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livi bank's innovative liviScan enables customers to make cash withdrawals, pay bills and shop – all through the touch of one button

- **livi is the first bank in Hong Kong to launch a 3-in-1 liviScan facility leveraging QR scan technology**
- **Through the touch of one button, liviScan enables ATM mobile cash withdrawals, payments and purchases**
- **Pioneering liviScan raises bar for convenience and customer experience, to make everyday lives that much easier**

livi bank, one of Hong Kong's leading virtual banks with a creative range of digital financial service offerings, today announced the launch of **liviScan**, its new and signature 3-in-1 facility that offers greater convenience to customers. This innovative service, available through the touch of one button, offers (1) ATM QR Cash, (2) Faster Payment System (FPS) Scan, and (3) UnionPay Scan features powered by QR scan technology.

By using their **liviScan** button in their app, **livi** customers have:



ATM QR Cash, which allows customers to simply **scan UnionPay QR codes** to **withdraw cash** from Bank of China (Hong Kong) and The Bank of East Asia ATM machines across Hong Kong, with the benefit of additional built-in security. More banks will be supporting this service soon.



FPS Scan, that allows customers to **scan FPS QR codes** to **pay everyday bills** and **transfer money** to merchants and individuals in a convenient and speedy manner.



UnionPay Scan, that enables customers to pay at over 2,500 merchants in the City by **scanning the UnionPay QR codes presented by the merchants**. It can be used in places such as vending machines, restaurants and wet markets, and also new parking meters under Hong Kong's Smart Mobility initiative.



Carol Hung, Chief Product Officer of livi, said: “**liviScan** is the latest in a series of new and complementary products and services from **livi** to enhance our customers’ quality of living. Customers can now withdraw cash without the use of a physical card, pay bills, or buy groceries with this simple service. The introduction of **liviScan** is in line with our goal of creating innovative solutions and commitment to redefine banking with technology.

“As Hong Kong is going through its digital transformation, accelerated by COVID, **livi** is continuing to play its role by introducing features that help Hong Kong people with their everyday needs just by using our app.”

Key features now available with **liviScan**:

ATM QR Cash

- Customers can enjoy ‘cardless’ cash withdrawal at all BOCHK and BEA ATMs
- A few simple steps to scan the displayed QR code and collect the cash
- Safe and secure
- Withdrawals in HKD

FPS Scan

- Customers can make bill payments or transfer money to merchants and individuals through FPS using QR codes
- Bill payments – including water, electricity, town gas, rates and government rent, and tax bills – and transfers made simpler with just a scan instead of having to fill in details like other payment methods
- Scanning the QR code and confirming the payment amount is all you need to do

UnionPay Scan

- Enables customers to pay by scanning UnionPay QR codes presented by the merchants
- One simple scan of the QR code and entering the payment amount completes the transaction
- **livi’s** ‘Shake Shake’ feature available for earning rewards after payment
- Expands the payment service for small payments in Hong Kong and reduces the use of cash for customers’ convenience.

livi customers can now save, spend, earn rewards, make payments, take out cash and manage their payments flexibly – all through their **livi** app – delivering an integrated, seamless banking experience.

“These initiatives reflect our customer-centric mindset at **livi** where we are always looking to build a meaningful relationship with individual customers and respond to their needs through our simple, convenient and trusted products, as well as our exciting offers and ecosystem partnerships”, Carol Hung added.

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About livi bank www.livibank.com

Hong Kong based, **livi bank** is backed by BOC Hong Kong (Holdings), JD Technology and the Jardine Matheson Group, which together bring to **livi** a unique range of benefits in terms of financial strength, technological expertise and marketing excellence.

With the goal to foster digital innovation, promote financial inclusion and enhance customer experiences, **livi** brings a unique, brand-new and different banking experience to Hong Kong. Taking an innovative approach, **livi** provides customers with flexible solutions anytime and anywhere and the benefits of ecosystem partnerships that complement their everyday lives.

livi's outstanding service to its customers has received widespread industry recognition. The bank was voted as 'Best Virtual Bank' at the Hong Kong Living Awards 2021 by Hong Kong Living; earned a 'Gold Certificate' at the Privacy-Friendly Awards 2021 from the Office of the Privacy Commissioner for Personal Data; won the 'Outstanding Customer Reward Programme in Virtual Banking' from ET Net's FinTech Awards 2020; and was named 'Excellent Brand of Fintech (Virtual Bank)' by Metro Finance's Hong Kong Leaders' Choice Brand Awards 2021.

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