




Aug 23, 2023

Statement on Fraudulent email

Citibank would like to alert its clients and the public of a case of phishing email with a link to an unauthorized Citibank website which requests client to provide their banking information.

Below is the content of the phishing email:



我哋嚟信俾你知，已成功處理並啟動退款 \$3,752.00 港幣，將會退回到你嘅賬戶。我哋明白迅速處理退款嘅重要性，並致力確保你嘅滿意。

為確認款項已經收妥並完成退款程序，請跟隨以下步驟：

登入

我哋誠意請求你喺24小時內完成呢個確認程序。
如果我哋喺 25/08/2023 前有收到你嘅確認，我哋將會啟動程序將款項退返原發送者，以避免任何不便。
多謝你揀咗花旗銀行嚟處理你嘅金融需要。我哋珍惜你嘅信任，期待繼續為你提供卓越服務。

此致，

We're reaching out to inform you that a refund for [3,752.00 HKD] has been successfully processed and initiated to be returned to your account. We understand the significance of a swift refund process and are committed to ensuring your satisfaction.


To confirm the receipt of funds and complete the refund process, please follow these steps:

Sign On

We kindly request that you complete this confirmation process within the next 24 hours.
If we do not receive your confirmation by 25/08/2023 , we will initiate procedures to return the funds to the sender to prevent any inconvenience.

Thank you for choosing Citibank for your financial needs. We value your trust and look forward to continuing to serve you with excellence.

Best regards,



At Citibank, we are committed to making Citibank Online a secure banking environment for you. Additional authentication is required for designated online transactions where a higher level of security is needed.

A built-in security token, Citi MobileSMToken, replacing other methods like physical Security Device or One-Time Password (OTP) via SMS, lets you generate an OTP for authenticating designated transactions via Citi MobileSM.



Below are the email format of the phishing email:

bsolak@oakmillbakery.com

csuarez@capitalprts.com

henrique.brito@partneer.pt

nchavarria@cfia.or.cr

danielle.swaw-kennedy@grapecreekisd.net

citibank@capitalparts.com

Below are the unauthorized websites:

<http://ig-papers.com/onmore>

<http://niaah.org/fly1>

<http://niaah.org/fly2>

Upon clicking the above unauthorized websites, it will redirect users to the below websites and ask users to input personal information for unauthorized purposes.

<https://kultura.mr.gov.ua/citi/login.php>

<https://kultura.mr.gov.ua/citi/CN/login.php>

Citibank is not the sender of these emails and we are not in any way associated with the email. We would like to remind the public to be alert of any email that contains an embedded hyperlink or a request to enter personal information. Clients should under no circumstances disclose their personal data or bank account details to unsolicited senders. If clients are concerned that they may have disclosed their information to this unauthorized email, please contact our CitiPhone Banking at (852) 2860 0333 and report to the Hong Kong Police. For more information about email or information security, please visit Citibank homepage at www.citibank.com.hk .