

Citiphone Banking 2860 0333

Cantonese English Mandarin
1 2 3

1 For Existing Citibank Customer

Access account

1. Enter banking account, ATM / credit card number AND #
2. Enter Telephone PIN or One Time Password AND #

Banking Account Clients

(Applicable to Clients who are also holding credit card)

- 1 For Account balance & Rewards Inquiry
- 2 Recent Transaction Activity
- 3 For card activation, credit card application inquiry, new account or offshore account opening
- 4 Change or Set Up Telephone PIN, Set Up ATM PIN
- * Repeat Service Options

Credit Card Clients

- 1 For Account balance & Rewards Inquiry
- 2 Recent Transaction Activity
- 3 For card activation, credit card application inquiry, new account or offshore account opening
- 4 Change or Set Up Telephone PIN
- * Repeat Service Options

2 Report lost or stolen card

3 Credit Card Application status Enquiry

4 Credit Card Installment Program & Personal Loan

5 To Know More About Opening New Banking Account

6 To Know More About Opening Offshore Account

For fraud related enquiry, please call Fraud Management Unit hotline 28600325

For Foreign exchange and deposit rates, please visit www.citibank.com.hk

電話理財服務熱線 2860 0333

廣東話 ① 英文 ② 普通話 ③

① 現有客戶

直接操作戶口

1. 輸入銀行戶口，提款卡或信用卡號碼及 #
2. 輸入電話私人密碼或一次性密碼及 #

銀行戶口客戶

(亦適用於同時持有信用卡之客戶)

- ① 查詢戶口結存，積分查詢
- ② 查詢戶口交易紀錄
- ③ 確認收妥新卡，查詢信用咭申請狀況，新開戶查詢或申請離岸戶口
- ④ 更改或設定電話理財密碼，設定自動櫃員機密碼
- * 覆述一次

信用卡客戶

- ① 查詢戶口結存，積分查詢
- ② 查詢戶口交易紀錄
- ③ 確認收妥新卡，查詢信用咭申請狀況，新開戶查詢或申請離岸戶口
- ④ 更改或設定電話理財密碼
- * 覆述一次

② 報失卡

③ 查詢信用卡申請狀況

④ 信用卡分期計劃及私人貸款申請

⑤ 查詢開立新戶口

⑥ 查詢申請離岸戶口

查詢匯價及利率，請瀏覽 www.citibank.com.hk

聯絡風險管理部，請致電28600325