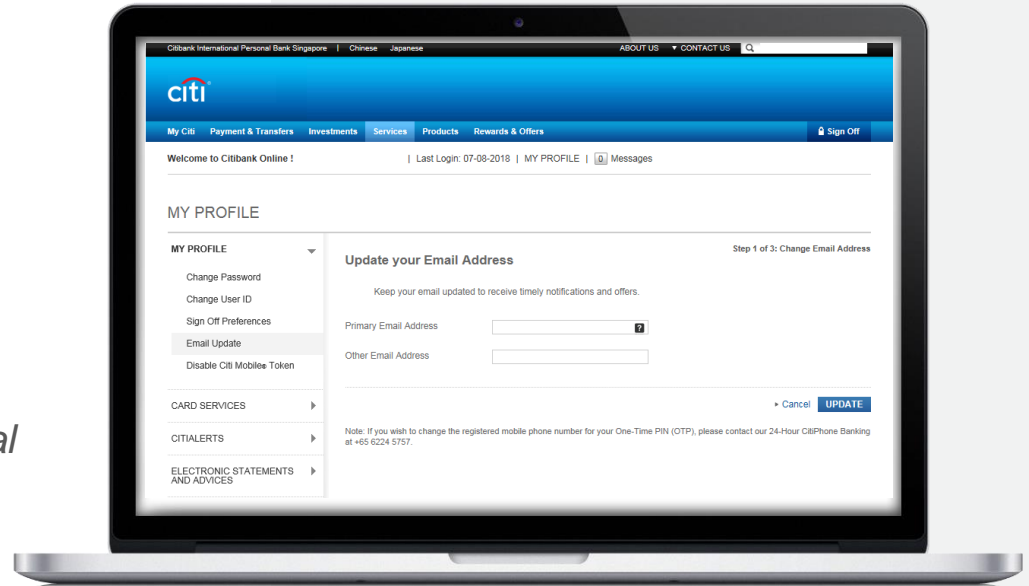# International Personal Bank Singapore

Demographics Update Quick Start Guide

Citibank Online

Change of Email Address, Mailing / Residential Address and Contact Numbers
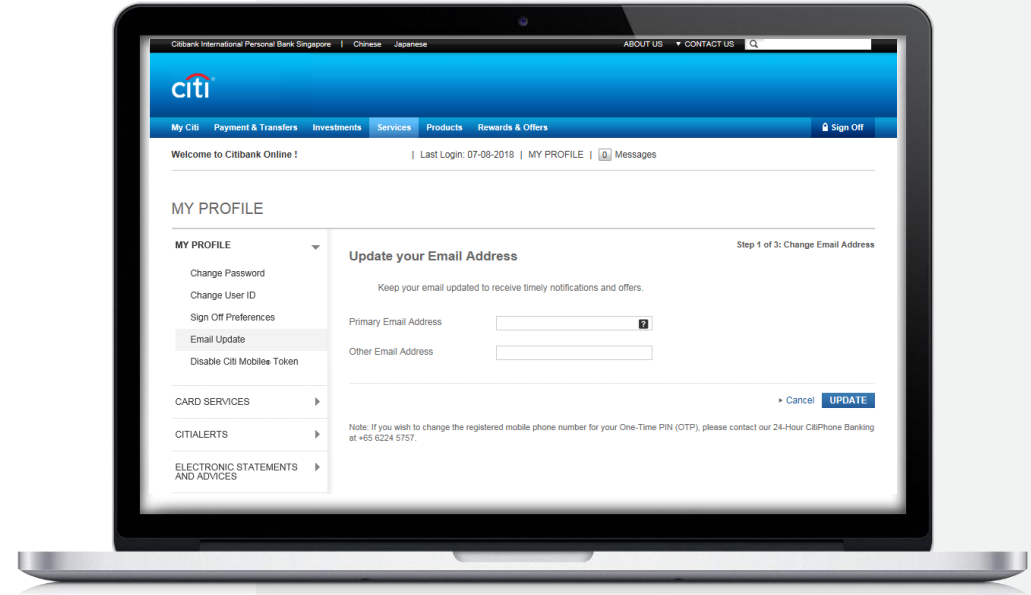
Demographics Update Citibank Online

