



Branch services for Citi Plus Clients

By joining Citi Plus, you can enjoy a fully digital experience and manage most of your everyday banking activities at your fingertips in the app, online banking or ATM - make payments, transfer money, check balance/transactions, invest, manage debit card, update contact details, etc. Our branches will be here to supplement what you may not be able to manage/access via these channels.

You can visit a branch for the following services:

- Foreign currency cash deposit & withdrawal
- Foreign currency check deposit
- Manager's Check
- Personal loans service
- Insurance service
- Remittance related:
 - Manager check / Draft
 - Telegraphic transfer / CHATS amendment
 - Increase daily transfer limit
- Account profile maintenance (change of customer name, change of ID, change of occupation/industry, change of signature, change of mobile number)
- Stock / Mutual fund transfer in & transfer out services
- Personal data access request via Personal Data (Privacy) Ordinance data access request form

Other than the above-mentioned branch services, please manage/access all your other banking activities via the app, online banking or ATMs including:

Services	Channel
- HKD cash & check deposit	Citi ATM
- HKD cash withdrawal	Citi & JETCO ATM
- Transfer funds to other local banks (FPS/CHATS)	Citi Mobile App
- Telegraphic transfer	Citi Mobile App
- Set up Standing Instruction or AutoPay	Citi Mobile App
- Update contact information (address, home/office phone number, email)	Online banking
- Report card lost / Request for fee refund	Contact us via "Messaging" in the app

Need help or not sure if a service is available in the app/online banking/ATM? Just message us from the app (Tap "Help" > "Messaging") - our officer will be there to assist you 24/7!