app through the official channels, which are App Store, Google Play and livi's official website (<https://www.livibank.com>), and you should always double check that this is the address in your browser.

If you are unsure whether a website 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 above-mentioned unauthorized mobile app and/or 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 unauthorised mobile app download websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Media contacts

livi corporate communications

media@livibank.com

+852 3893 3392