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## Bogus SMS and Fraudulent Websites Alert

Livi Bank Limited ('livi' or 'livi bank') wishes to alert customers and the general public to beware of bogus SMS and fraudulent websites.

Recently, a customer received fraudulent SMS message purporting to be from livi bank, falsely claiming that abnormal transactions had been detected in the customer's bank account. The SMS contained a hyperlink requesting customers to click the link and provide his/her personal information for verification purposes. livi bank declares that it has no connection with the unauthorised phone number and the following websites:

[hxxp://wgpxbm\[.\]com\[.\]cn/www\[.\]livibank\[.\]com](http://hxxp://wgpxbm[.]com[.]cn/www[.]livibank[.]com)

[hxxp://wgpxbm\[.\]com\[.\]cn/www\[.\]livib%0Aank\[.\]com](http://hxxp://wgpxbm[.]com[.]cn/www[.]livib%0Aank[.]com)

The case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

livi bank reiterates that livi will not request customers to provide sensitive personal information including bank account details, login IDs and passwords, one-time passwords and credit card numbers through phone calls, emails, SMS messages, hyperlinks, instant messengers such as WhatsApp, QR codes or attachments. Also, livi will not disclose any sensitive personal information of customers in the phone call.

If you are unsure whether a message is legitimate, you should never provide your personal details to suspicious senders. Instead, please contact livi Customer Service Hotline (852) 2929 2998 or email to [livicare@livibank.com](mailto: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 bogus SMS or relevant hyperlink should immediately report the case to the Hong Kong Police Force and contact livi bank.



### Media contacts

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