



November 29, 2025

### **Notice of Termination of Emergency Cash Service**

Citibank deeply appreciates the continued support and trust clients have placed in our products and services. We would like to inform you on the termination of our Emergency Cash Service effective **December 31, 2025**.

Following this service termination, clients will not be able to withdraw Emergency Cash<sup>1</sup> from your Hong Kong accounts<sup>2</sup> at Citibank's overseas branch counters. Cash withdrawals from overseas ATM would remain unaffected<sup>3</sup>.

Should you have any inquiries, please contact us at Live Chat via Citi Mobile® App or through our dedicated hotlines.

|                                          |           |
|------------------------------------------|-----------|
| 24-hour Citigold® Private Client Hotline | 2860 8888 |
| 24-hour Citigold® Hotline                | 2860 0111 |
| CitiPhone Banking Hotline                | 2860 0333 |

#### **Footnotes:**

1. The Emergency Cash Service provides clients with the access to withdraw up to USD 10,000 cash across Citibank branch counters in Singapore / United Arab Emirates / United States. Withdrawal limits are as follows:
  - (i) Citigold Private Client / Citigold: USD 10,000
  - (ii) Citi Priority: USD 5,000
  - (iii) Citibanking: USD 1,000
2. Hong Kong accounts refer to your banking accounts under Citibank Hong Kong Limited or Citibank N.A. (Hong Kong).
3. Relevant fees and charges apply. Details provided at [citibank.hk/bankingservicefees](https://citibank.hk/bankingservicefees)

The English version shall prevail wherever there is a discrepancy between the English and the Chinese versions.

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Terms & Conditions: [citibank.hk/disclaimere](https://citibank.hk/disclaimere)



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2025 年 11 月 29 日

### 終止緊急現金提取服務通知

花旗銀行感謝客戶一直以來對我們的支持，以及對我們所提供的產品與服務之信賴。現謹此就我們將終止緊急現金提取服務作出通知，生效日期為 **2025 年 12 月 31 日**。

隨著服務終止，客戶將不能於 Citibank 的海外分行櫃位透過香港賬戶<sup>1</sup>提取緊急現金<sup>2</sup>。海外自動櫃員機提款服務<sup>3</sup>將維持不變。

如有任何查詢，請透過 Citi Mobile® App Live Chat 或致電本行熱線與我們聯絡。

|                                       |           |
|---------------------------------------|-----------|
| 24 小時 Citigold® Private Client 客戶服務熱線 | 2860 8888 |
| 24 小時 Citigold® 客戶服務熱線                | 2860 0111 |
| 電話理財服務熱線                              | 2860 0333 |

附注：

1. 香港賬戶是指閣下於花旗銀行（香港）有限公司或花旗銀行（香港）所持有的銀行賬戶。
2. 透過緊急現金提取服務，客戶能於新加坡 / 阿聯酋 / 美國的 Citibank 分行櫃位提取高達 10,000 美元現金。  
緊急現金限額如下：  
(i) Citigold Private Client 客戶 / Citigold 客戶：10,000 美元  
(ii) Citi Priority 客戶：5,000 美元  
(iii) Citibanking 客戶：1,000 美元
3. 相關費用適用，詳情請瀏覽 [citibank.hk/bankingservicefees](https://citibank.hk/bankingservicefees)。

中英文版本如有差異，一概以英文版本為準。

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Terms & Conditions: [citibank.hk/disclaimere](https://citibank.hk/disclaimere)



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