livi bank – Open API (Phase II)

TSP Application and Self-Assessment Form

Part I: Application

Third party service providers ("**TSPs**") wishing to collaborate with Livi Bank Limited ("**livi**") in the use of livi's customer acquisition APIs shall submit a completed Application (Part I) and Self-Assessment (Part II) form to openapi@livibank.com, Attention: **Open API team**.

Name of the TSP

Application date: _____

Profile of the TSP	
(a) Trading name other than as above, if applicable	
(b) Type of entity: • sole proprietor • general partnership • limited partnership • private limited company • public limited company • company limited by guarantee • other (please specify in the next column)	
(c) Hong Kong Business Registration details and certificate	
(d) Any stock exchange listing details.	
(e) Jurisdiction of establishment/incorporation.	
(f) Basic profile and description of the business of the TSP	
(g) If the TSP is a foreign company, please provide details of its Foreign Company Registration in Hong Kong.	
(a) If the TSP is a company or limited partnership, please provide: • registration number • head office address • registered office address (if different) Please attach certificate of registration/incorporation and articles of association.	
(h) General description of the proposed API collaboration	
(i) What are the specific livi APIs the TSP intends to use and how does the TSP intend to use these APIs in its business?	

Point of Contact	
(a) Name of person submitting this Form	
(b) Department	
(c) Title	
(d) Contact number	
(e) Email	
(f) Address	

Part II: Self-Assessment

1. Introduction

All third-party service providers ("**TSPs**") wishing to enter into customer acquisition API collaborations with Livi Bank Limited ("**Livi**") must complete this Self-Assessment Form.

Livi is required to assess each TSP application for collaboration across a range of considerations, including but not limited to the CB Requirements set out in the Hong Kong Association of Banks' Phase II Common Baseline, which may be accessed at: https://www.hkab.org.hk/download.jsp?isTemp=N&section_id=5&file_name=HKAB-Phase+II+Common+Baseline.pdf (the "**HKAB Phase II Common Baseline**"). Each area of assessment under the Phase II Common Baseline is adjusted by reference to the nature and level of risk involved in the specific collaboration, considering factors such as the nature of Livi's products and services to which the APIs relate, the sensitivity of the customer data being provided to Livi through the APIs and the contemplated business arrangements.

Except where indicated otherwise in the form, the TSP is required to provide responses to each of the questions below (as well as relevant supporting documents, where necessary) for Livi's review and assessment. Depending on the nature of the proposed collaboration, Livi may request additional or supplemental information for its consideration.

2. Self-Assessment of TSP

Please note:

1) By submitting this form, the TSP acknowledges and agrees that all information and documentation it provides is complete and accurate.

2) Failure to provide complete responses to any of the questions under this form may lead to delays in processing the TSP's application. Livi reserves the right to decline to proceed with any incomplete or inaccurate application or any application that does not meet its reasonable requirements.

3) Livi's acceptance of the TSP's application form does not constitute an agreement by Livi to enter into any collaboration or other business arrangement with the TSP. Livi will assess each application based on Livi's specific requirements.

4) Access to Livi's APIs will also be subject to Livi agreeing legally binding terms and conditions with the TSP.

5) Any personal data submitted as part of an application will be processed in accordance with Livi's *Personal Information Collection Statement*.

Please complete and submit:

1) **TSP Individual Form (_Annex 1_)** in respect of each director and senior manager of the TSP, or, as directed by Livi, provide an internal corporate governance structure chart illustrating management roles and reporting lines.	
2) **TSP Controller Form (_Annex 2_)** in respect of each person or entity holding (directly or indirectly) an interest in the TSP of 10% or more or exercising control of the TSP by other means.	

1. Business Description

Question	TSP Self-Assessment
(a) What is the TSP's current business model, including the products and services it currently makes available and any services that it will offer to customers in connection with use of the APIs?	
(b) What are the regulatory licenses held by the TSP (if any) or whether any regulated services are provided?	
(c) Please provide website address(es) used by the TSP's business.	

