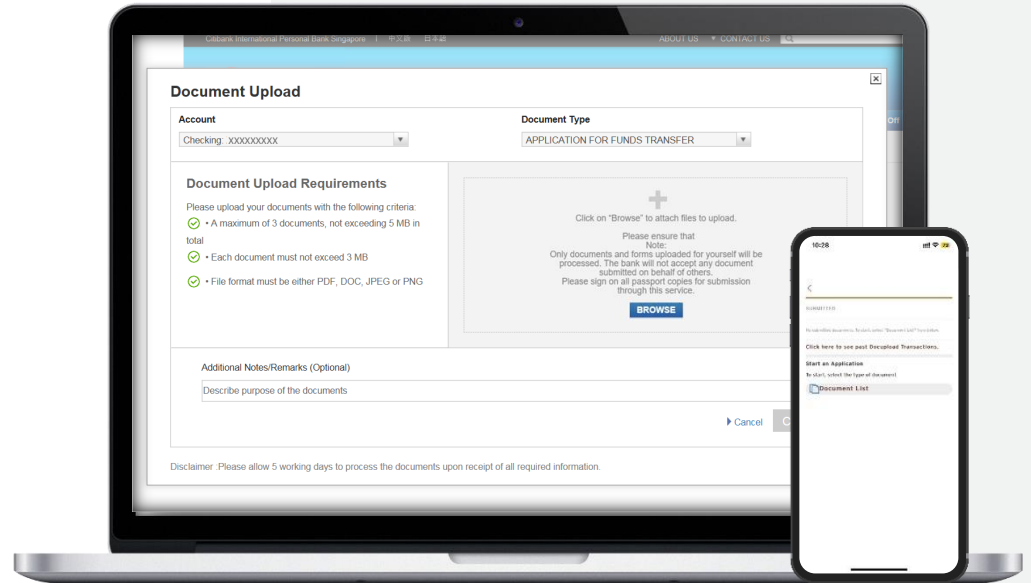


Document Upload Quick Start Guide

Citibank Online & Citi Mobile® App



Document Upload

What is Document Upload?

With Document Upload on Citibank Online, you can now send us documents such as forms quickly, easily and securely.

Benefits

No more blurred scans or being unsure if a fax has successfully been sent - With a reference number at the end of the Document Upload process, you can be sure that you have uploaded your documents successfully.

With Document Upload, you can sign on to Citibank Online anywhere in the world to upload relevant documents.

The image displays two screenshots of the Citibank Online Document Upload interface. The top screenshot shows the 'Document Upload' page with the following details:

- Account:** Checking XXXXXXXXX
- Document Type:** APPLICATION FOR FUNDS TRANSFER
- Document Upload Requirements:**
 - 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
- Additional Notes/Remarks (Optional):** Describe purpose of the documents
- Buttons:** BROWSE, CONFIRM, Cancel

The bottom screenshot shows the 'Document Upload' confirmation page with the following details:

- Confirmation:** You have successfully Uploaded documents. Reference Number : 00162735
- Details:**
 - Account:** Checking XXXXX XXXX
 - Document Type:** APPLICATION FOR FUNDS TRANSFER
 - Upload Date:** 13 Jul 2017
 - Additional Notes/Remarks:**
- Document(s) Uploaded:** #1. Citigold backdrop.png
- Buttons:** Done
- Disclaimer:** Please allow 5 working days to process the documents upon receipt of all required information.