A. Update Email Address

1 Go to
www.ipb.citibank.com.sg and
click on "Sign on to Citibank
Online"

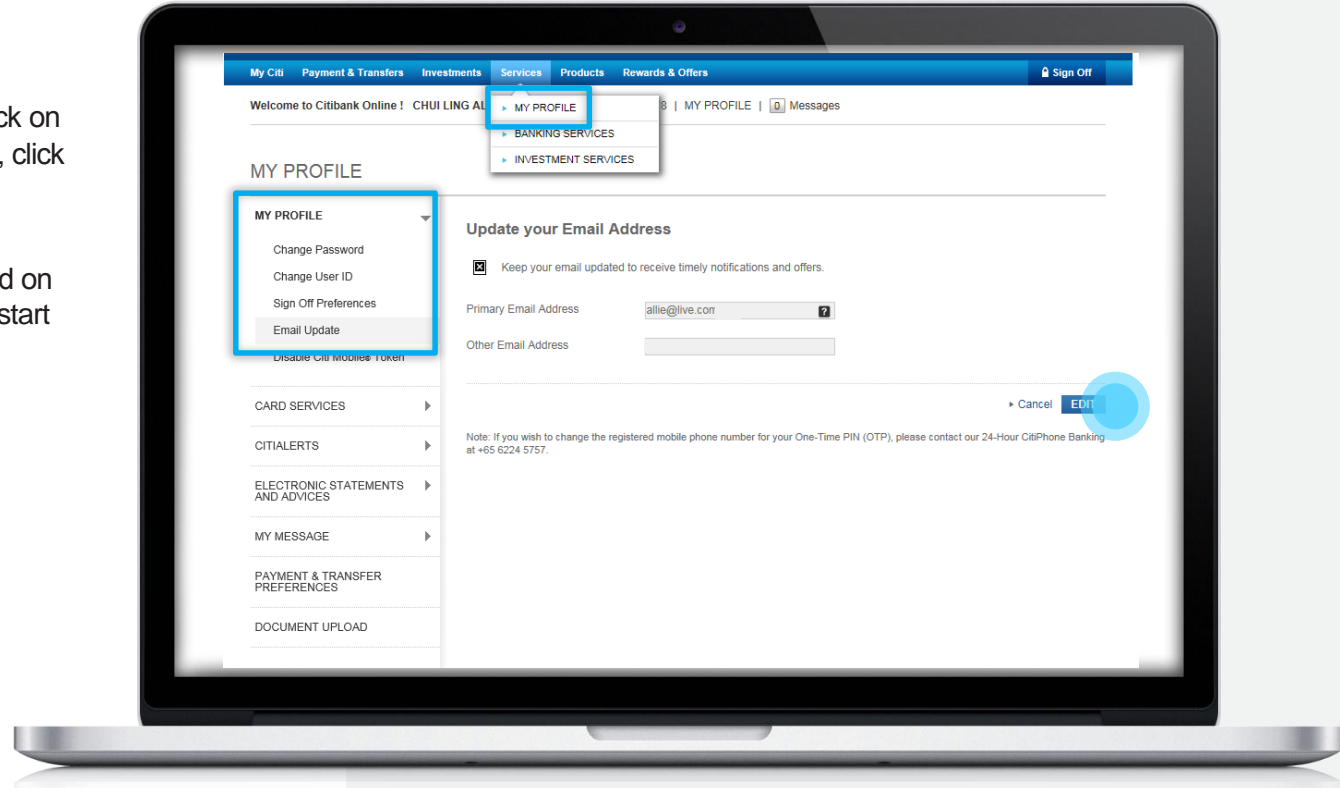**2** Sign on with your User ID and
Password

A. Update Email Address

3 On the Main Menu,
click on "Services" tab and click on "My Profile". On the left menu, click on "Email Update"

4 Click on the "Edit" button found on the right side of the screen to start changing your email address

A. Update Email Address

5 Enter your new email address under Primary Email Address

Please note that Citi Alerts will be sent to the Primary Email Address
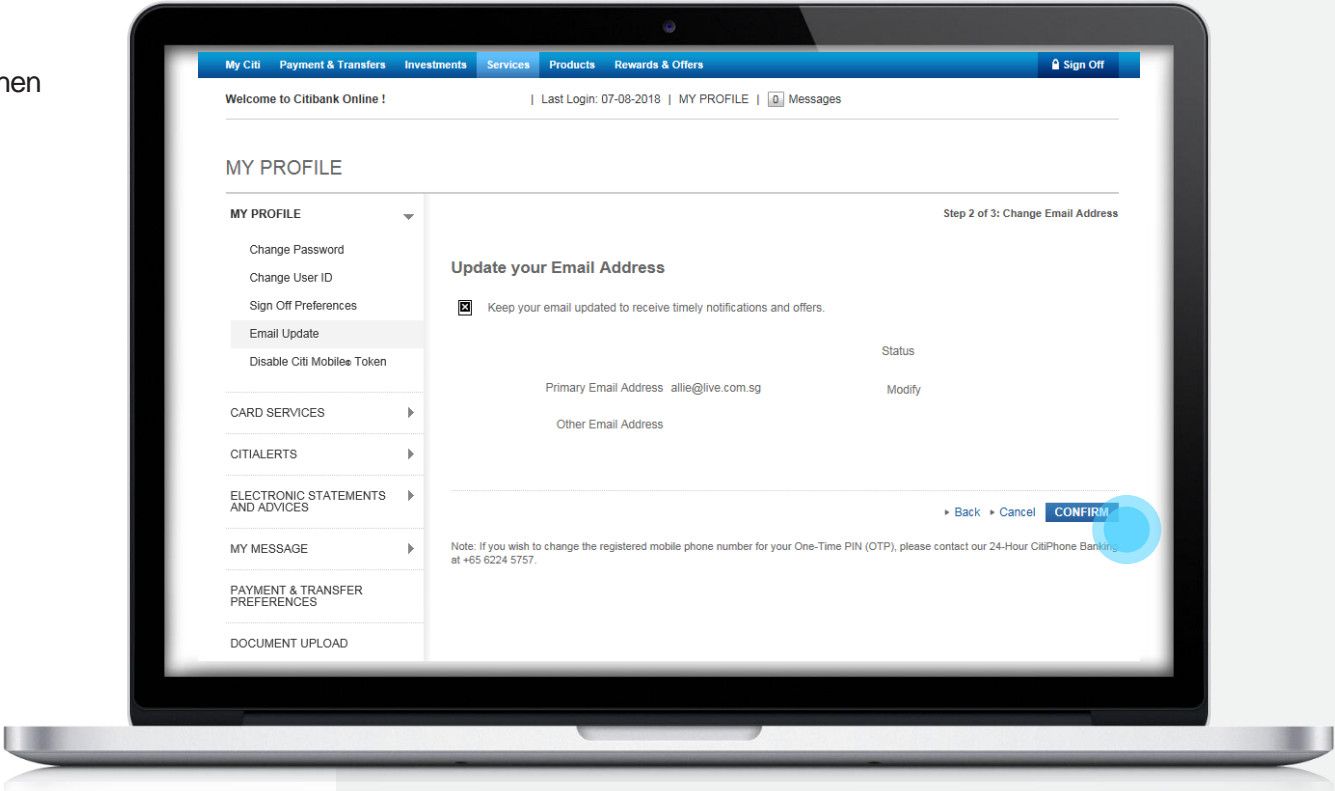
6 Click on "Update" button

