

Liberty Insurance Issued Statement: Regarding Suspected Fraudulent Policy Forgery

It has recently come to the attention of Liberty International Insurance Limited ("the Company") that suspected fraudulent individuals have been forging insurance policies under the name "Hong Kong Liberty International Insurance Company Limited" to perpetrate alleged fraudulent schemes. In order to safeguard the interests of customers and the public, as well as to uphold the reputation of the Company and its affiliates, the Company, after due verification, hereby solemnly declares as follows:

1. Neither the Company nor its affiliate, Liberty Insurance Company Limited (hereinafter collectively referred to as "Liberty Insurance"), has ever conducted insurance business under the name "Hong Kong Liberty International Insurance Company Limited". All policies, benefit plans, contracts, certificates, or related documents issued under name "Hong Kong Liberty International Insurance Company Limited" are fraudulent forgeries and have no connection whatsoever with Liberty Insurance. Liberty Insurance has no knowledge of any associated sales activities and shall assume no liability for any losses or liabilities arising from such forged policies or contracts. The Company has notified the Insurance Authority ("IA") of Hong Kong and the Hong Kong Police Force of this matter at a timely manner.
2. The Company strongly advises all customers and members of the public to remain vigilant. We urge you to refrain from trusting unsolicited advertisements, scanning QR codes from unverified sources, or initiating fund transfers or making payments to unfamiliar accounts. Any individual who has been or suspects they have been a victim of fraud should report the incident immediately to the local Public Security Bureau in Mainland China or to the nearest police station in Hong Kong. Alternatively, please contact the Hong Kong Police Force's Anti-Deception Coordination Centre via its 24-hour Anti-Scam Helpline at (852) 18222.
3. The Company further emphasizes the critical importance of verifying the due appointment of any licensed insurance agent or agency by an authorized insurer. Furthermore, customers and the public must always confirm that the insurer itself is duly authorized by the IA. For this purpose, individuals are advised to consult the IA's official Register of Licensed Insurance Intermediaries and Register of Authorized Insurers, which are accessible to the public at all times.
4. Should customers or members of the public have any inquiries regarding Liberty Insurance's products or services, please directly contact and verify information exclusively through the official channels of Liberty Insurance Company Limited in Mainland China or Liberty International Insurance Limited in Hong Kong. Authorized channels include the official websites and customer services hotlines listed below:
 - Liberty Insurance Company Limited in Mainland China:
 - Official Website: www.libertymutual.com.cn
 - Customer Services Hotline: 400 888 2008
 - Liberty International Insurance Limited in Hong Kong:
 - Official Website: www.libertyinsurance.com.hk
 - Customer Services Hotline: (852) 2892 3888

Liberty International Insurance Limited
10 Sep 2025