Document Upload

Citi Mobile® Contents

A. Document Upload

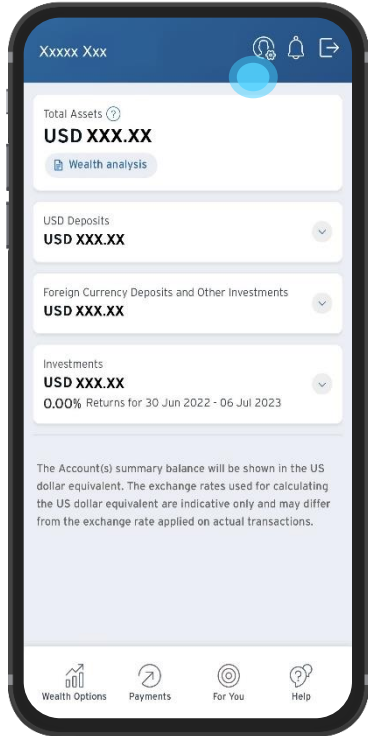
4



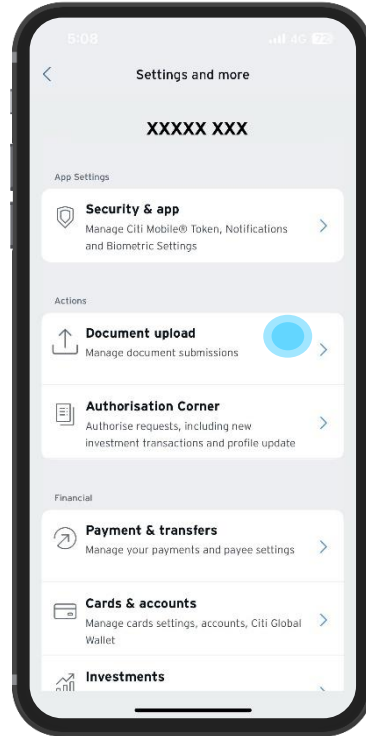
Document Upload



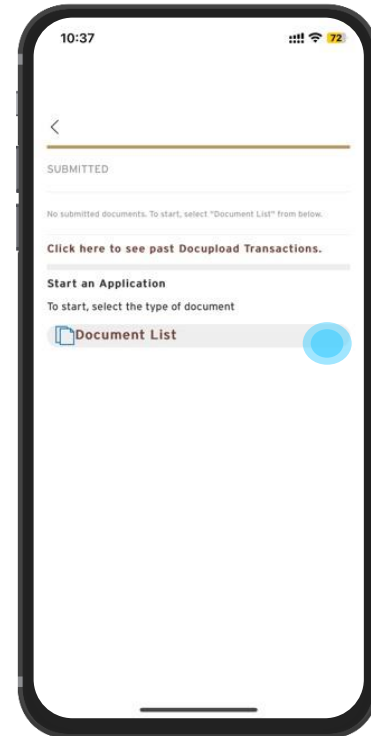
1 On the main page, select “Settings and more”



2 Select “Document upload”



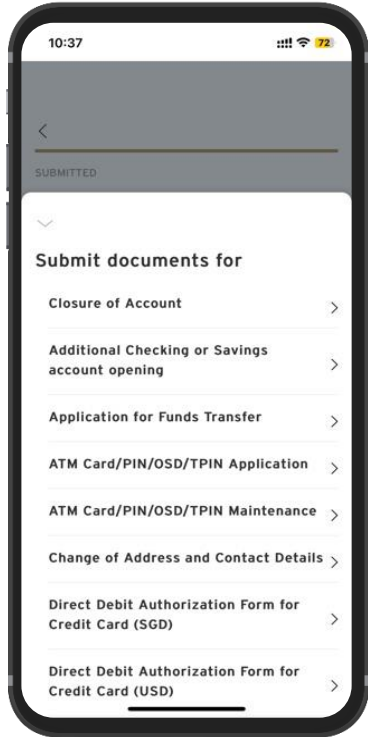
3 Select “Document List”