A. Update Email Address

7 Verify your email update and then click on "Confirm" button

A. Update Email Address

8 Authorize the transaction using Citi Mobile® Token or Online Security Device (OSD)

Enter the Transaction Authorization Code (TAC) and click "Continue" button

ⓘ Useful Tips: Citi Mobile® Token

Your mobile phone is now your online security device.

Use the Citi Mobile® Token to authenticate all your transactions.

This replaces other methods like Online Security Device, or One-Time PIN (OTP) via SMS.

Find out more about Citi Mobile® Token here
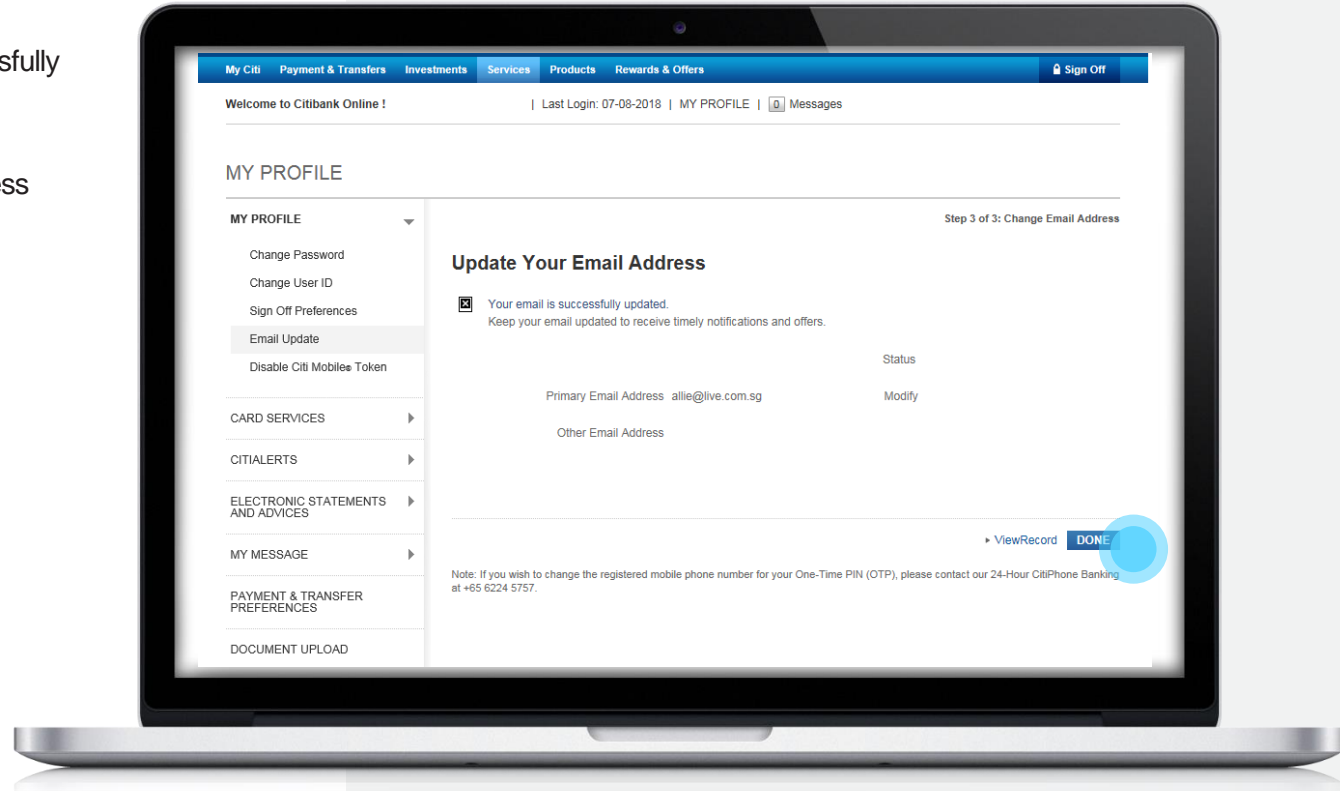
A. Update Email Address