2. Operational Description

Question	TSP Self-Assessment
(a) Please provide a copy of the TSP's organisational chart, showing key divisions, departments, structural separation of the TSP.	
(b) Please provide a description of key individuals and members of the TSP's staff and their respective experience and qualifications for roles as specified by the bank.	
(c) Is there any material arrangements the TSP has with third parties relating to the use of the specific APIs that it intends to use? For example: • collaborations with third parties enabling the TSP to gain access to or attract prospective customers; • outsourcing arrangements; and/or • key operational dependencies on third parties, such as technology providers, information or data providers, data processing service providers or other service providers.	

Question	TSP Self-Assessment
(d) What are the workflows and information flows the TSP expects to have in place in relation to the specific APIs it intends to use in its business? Please include the following: • the context of the APIs and how the user experience directs the customer to the APIs; • the sources of data the TSP will submit to the bank through the APIs (whether inputted by the customer, taken from existing data held by the TSP or obtained from third party sources); • what personal data the TSP will collect from customers as part of this workflow and how the TSP proposes to use this personal data; • what, if any, data the TSP will need to receive from the bank as part of these arrangements (for example, application status); and • any internal information firewall/barrier ring-fencing the APIs to the teams on a necessity, need-to-know basis for the proposed use of the APIs.	

3. Business Overview and Financials

Question	TSP Self-Assessment
(a) Please provide the TSP's business overview, including the following information: • general description of the market in which the TSP operates; • summary proposal of how the TSP intends to use and present the API (and the related bank products and services) as part of its business activity; • general description of the TSP's customer groups; • certified accounts for the past two financial years or a description of the TSP's financial situation if not available; and • appropriate evidence of financial soundness.	
(b) Please provide details of the TSP's insurance cover.	

4. Governance and Risk Management Policies and Procedures

Question	TSP Self-Assessment
(a) Does the TSP have any (i) policies and procedures for managing risk and (ii) internal control systems that are, in each case, appropriate and reasonably commensurate with the scale and complexity of our collaboration? Please provide supporting documentation and information. *<for example:* - *Risk Management Policy / Procedure* - *Name and function of internal control system if there is any>*	
(b) Are the TSP's relevant managers and the officers, directors and controllers appropriately fit and proper having regard to their roles? Please provide supporting documentation and information. *<for example:* - *Organisational Chart* - *HR Policy / Procedure >*	
(c) Are the risk management functions within the TSP sufficiently resourced? Do the relevant personnel in these functions have sufficient professional knowledge, experience, and independence to oversee the risk management and control functions of the TSP relating to our collaboration? Please provide supporting documentation and information. *<for example:* - *Organisational Chart* - *HR Policy / Procedure* - *Risk Management Policy / Procedure>*	
(d) Are formal risk assessments conducted periodically by relevant personnel with sufficient professional knowledge? Please provide supporting documentation and information. *<for example:* - *HR Policy / Procedure* - *Risk Management Policy / Procedure>* The risk assessment should take into account objective analysis of any material change to the risk profile of the related services, emerging potential vulnerabilities and other risk related to the service. Where appropriate in light of the risks involved in the collaboration, the TSP's policy framework or related procedures for the formal risk assessment should require the risk assessment to be endorsed by designated senior officer(s) and be carried out at a frequency appropriate to the risk involved.	

Question	TSP Self-Assessment
(e) Are there appropriate risk management functions to ensure compliance with: (i) the TSP's applicable legal and regulatory requirements as they relate to the collaboration; and (ii) the TSP's policies, procedures and controls, as each is relevant to the collaboration? Please provide supporting documentation and information. *<for example:* - *Risk Management Policy / Procedure* - *Compliance Policy / Procedure* - *Legal Policy / Procedure>*	
(f) Does the TSP have adequate policies, measures and procedures to manage reputational risks arising in its business in light of the risks involved in the collaboration? Please provide supporting documentation and information. *<for example:* - *Risk Management Policy / Procedure* - *Reputational Risk Management Policy / Procedure>*	
(g) Does the TSP have adequate record-keeping policies and systems for maintaining accurate and sufficient records as reasonably necessary to the collaboration? Please provide supporting documentation and information. *<for example: Retention Policy>*	