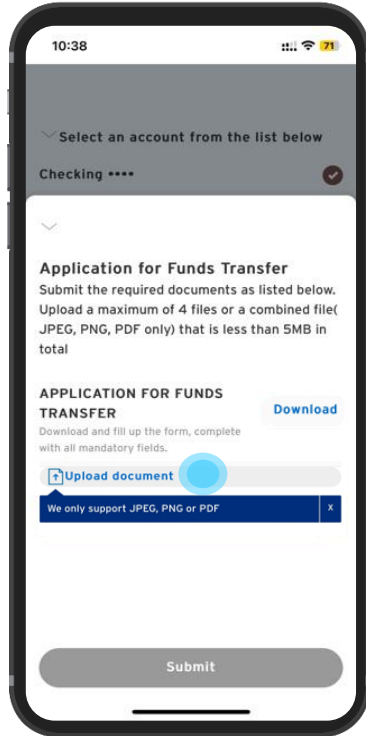
Document Upload



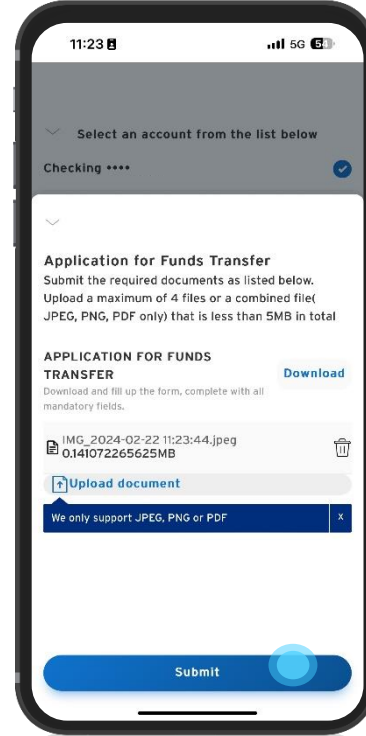
4 Select type of document for upload



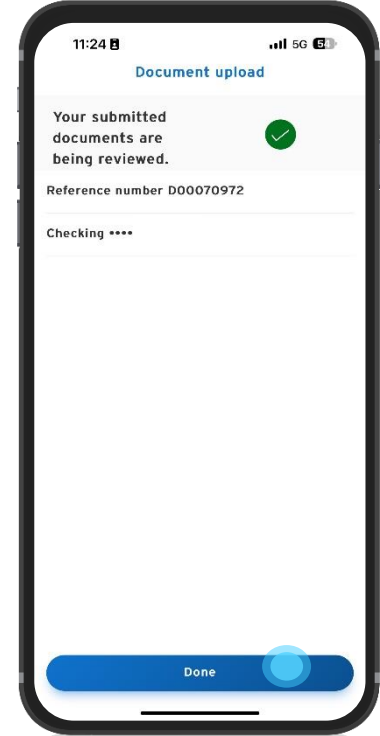
5 Select "Upload document"



6 Select "Submit"



7 Confirmation Screen and Select Done



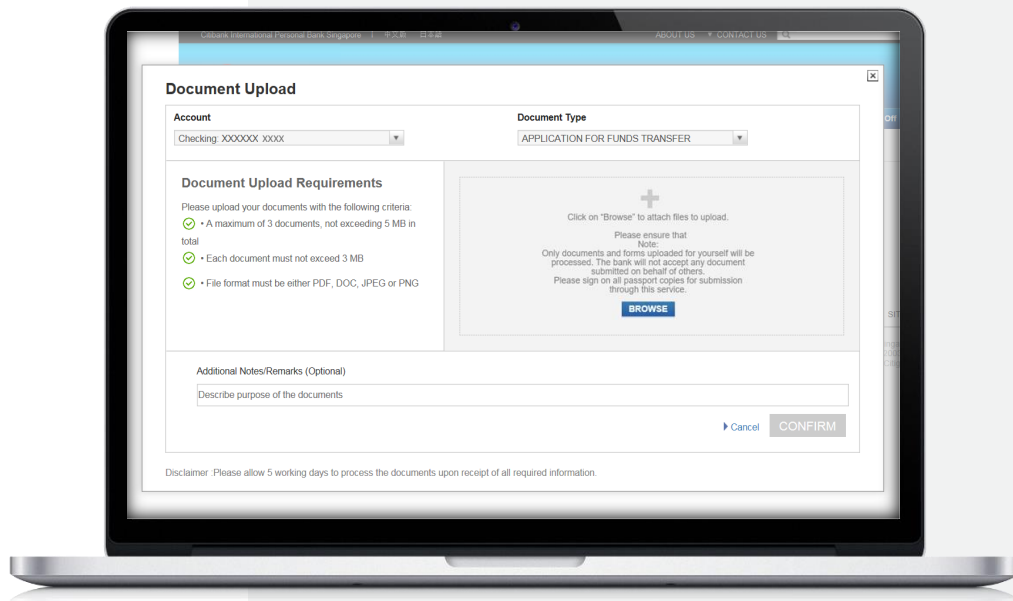


Document Upload

Citi Mobile® Contents

A. Document Upload

7



Document Upload



- 1 Go to www.ipb.citibank.com.sg
- 2 Click on “Sign on to Citibank Online” & sign on with your User ID and Password