9 Your email address is successfully changed. Click "Done"

Note: You will receive a notification of the email address change

B. Change Address & Contact Numbers
Using Secured Message

1 Go to
www.ipb.citibank.com.sg and
click on "Sign on to Citibank
Online"

2 Sign on with your User ID and
Password

B. Change Address & Contact Numbers
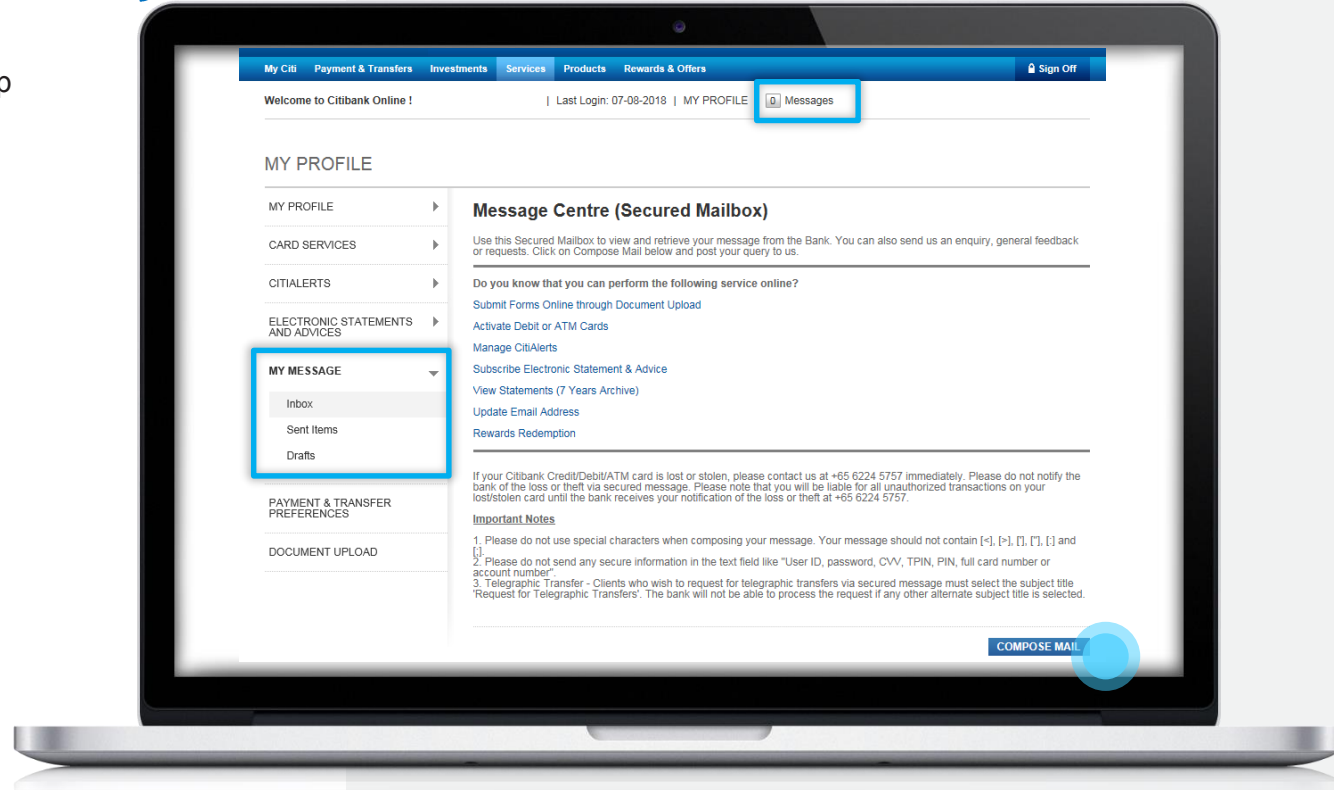## Using Secured Message

3 Click on "Messages" at the top of the screen (just below the Main Menu)

4 Click on "Compose Mail" button

