



Revision to options available in CitiPhone Automated Voice Response system (Self-Service Banking Options via CitiPhone)

Effective 18 July 2021, the following options on CitiPhone Automated Voice Responses system (Self-Service Banking Options via CitiPhone) will no longer be available: (i) funds transfer/ bill payment, (ii) change of credit card PIN/ATM PIN, (iii) request for temporary credit limit increase (for credit cards only) and (iv) request for statement to be mailed. You may log in to the Citi Mobile App or Citibank Online for the above services.

Follow these steps to access these services via the Citi Mobile® App:

(i) Funds Transfer/ Bill Payment:

Log in and tap on “Payment” to execute your credit card payment and/or funds transfer request(s)

(ii) Change of Credit Card PIN/ ATM PIN:

Log in and tap on settings > “PIN Reset” to create or reset your existing PIN

(iii) Request for Temporary Credit Limit Line Increase (for credit cards only):

Log in and tap on a credit card > Manage > and select “Temporary Credit Limit” to apply for a temporary credit limit increase on your credit card

(iv) View/Download/Print your statements:

Log in and tap on settings > Select “View Statement” to view past 7 years of statements

Log in to the Citi Mobile® App today to enjoy a convenient and secure banking experience.

Visit www.citibank.com.sg/MOB to learn more.

Should you require assistance with a login credential, you may contact CitiPhone Banking at +65 62255225