



Dear Valued Client

### **Banking Account Security Advice**

At Citibank, we strive to provide you with the most comprehensive and secure banking and financial services.

Please take note of the following simple precautions:

- Do not share your Citibank Online User ID and Password
- Do not send personal or confidential information to the bank via email
- Safeguard your personal checkbook and online security device
- Do not sign any bank forms / documents which are blank or incomplete
- Advise the bank immediately of any potential compromise of password
- Only Counter Service Officers are authorized to handle cash transactions. Do not hand cash to any other bank staff. Alternatively, you may deposit cash using the bank's ATM / cash deposit machine
- If you have lost your HKID or Passport, kindly approach Police and Immigration to report lost and contact us to report the case immediately.
- Never use ATM card & credit card PIN that can be easily guessed such as ID number, birthday or telephone number
- If you suspect any account abnormalities, please contact our 24-hour CitiPhone Banking or your branch manager immediately

Should you have further queries concerning your account, please contact our 24-hour CitiPhone Banking at (852) 2860 0333.

Once again, thank you for choosing Citibank. It is always a pleasure serving you.

Yours faithfully

Citibank (Hong Kong) Limited

親愛的客戶：

## **銀行戶口保安提示**

花旗銀行一向致力為您提供更周全的銀行及理財服務。請採取以下簡單的預防措施，進一步加強銀行戶口的保安：

- 不要將您的Citibank網上理財登入賬號及密碼告知他人
- 不要透過電子郵件寄送個人或機密資訊至本行
- 小心保管您的個人支票簿及網上保安編碼器
- 不要簽署任何空白或不完整的本行表格或文件
- 若出現密碼外洩的潛在風險，立即通知本行
- 僅本行櫃檯服務主任獲授權處理現金交易，切勿將現金交給本行的任何其他職員。您亦可使用本行的自動櫃員機/現金存款機存款
- 如閣下遺失身份證、護照等，除了即時通知警方及出入境部門外，並應該立即通知銀行以作紀錄
- 切勿使用容易被猜中的提款卡及信用卡私人密碼，如身份證號碼、出生日期或電話號碼
- 若您懷疑戶口出現異常狀況，請即致電24小時電話理財服務熱線或聯絡分行經理

若對您的戶口有任何查詢，歡迎致電我們的24小時電話理財服務熱線 (852) 2860 0333。

再次感謝您選用花旗銀行，我們很高興能為您服務。

花旗銀行(香港)有限公司 謹啟