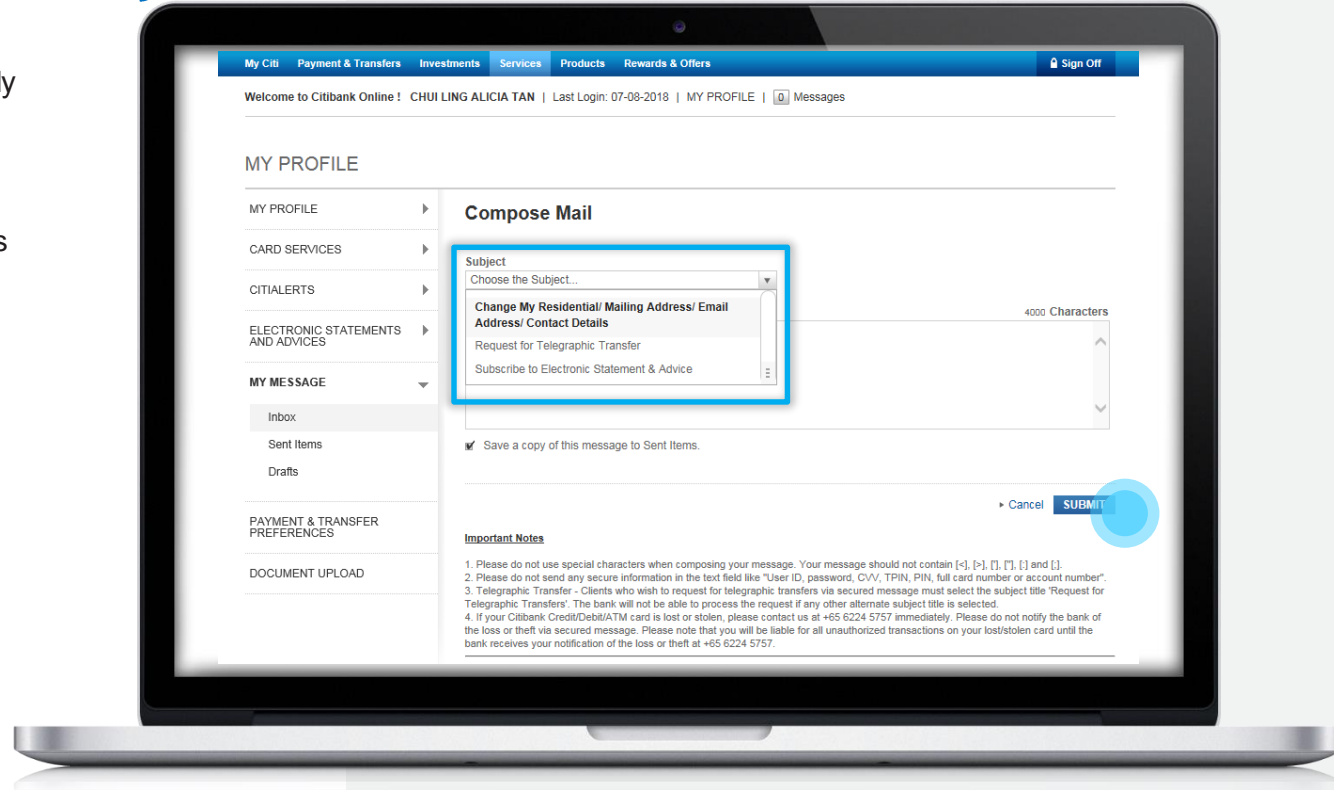# B. Change Address & Contact Numbers
Using Secured Message

5 Select the subject "Change My Residential/ Mailing Address/ Email Address/ Contact Details"

6 Enter your request and details of the change

7 Click on "Submit" button

B. Change Address & Contact Numbers

Using Secured Message

8 Authenticate yourself via using Citi Mobile® Token, Online Security Device (OSD) or SMS

Enter the One-Time PIN (OTP) and click "Continue" button
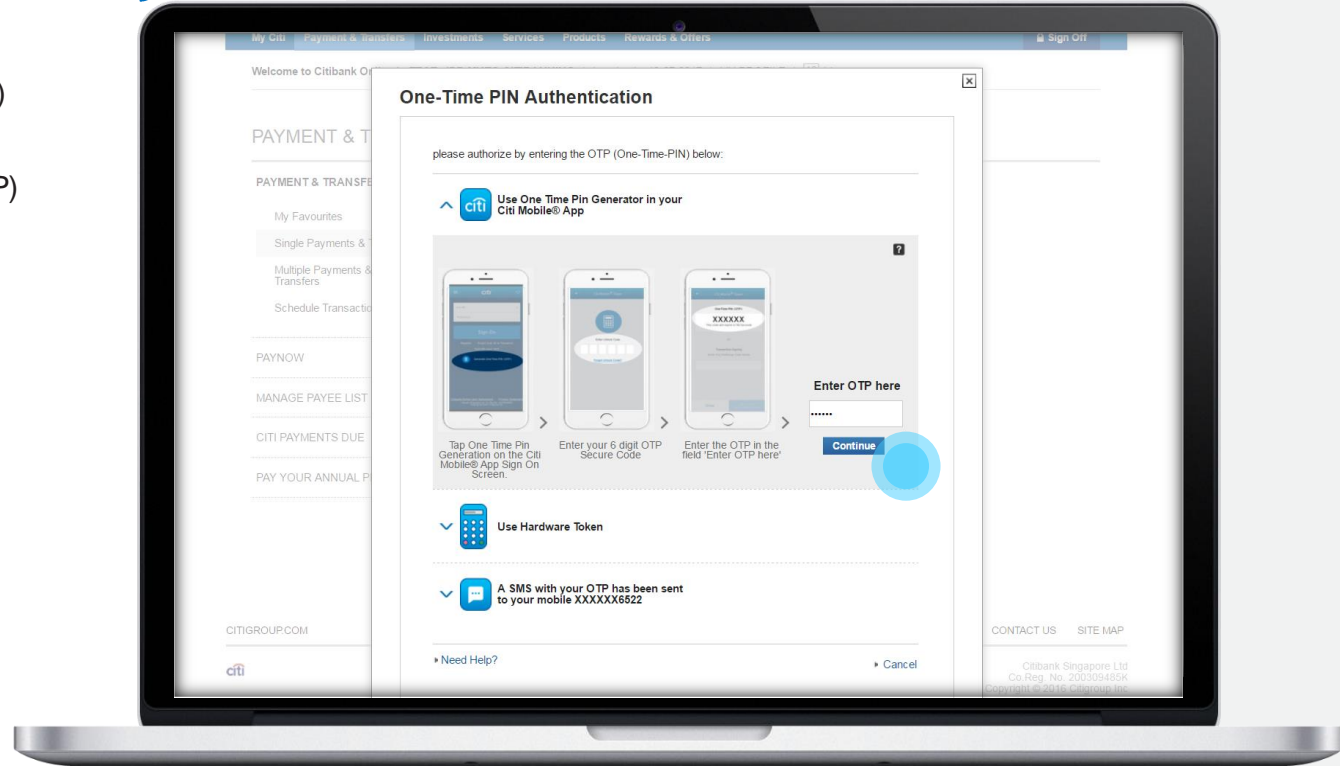

