

## **Liberty Insurance Issued Statement on Counterfeit Cover Notes and Policies**

**Hong Kong, February 6, 2024** – Liberty International Insurance Limited ("the Company") has recently been alerted to the presence of fraudulent individuals posing as licensed individual insurance agents or technical representatives from licensed insurance agencies or brokers (collectively, "the Licensed Insurance Intermediaries"). With the absence of our Company's knowledge and approval, these individuals use various social media channels and online advertisements, creating counterfeit cover notes and policies of the Company to deceive victims into divulging personal and financial information for the alleged purchase of the Company's insurance products or policies in an unauthorized manner.

The Company will not assume responsibility for any loss or damage resulting from falsified policies. To safeguard customers and the general public, the Company urges individuals to exercise due diligence when procuring insurance through unofficial third-party channels and to verify the legitimacy of the Licensed Insurance Intermediaries when being approached.

The Company advises customers and the public to:

- Verify the credentials, licenses, and reputation of the Licensed Insurance Intermediaries
- Verify the appointment of individual insurance agents or agencies by insurance companies; consult the Register of Licensed Insurance Intermediaries maintained by the Insurance Authority where necessary
- Avoid clicking on suspicious links or responding to unsolicited emails or messages; always use official channels to engage authorized and Licensed Insurance Intermediaries for the purchase of insurance policies
- Exercise caution when sharing personal or financial information online and avoid processing financial transactions unless you are certain about the legitimacy of the insurance agent or broker

The Company has promptly reported this case to the Hong Kong Insurance Authority and the Hong Kong Police Force. In the event that any customer or member of the public who is in doubt and has provided his/her personal or financial information to suspicious individuals for the alleged purchase of our Company's insurance policy, he/she is strongly encouraged to contact his/her registered insurance agent or broker through official communication channels without delay. Assistance can also be sought by calling the Company's General Enquiries Hotline at (852) 2892 3888 or emailing [enquiry@libertymutual.com.hk](mailto:enquiry@libertymutual.com.hk).

Individuals who suspected of falling victims to such scams are advised to report the incident immediately to their local Police Station or contact the Anti-Deception Coordination Centre of the Police Force via the 24-hour "Anti-Scam Helpline 18222".

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