




Jul 18, 2023

Statement on Fraudulent email

Citibank would like to alert its clients and the public of a case of phishing email with a link to an unauthorized Citibank website which requests client to provide their banking information.

Below is the content of the phishing email:

From: Citibank info@mtbw.net
Subject: Your Citi Mobile® Token is not activated
Date: July 12, 2023 at 11:10
To:



We need to verify further your identity


According to our records, you have not activated Citi Mobile® Token.
For your security, you'll need to further verify your identity before you can enjoy full access to Citi Mobile and Online Banking services.


Activate Citi Mobile® Token

STEP 1 Log on to the Citi Account

STEP 2 Follow the instructions

STEP 3 Citi Mobile Token is enabled



 At Citibank, we are committed to making Citibank Online a secure banking environment for you. Additional authentication is required for designated online transactions where a higher level of security is needed.

A built-in security token, Citi Mobile® Token, replacing other methods like physical Security Device or One-Time Password (OTP) via SMS, lets you generate an OTP for authenticating designated transactions via Citi Mobile® App anytime, anywhere.



Below is the email format of the phishing email:

info@mtdw[.]net
info@aslead-group[.]co[.]jp
info@marukiseikaten[.]com
info[.]viofactor[.]com
info@assistcoltd[.]com
info@20ventianni[.]com
info@esgagent[.]net
info@tngroup[.]co[.]jp
twalker@usd405[.]com
masha[.]lehmann@gymnasium-essen-werden[.]de

Below are the unauthorized websites:

[https://dostignucamladih\[.\]me/wp-admin/css/colors/blue/cti\[.\]html](https://dostignucamladih[.]me/wp-admin/css/colors/blue/cti[.]html)
[http://rvpconstruction\[.\]net/cti\[.\]html](http://rvpconstruction[.]net/cti[.]html)
[https://entrecieletmer\[.\]net/cti\[.\]html](https://entrecieletmer[.]net/cti[.]html)
[http://oncloudmattress\[.\]com/hk\[.\]html](http://oncloudmattress[.]com/hk[.]html)
[https://rmp\[.\]gov\[.\]bd/core/app/hk/](https://rmp[.]gov[.]bd/core/app/hk/)
[https://www\[.\]gubernaciones\[.\]gov\[.\]py/token/login\[.\]php](https://www[.]gubernaciones[.]gov[.]py/token/login[.]php)

Citibank is not the sender of these emails and we are not in any way associated with these emails and unauthorized websites. We would like to remind the public to be alert of any email that contains an embedded hyperlink or a request to enter personal information. Clients should under no circumstances disclose their personal data or bank account details to unsolicited senders. If clients are concerned that they may have disclosed their information to this unauthorized email, please contact our CitiPhone Banking at (852) 2860 0333 and report to the Hong Kong Police. For more information about email or information security, please visit Citibank homepage at www.citibank.com.hk.