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B. Change Address & Contact Numbers
Uploading A Form Online

You can also submit the completed and signed "Change of Address & Contact Details Form" via Citibank Online to inform us of the changes.

1 Go to www.ipb.citibank.com.sg and click on "Sign on to Citibank Online"

2 Sign on with your User ID and Password

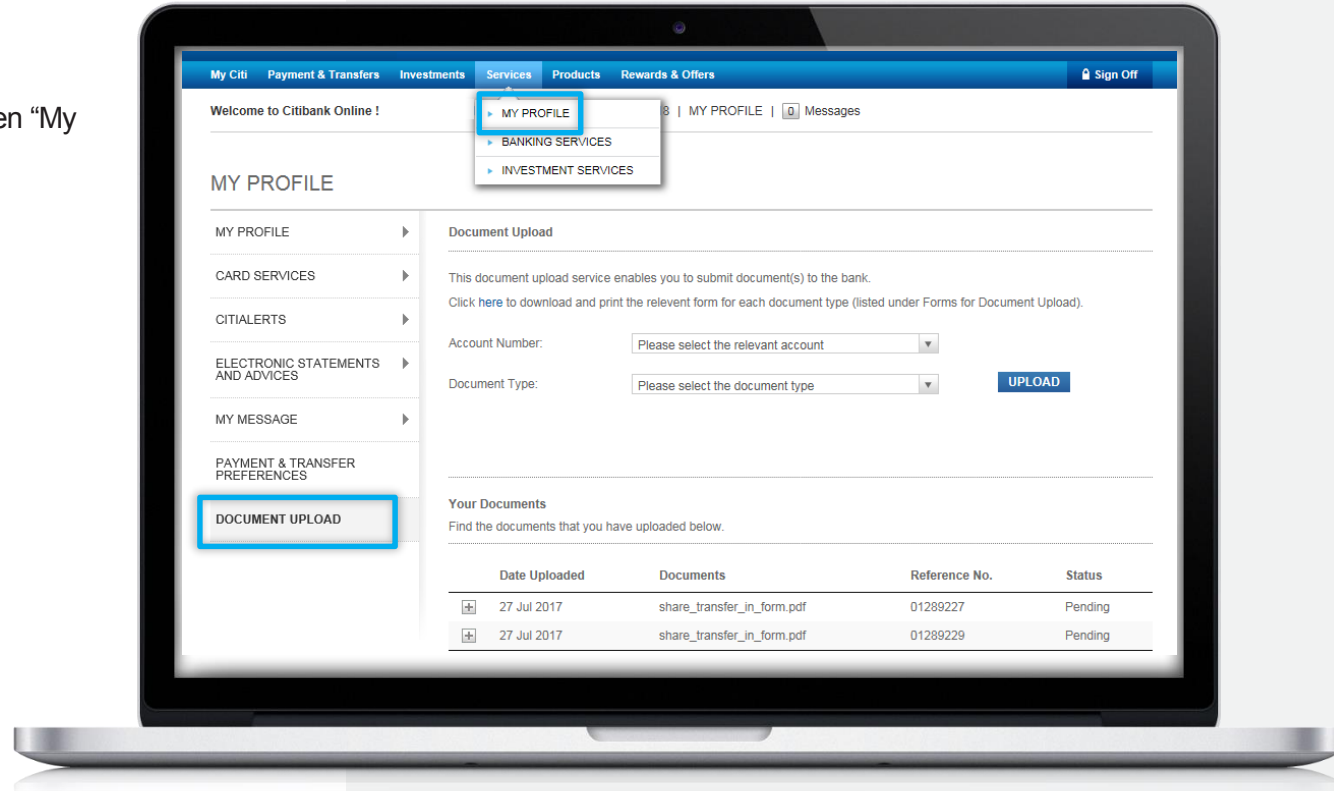# B. Change Address & Contact Numbers

Uploading A Form Online

3 On the Main Menu, click on "Services" tab and then "My Profile"

4 On the left menu, click on "Document Upload"

B. Change Address & Contact Numbers

Uploading A Form Online

5   Select the "Account Number"

6   Select the "Change of Address & Contact Details Form" as the Document Type

7   Click "Upload" button

B. Change Address & Contact Numbers
Uploading A Form Online

8 Click "Browse" and choose the file for uploading

Useful Tips:
Document Requirements

Please upload your documents with the following criteria:

