



Important Notice

Unauthorized Citibank Calls/ Emails/ SMS Messages

Citibank would like to alert the public to unauthorized calls, emails, SMS messages or pre-recorded voice message phone calls requesting clients to provide their personal information. We would like to restate that:

- When contacting our clients, Citibank addresses them by their name. Citibank staff also state the client's relationship with the bank if needed.
- Citibank does not request for personal sensitive information through emails, SMS messages or pre-recorded voice message phone calls.
- Citibank's hotline numbers can be found at the back of ATMs/ credit cards and on our webpage.

Citibank reminds the public to protect their personal data to prevent any unauthorized usage by third parties of such data for potentially fraudulent activities.

Should the public have any doubts regarding the identity of a caller claiming to be from Citibank or the validity of a hotline number, please contact our 24-hour Hotline at (852) 2860 0370 for verification. Please be reminded not to contact Citibank using the information provided in a suspicious message.

If clients are concerned that they may have disclosed their personal details to a suspicious third party caller, please contact us and report the case to the Police at any local Police Station or by calling (852) 2860 5012.

You may, at any time, choose not to receive our marketing calls or messages by calling our 24-hour CitiPhone Banking (852) 2860 0333.

Citibank (Hong Kong) Limited