



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 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
- 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