5. Technology Risk Management and Cyber Security

Question	TSP Self-Assessment
(a) Does the TSP have technology risk management policies and procedures that are reasonably commensurate with the scale and complexity of the TSP business relevant to the API collaboration? Please provide supporting documentation and information. *<for example:* - *Technology risk management policy/procedure* - *Information security policy>*	

Question	TSP Self-Assessment
(b) Is the TSP's technology risk management framework appropriate for ensuring: (i) adequate IT controls, (ii) the quality and security, including the reliability, robustness, stability and availability, of its systems, (iii) the safety and efficiency of its operations, and (iv) adequate control over sub-contractors, in each case, as relevant to the collaboration? Please provide supporting documentation and information. *<for example:* *- Technology risk management policy/procedure* *- Information security policy* *- Business continuity plan* *- Disaster recovery procedure* *- If there is sub-contractor, please collect third-party management policy/procedure>*	
(c) Does the TSP's technology risk management framework include appropriate testing of systems, networks and applications prior to launch, prior to the deployment of any major release, upgrade or other material change (and in any event no less frequently than once per year)? This shall include, each to the extent appropriate having regard to the risks of the specific collaboration: (i) code reviews and penetration testing; (ii) security testing such as vulnerability testing (including, as appropriate, through independent assessment and testing). Please provide supporting documentation and information. *<for example:* *- Change management procedure* *- System development lifecycle policy/procedure* *- Sample testing results of source code scanning, penetration test, vulnerability scanning and sample deployment security checklist>*	
(d) Does the TSP's technology risk management framework include appropriate configuration hardening on: (i) Internet facing aspects of its applications, systems and networks; and (ii) (where highly sensitive customer information is involved) internal applications, systems and networks? Please provide supporting documentation and information. *<for example:* *- Information security policy (Network management section)* *- Hardening guidelines* *- Sample evidence of hardening scanning result of internet facing applications, systems, and network* *- Sample evidence of hardening scanning result of internal applications, systems and network where highly sensitive customer information is involved>*	

Question	TSP Self-Assessment
(e) Does the TSP's technology risk management framework include appropriate encryption measures to protect the confidentiality of customer information transmitted as part of product/subscription applications made as part of the collaboration, and where sensitive customer information is involved, encryption and transmission over internal networks and storage? Please provide supporting documentation and information. *<for example:* - *Cryptography policy* - *Evidence of the encryption algorithm of transmission over internal networks and storage>*	
(f) Does the TSP's technology risk management framework include appropriate measures to ensure the availability of systems relevant to the collaboration, including appropriate capacity planning and performance monitoring? Please provide supporting documentation and information. *<for example:* - *Business continuity plan / Contingency plan* - *Disaster recovery plan* - *Capacity plan* - *System monitoring procedure>*	
(g) Does the TSP's technology risk management framework include appropriate change management procedures in respect of its applications, systems and networks in production? Please provide supporting documentation and information. *<for example:* - *Change management policy/procedure* - *Sample change ticket>*	

(h) Does the TSP's technology risk management framework include appropriate monitoring systems and techniques in relation to fraud and system security, involves appropriate vulnerability assessments in relation to security threats and appropriate security patch workflows?
 	
Please provide supporting documentation and information.
 	