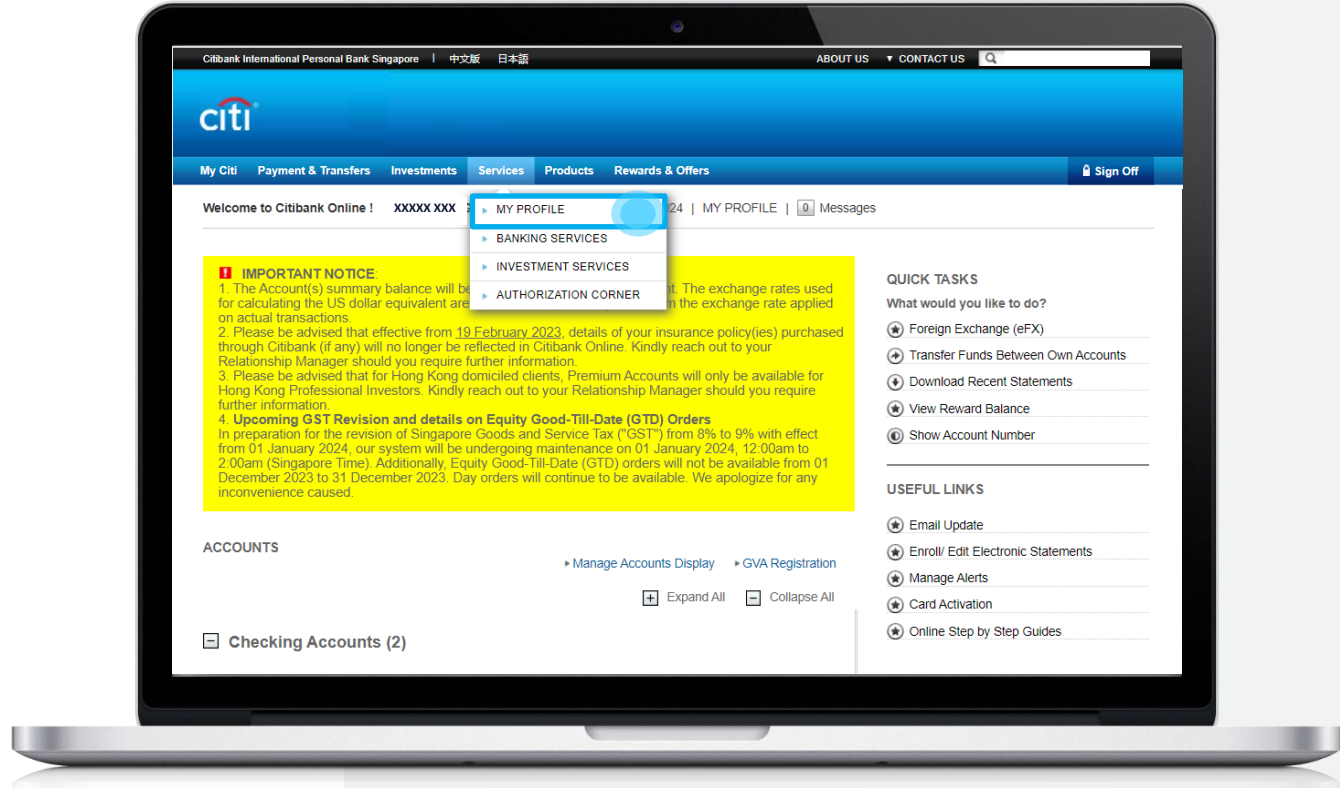


Document Upload



3

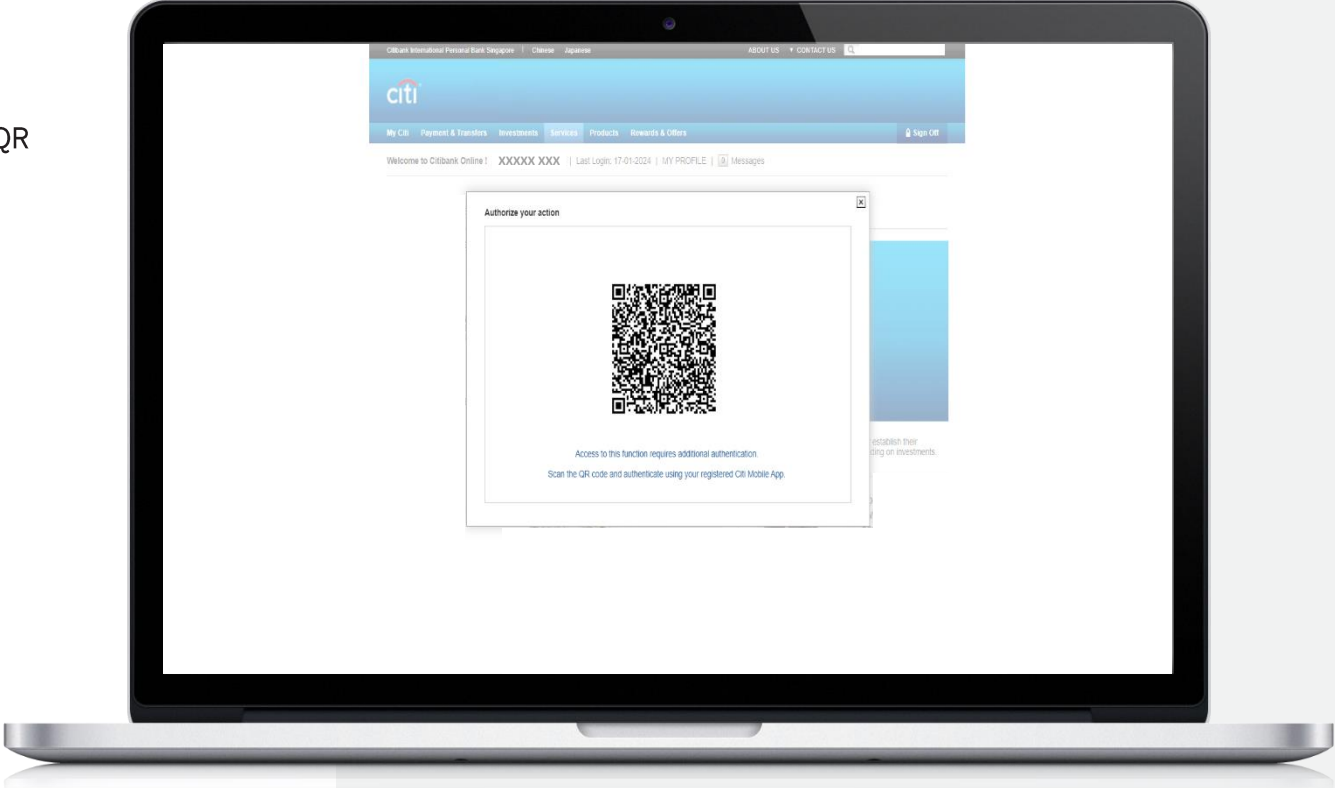
On the Main Menu, click on “Services” then choose “MY PROFILE”



