



Important Notice

Unauthorized Citibank Calls

Citibank would like to alert the public to unauthorized calls or pre-recorded voice message phone calls requesting clients to provide their personal information. We would like to reiterate that Citibank has no association with these calls. We restate that:

- When contacting our clients, Citibank addresses clients by their name. Citibank staff also state the clients' relationship with the bank if needed.
- Citibank does not request personal sensitive information through pre-recorded voice message phone calls.

Citibank reminds the public to protect their personal data to prevent any unauthorized usage by third parties of such data for potentially fraudulent activities.

Should the public have any doubts regarding the identity of a caller claiming to be from Citibank, they should obtain the caller's full name and direct contact number, and contact the 24-hour Hotline at (852) 2860 0370 to verify the caller's identity. If clients are concerned that they may have disclosed their personal details to a suspicious third party caller, please report it to the Police.

You may, at any time, choose not to receive our marketing calls by calling our 24-hour CitiPhone Banking (852) 2860 0333.

Citibank (Hong Kong) Limited