



## Citi Messaging - Connect with us more easily and securely

To better serve you and protect your privacy, Citibank would like to remind clients to be alert of any instant messages (through applications such as WhatsApp, WeChat, Signal etc.) that contain an embedded hyperlink or a request to enter personal information or sent by individuals falsely purporting to be Citibank staff.

Citibank strives to provide you with comprehensive and secure banking and financial services. Please contact us through the following official Citi Messaging channels. With that, you can connect with your Relationship Manager or Citi officers more conveniently and securely.

	Citi WhatsApp Messaging	Citi Live Chat	Messaging Service
Who could use the official channels?	Citigold® Private Client and Citigold® Client	Citigold® Private Client and Citigold® Client	All clients (Not applicable for Citigold® Private Client and Citigold® Client)
Who would you be connected to?	Your dedicated Relationship Manager	Your dedicated Relationship Manager	Citi officers
What are the services that could be performed?	General enquiries	General banking services and financial services	General enquiries
Sign on to Citibank Online or Citi Mobile® App every time?	No	Yes	Yes
How to use the official channels?	<p>You can register for using this official channel via the latest version of Citi Mobile® App. After registering in Citi Mobile® App, you can connect to your Relationship Manager via the WhatsApp application in your phone.</p> <p><b>Register in Citi Mobile® App</b></p> <ol style="list-style-type: none"> <li>1. Sign on to your Citi Mobile® App</li> <li>2. At the bottom right corner, tap the "Help" button</li> <li>3. Tap "Connect now" under "Talk to us on WhatsApp"</li> </ol> <p>For more information, please visit Citibank website at <a href="http://citibank.hk/whatsappmessaging">citibank.hk/whatsappmessaging</a>.</p>	<p>You can initiate a Citi Live Chat session with your dedicated Relationship Manager via Citibank Online or Citi Mobile® App.</p> <p><b>Chat via Citi Mobile® App</b></p> <ol style="list-style-type: none"> <li>1. Sign on to your Citi Mobile® App</li> <li>2. At the bottom right corner, tap the "Help" button</li> <li>3. Initiate the connection by clicking the button</li> </ol> <p><b>Chat via Citibank Online</b></p> <ol style="list-style-type: none"> <li>1. Sign on to your Citibank Online at the scheduled time with your Relationship Manager</li> <li>2. When the status of your Relationship Manager is indicated as online, click on the chat box icon</li> </ol> <p>For more information, please visit Citibank website at <a href="http://citibank.hk/livechat">citibank.hk/livechat</a>.</p>	<p>You can connect with Citi officers via "Messaging Service" at Citi Mobile® App.</p> <ol style="list-style-type: none"> <li>1. Sign on to your Citi Mobile® App</li> <li>2. At the bottom right corner, tap the "Help" button</li> <li>3. Click "Messaging Service"</li> </ol> <p>For more information, please visit Citibank website at <a href="http://citibank.hk/messagingsevice">citibank.hk/messagingsevice</a>.</p>

## Security Tips



- Please contact your Relationship Manager through Authentic Citibank Hong Kong WhatsApp Account.

### Identification of Authentic Citibank Hong Kong WhatsApp Account:

The WhatsApp account under this service is the official WhatsApp business verified account. To identify it, you can see the green badge displayed next to Citibank Hong Kong.

Also, there is only 1 phone number for our Official WhatsApp business account - "+852 5704 0954".

- For a conversation that involves any sensitive information or financial services, for Citigold® Private Client and Citigold® Clients, please use Citi Live Chat, and for other clients, please use Messaging Service.