Document Upload



4 Authorize your action via Citi QR

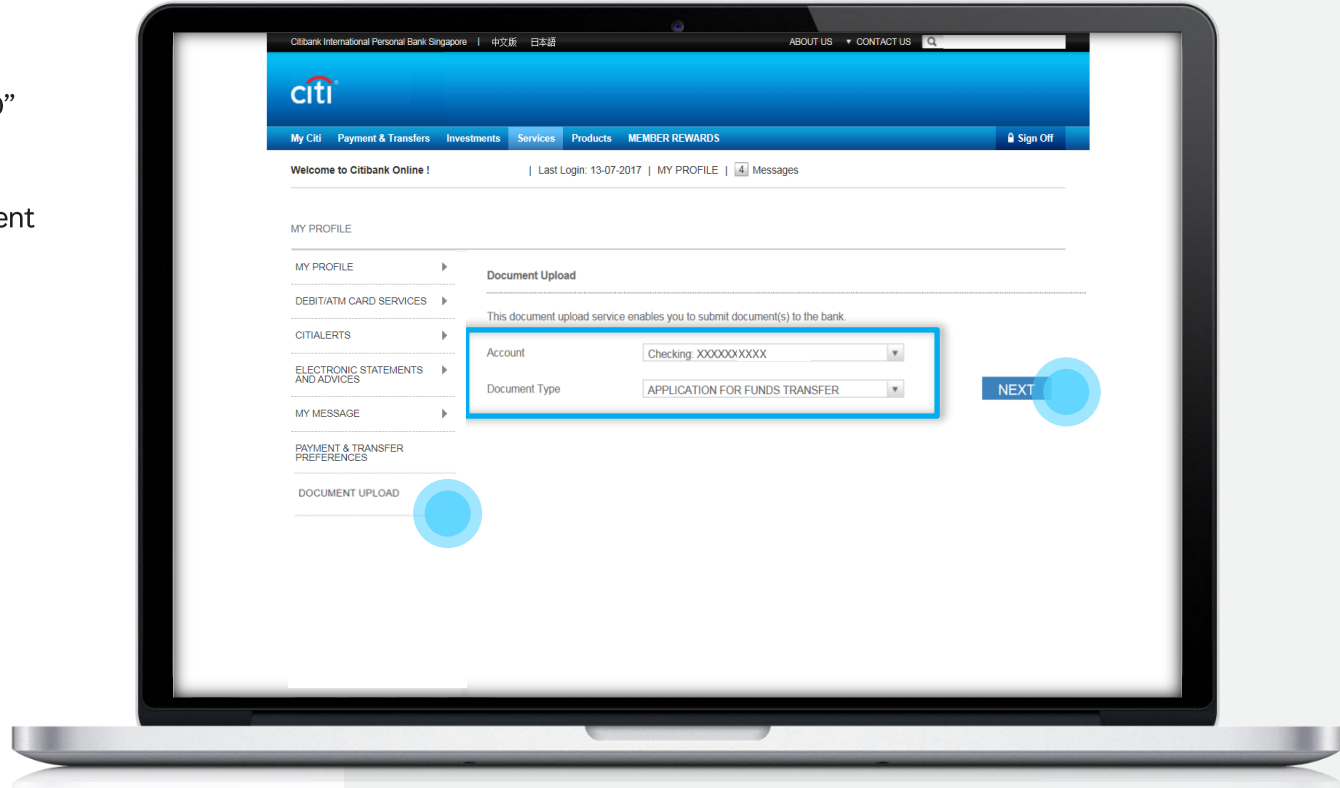


Document Upload



5 On the sub-menu on the left, select “DOCUMENT UPLOAD”

6 Select the Account & Document Type



Document Upload

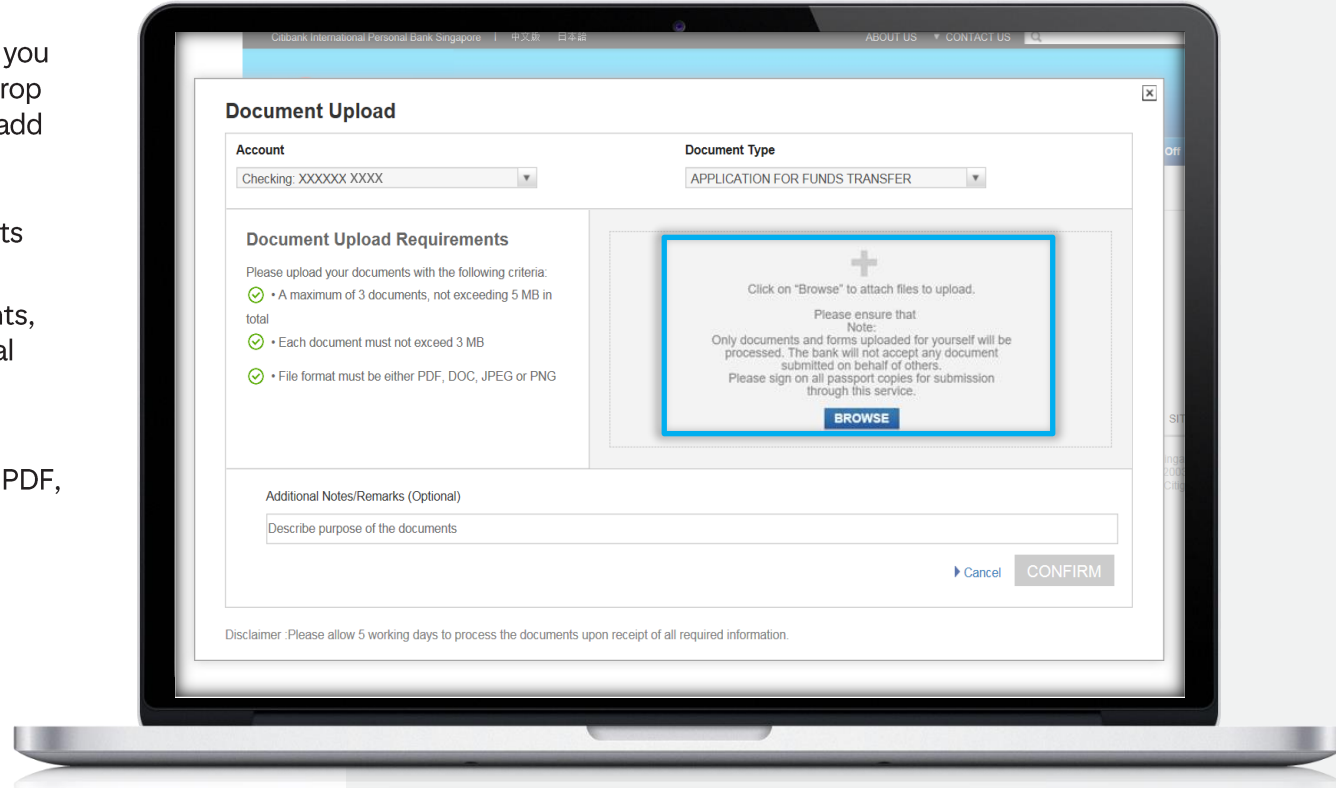


7