<for example:
- *Fraud monitoring policy/procedure*
- *Patch management policy/procedure*
- *Information security policy*
    o *Network management section*
    o *Vulnerability management section*
- *Sample evidence of patching, vulnerability scanning test and fraud monitoring report/alert>*	

Question	TSP Self-Assessment
(i) Does the TSP's technology risk management framework include an incident management and response framework with sufficient management oversight to ensure effective incident response and management capability to identify significant incidents, establish their root cause, make necessary notifications to stakeholders and deal with the incident properly so as to ensure risks and customer impacts are managed and minimised? Please provide supporting documentation and information. *<for example: Incident management and response policy/procedure>*	
(j) Does the TSP's technology risk management framework include, to the extent appropriate, training and professional accreditation for personnel engaged in roles responsible for ensuring operational cyber resilience? Please provide supporting documentation and information. *<for example:* *- Information security policy* *- Sample evidence of training material and record* *- Sample of professional qualifications / certifications>*	
(k) Does the TSP's technology risk management framework include, to the extent appropriate, having regard to the risks involved in the collaboration, adequate measures to maintain appropriate segregation of databases for different purposes to prevent unauthorized or unintended access or retrieval and that robust access controls are enforced to ensure the confidentiality and integrity of the databases? Please provide supporting documentation and information. *<for example:* *- Information security policy* *- Access control policy/procedure* *- Sample evidence of network segregation>*	
(l) Does the TSP's technology risk management framework include appropriate procedures and measures for monitoring trends in cyber threats, implementing adequate protective measures and performing periodic security testing? Please provide supporting documentation and information. *<for example:* *- Threat intelligence policy/procedure* *- Information security policy* *- Sample evidence of red team exercise report or penetration test result>*	

Question	TSP Self-Assessment
(m) Are there: (i) any known vulnerabilities in the TSP's applications, systems or networks; (ii) any data breach or information security incident in the previous 2 years relating to the TSP's relevant applications and systems (including satisfactory explanation of how these matters were resolved and the preventative measures taken to reduce the risk of recurrence); (iii) any use of "end of life" or unsupported software in its systems and how this use is effectively managed; and (iv) procedures conducted by the TSP to detect fraudulent or unauthorized access to the APIs? Please provide supporting documentation and information.	

6. Data Protection

Question	TSP Self-Assessment
(a) Will the TSP collect personal data from customers in relation to the collaboration in a fair and transparent manner that complies with the Personal Data (Privacy) Ordinance (**"PDPO"**), including any applicable codes of practice? Please provide supporting documentation and information. *<for example: Privacy Policy / Procedure>*	
(b) Are there adequate policies, measures and procedures to protect customers' information from unauthorized access, unauthorized retrieval, tampering and misuse, including appropriate restrictions on its personnel's access to personal data? Please provide supporting documentation and information. *<for example: Privacy Policy / Procedure>*	

7. Customer Care and Business Practices

Question	TSP Self-Assessment
(a) Are there any appropriate policies and procedures in place in the TSP's relevant business directed at ensuring the TSP acts in a responsible, honest and professional manner, treats customers equitably, honestly and fairly with regard to matters such as clearly explaining the key features, risks and terms of financial services products, and providing accurate and understandable information? Please provide supporting documentation and information. *<for example:* *- Risk Management Policy / Procedure* *- Fraud Management Policy / Procedure* *- HR Policy / Procedure>*	
(b) Are there appropriate means of ensuring that any information relating to the Livi's products and services which are provided to customers by the TSP are accurate, honest, and understandable and not misleading? Please provide supporting documentation and information. *<for example:* *- Risk Management Policy / Procedure* *- Fraud Management Policy / Procedure* *- HR Policy / Procedure>*	
(c) Are there appropriate policies, procedures, and measures in place for the TSP to detect and prevent fraud against customers in relation to the collaboration and the collaborated services? Please provide supporting documentation and information. *<for example:* *- Risk Management Policy / Procedure* *- Fraud Management Policy / Procedure* *- HR Policy / Procedure>*	
(d) Does the TSP have in place an effective and fair complaint and redress management system for customers to make complaints and seek redress and for the bank to address and handle complaints/redress in relation to the collaboration and the collaborated services? Please provide supporting documentation and information. *<for example: Complaint Management Policy / Procedure>*	

