



Important notice on security of credit card transactions

Citi always has prudent system control and monitoring in place for suspicious transactions. In case customers spotted any suspicious transactions, we recommend our customers to contact the Bank via Citi Mobile App, hotline and other channels to get the support needed. Customers would not be held responsible for any transaction that is confirmed to be not authorized by the customers. We also recommend our customers to enroll for Citi Alerts Service through Citi Mobile App or Citibank Online to receive real-time Credit Card Transaction Alert as additional security precaution.

In case you have received alerts from the Bank regarding suspicious credit card transactions in small amount, please contact us within 45 days after the transaction is shown on Citi Online Banking or Citi Mobile App. We will investigate the relevant transaction accordingly. During the investigation, your credit card will continue to function as normal. Customers would not be held responsible for any transactions that is confirmed to be not authorized by the customers.