Click “Browse” to find the file you wish to upload, or drag and drop the files into the gray area to add them.

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

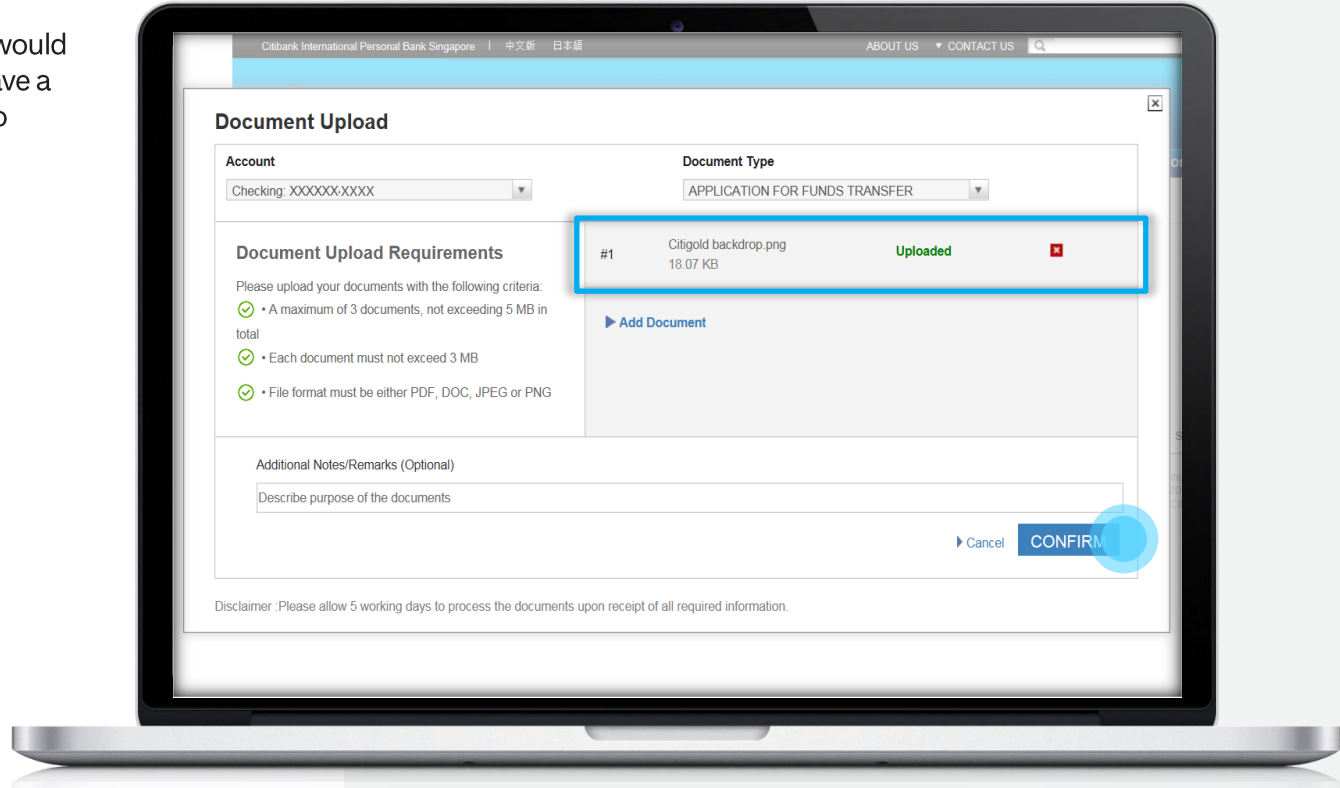


Document Upload



8 Once uploaded, documents would appear in the gray box and have a green “Uploaded” text next to them to indicate successful upload