8. Business Continuity Management

Question	TSP Self-Assessment
(a) Does the TSP have in place adequate business continuity management programs directed at ensuring continuation, timely recovery, or in extreme situations, orderly scale-down of critical operations in the event of major disruptions caused by different contingent scenarios? Please provide supporting documentation and information. *<for example: BCP Policy / Procedure>*	
(b) Does the TSP have in place an appropriate business exit plan that seeks to provide for an orderly exit of its business as it relates to the collaboration and minimize the impact on its customers? Please provide supporting documentation and information. *<for example: Exit Plan>*	

9. Outsourcing

Question	TSP Self-Assessment
(a) To the extent that the collaboration with the TSP involves any outsourcing by the TSP (including any outsourcing to its affiliates), does the TSP retain sufficient control over the relevant operations? Does the TSP have appropriate risk management in relation to the selection of the third party and the implementation and monitoring of the sub-contracting or outsourcing arrangement? Areas of controls should include but not limited to the following: • data protection; and • assurance of the management of technology risk and cyber security. *<for example:* *- Data protection policy* *- Outsourcing policy* *- Sample outsourcing assessment form>*	

Declaration

I / We hereby declare and confirm that all information in respect of me / us provided in this application form is true, accurate and complete to the best of my / our information, knowledge and belief. I / We hereby declare and confirm that I / we have disclosed all relevant information to livi.

I / We understand that failure to provide complete responses to any of the questions under this Form may lead to delays in processing the application, and that livi reserves the right to decline to proceed with any incomplete or inaccurate application or any application that does not meet its reasonable requirements.

I / We also confirm that I / we have read and agree to be bound by the livi's terms and conditions. I / We acknowledge and agree, for myself/ourselves and also as the duly authorized agent of any individual whose personal data has been provided to you that I/we/they have received and agreed to livi's Personal Information Collection Statement ,and any personal data provided as part of this application will be processed in accordance with livi's Personal Information Collection Statement.

To the extent the TSP is an organization, I/we also confirm that I/we are duly authorized to submit this form on behalf of the TSP.

_____
Signature of the TSP and organizational seal

_____
Name of the Signatory

_____
Date

Annex 1 – TSP Individual Information Form

Question	TSP Response
(a) Name of the TSP.	
(b) Name of the TSP Individual (including: (1) surname; and (2) first and middle names).	
(c) Any previous or other names used (and dates of name changes in the case of previous names).	
(d) Gender.	
(e) Date of birth.	
(f) Nationality.	
(g) Hong Kong Identification Card number or copy of passport/travel document.	
(h) Residential address.	
(i) Position/role in the TSP and relevant date of commencement for each position/role.	
(j) Details of any criminal convictions or proceedings in the past 3 years.	

Annex 2 – TSP Controller Information Form

Question	TSP Response
(a) Name of the TSP.	
(b) Name of the TSP Controller.	
(c) Percentage interest held by the TSP Controller (directly or indirectly) in the TSP.	
(d) Please complete and submit a TSP Individual Form if the TSP Controller is an individual/natural person.	
(e) If the TSP Controller is a legal entity, please complete (f) to (q).	
(f) Trading name(s) other than as provided in (b), if applicable.	
(g) Type of entity (please tick):	☐ Sole proprietor ☐ General partnership ☐ Limited partnership ☐ Private limited company ☐ Public limited company ☐ Company limited by guarantee ☐ Other:
(h) Please provide Hong Kong Business Registration details and certificate.	
(i) Listing information, if any.	
(j) Jurisdiction of establishment/incorporation.	
(k) If the TSP Controller is a foreign company, please provide details of foreign company registration in Hong Kong.	
(l) For companies and limited partnerships, please provide: • registration number • head office address • registered office address (if different) Please attach certificate of registration/incorporation and articles of association.	
(m) Please describe principal business activities of the TSP Controller.	
(n) Please describe regulatory authority and licensing requirements, if any, applicable to the TSP Controller.	
(o) Details of any criminal convictions or proceedings in the past 3 years.	