- A maximum of 3 documents, not exceeding 5 MB in total

- Each document must not exceed 3 MB

- File format must be either PDF, DOC, JPEG or PNG

B. Change Address & Contact Numbers

Uploading A Form Online

9 Click "Confirm" after your form has been successfully uploaded

B. Change Address & Contact Numbers

Uploading A Form Online

10 A "Reference Number" will be displayed on the confirmation screen
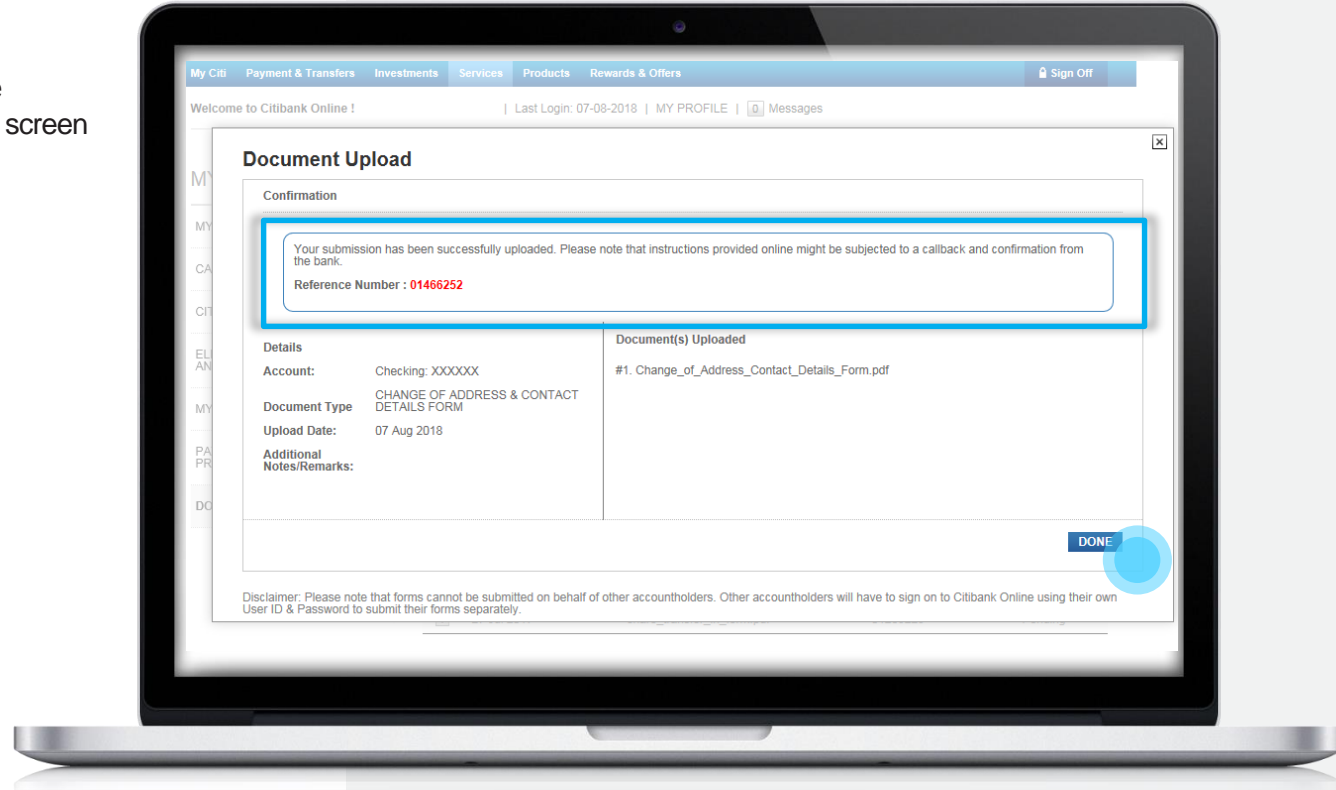
Your Role and Responsibility

Keep your User ID and Password Confidential

You should never disclose your User ID and Password and you should also ensure that no one is watching you while you enter your User ID and Password or any confidential information. Memorize your User ID and Password and do not record it anywhere. Under no circumstances should you reveal your User ID and Password to anyone even if they purport to be a staff of Citibank.

Do not use a shared computer or device that cannot be trusted for internet banking such as the computer at an Internet café. These devices may be installed with certain software that could capture your personal information prior to your approval.

The One-time PIN(OTP) generated with Online Security Device, Citi Mobile® Token or via an SMS should also not be shared with anyone else.

Mobile Malware

New variants of mobile malware targeting Android smartphones continue to appear in the Asia Pacific region. These malicious apps often target mobile banking apps, and may attempt to steal customer credentials and perform fraudulent transactions.

