

5 September 2023 | Press Release

Fraudulent Website Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of a fraudulent website purporting to be from livi bank. livi's branding materials (including the logo, name and graphics) were appropriated in such websites without authorization.

The fraudulent website address, as set out below, is not related to livi:

[hxxps://octopus-customerservice.com/hk/consumer_refund/banks/bank_cn/livi.php](https://octopus-customerservice.com/hk/consumer_refund/banks/bank_cn/livi.php)

Customers and members of the general public are advised not to provide any personal information or conduct any transactions on the website above.

livi's official website is <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 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 website. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Media contacts

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