9 Click on “Confirm”



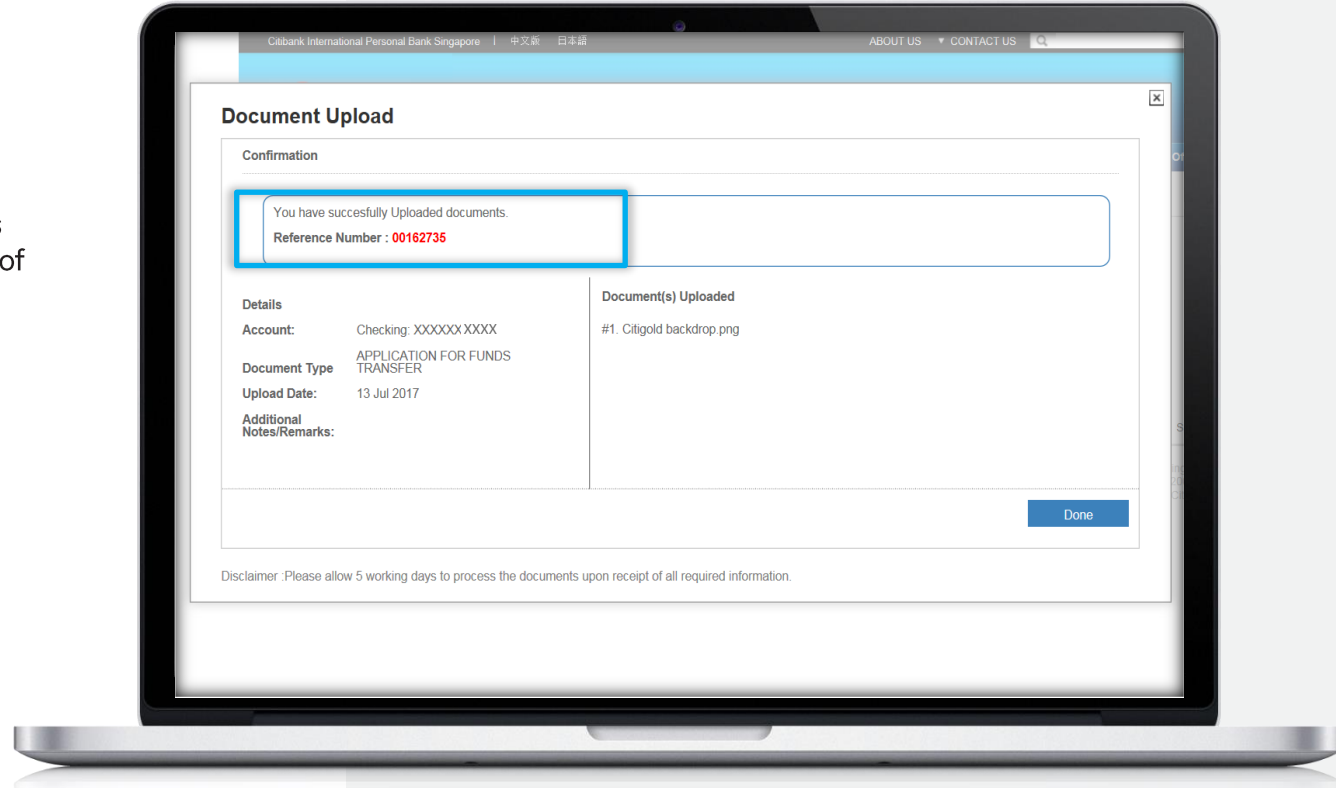
Document Upload



10

You have successfully uploaded your documents.

Please take note of your reference number, and allow for 5 working days to process the documents upon receipt of all required information.



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

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Banking

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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 in App store

Citibank International Personal Bank Singapore



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Banking Hours
Monday to Friday: 9:30am–6:00pm