In some cases, the mobile malware will attempt to circumvent the additional layer of security provided by One Time PINs (OTPs) by intercepting text messages (SMSs) or generating a fake dialogue inside the mobile banking app in order to trick a user.

Citi recommends customers remain alert for malware threats and review our Online Security Tips. Specifically, Citi suggests that all mobile users consider:

- Only installing applications from trusted and official sources
- Installing a reputable mobile anti-virus application
- Keeping mobile device software up-to-date
- Being aware of the heightened risks associated with 'rooted' or 'jailbroken' devices
- Not following any links or instructions provided from unknown or suspicious sources.

If you notice unusual behavior in your online banking session, you should immediately terminate the online banking session and contact 24-Hour CitiPhone Banking at +65 6224 5757.

Beware of Online Threats

Online threats are very common nowadays and it tricks you into surrendering your confidential information. It is important to know its mechanisms and take preventive measures to safeguard yourself.

As an internet banking user, you have a role to play to ensure that you are protected while banking online. Here are some of the ways you could take to safeguard yourself:

Always make sure that you have entered your User ID and Password and other confidential information in the legitimate Citibank International Personal Bank Website by entering Citibank International Personal Bank's Website address http://www.ipb.citibank.com.sg directly onto your Web browser.

To ensure you are on a secure website, check the beginning of the Web address in your browser's address field - it will be "https://" rather than "http://". Secure websites will also contain a padlock icon on the status bar at the top of the browser. Double-click to view details of the security certificate, which is issued to Citibank.
- To verify that the website is authentic, check for the following details:
- The certificate is issued to http://www.ipb.citibank.com.sg
- The certificate is issued by Verisign.
- The certificate has a valid date.

Do not save your online banking login details on the browsers by clearing your browser's cache and history after each session. Click here for steps to clear browsers' cache. Always remember to log out when you have completed your internet banking session.

Always update the bank whenever you have changed your contact details so that you can be contacted in a timely manner should we detect any unusual transactions.

Ensure that your computer has the latest anti-virus software as they help to guard against new viruses. Your computer's operating system and browser software should be updated with the latest security patches. All these will help prevent unauthorized access to your computer.

Disclaimers

General Disclaimer

The contents of this document are for general information and illustrative purposes only and are not intended to serve as financial, investment or any other type of advice. This document does not constitute the distribution of any information or the making of any offer or solicitation by anyone in any jurisdiction in which such distribution or offer is not authorized or to any person to whom it is unlawful to distribute such a document or make such an offer or solicitation. Some products and services may not be available in certain jurisdictions. You should consult your professional advisers as to whether you require any governmental or other consent or need to observe any formalities to enable you to utilize or purchase the products and services described in this document. The actual product and service may vary due to enhancements. Citibank Singapore Limited shall not be responsible for any loss or damage of whatsoever nature (including consequential loss or damage) suffered or incurred, directly or indirectly, by the customer or any other person resulting from access to, or use of this document or any information contained in it.

Citibank full disclaimers, terms and conditions apply to individual products and banking services. For more information, please visit www.ipb.citibank.com.sg.

Sign On Now
Explore these capabilities on Citibank Online & Citi Mobile®

Key Features Available Online

Servicing
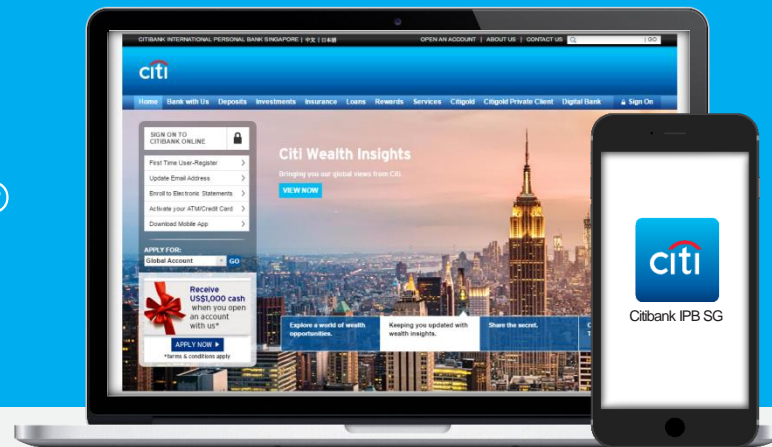Current Balances, Up to 7 years of Statements and 2 years of Banking and Investment Advices^

Investing
eFX, Brokerage, Investment Funds^

Banking
Telegraphic Transfers, Citibank Global Transfers

Citibank Online
www.ipb.citibank.com.sg

Citi Mobile® App

Available on the App Store

Available on the Google play

Note: Citi Mobile® App is available for download from the App store and Google Play store of the following countries and jurisdictions: Australia, China, Hong Kong, Korea, India, Indonesia, Japan, Malaysia, Philippines, Singapore, Thailand, Taiwan, United Arab Emirates, United Kingdom, United States of America and Vietnam.

^Only available on Citibank Online

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Singapore 018960

Banking Hours
Monday to Friday: 9:30am – 6:00pm
9:30am – 6:00pm (Cash Teller Service)