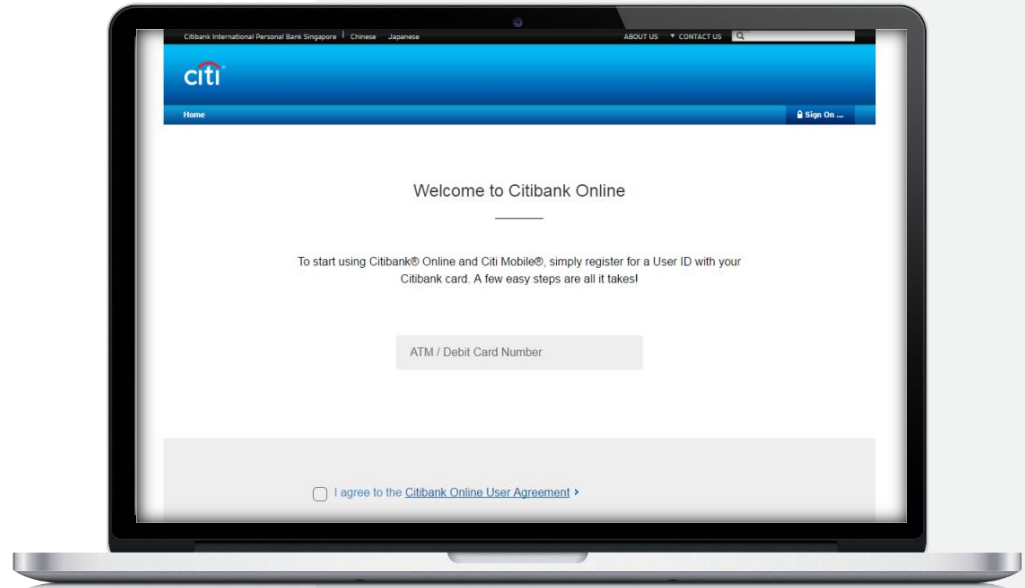


## Updating Your Personal Information

## Quick Start Guide Citibank Online



# Updating Your Personal Information

- A. View personal information 3
- B. Update personal information & identification information 6
- C. Update communication details 13



# A. View personal information

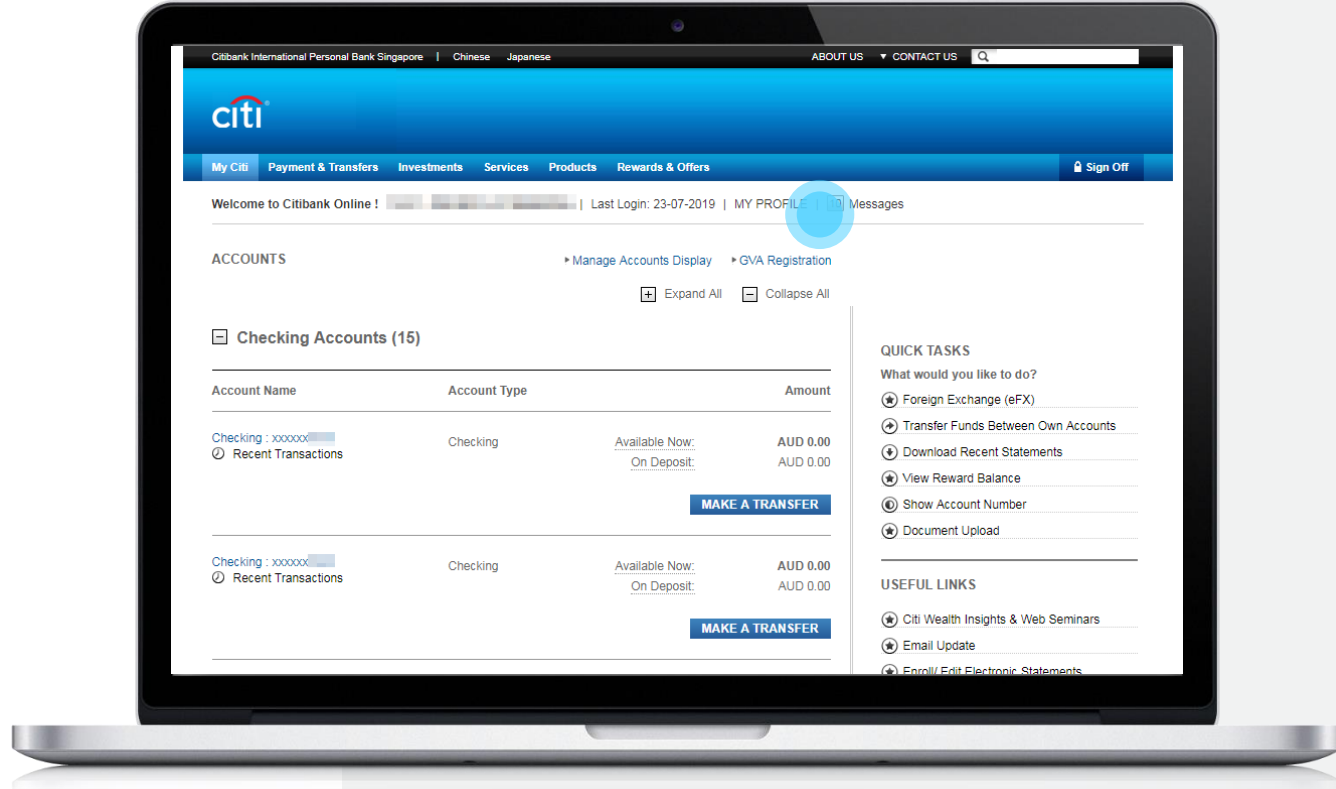


1

Sign on to  
[www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg)

2

Click on “MY PROFILE”

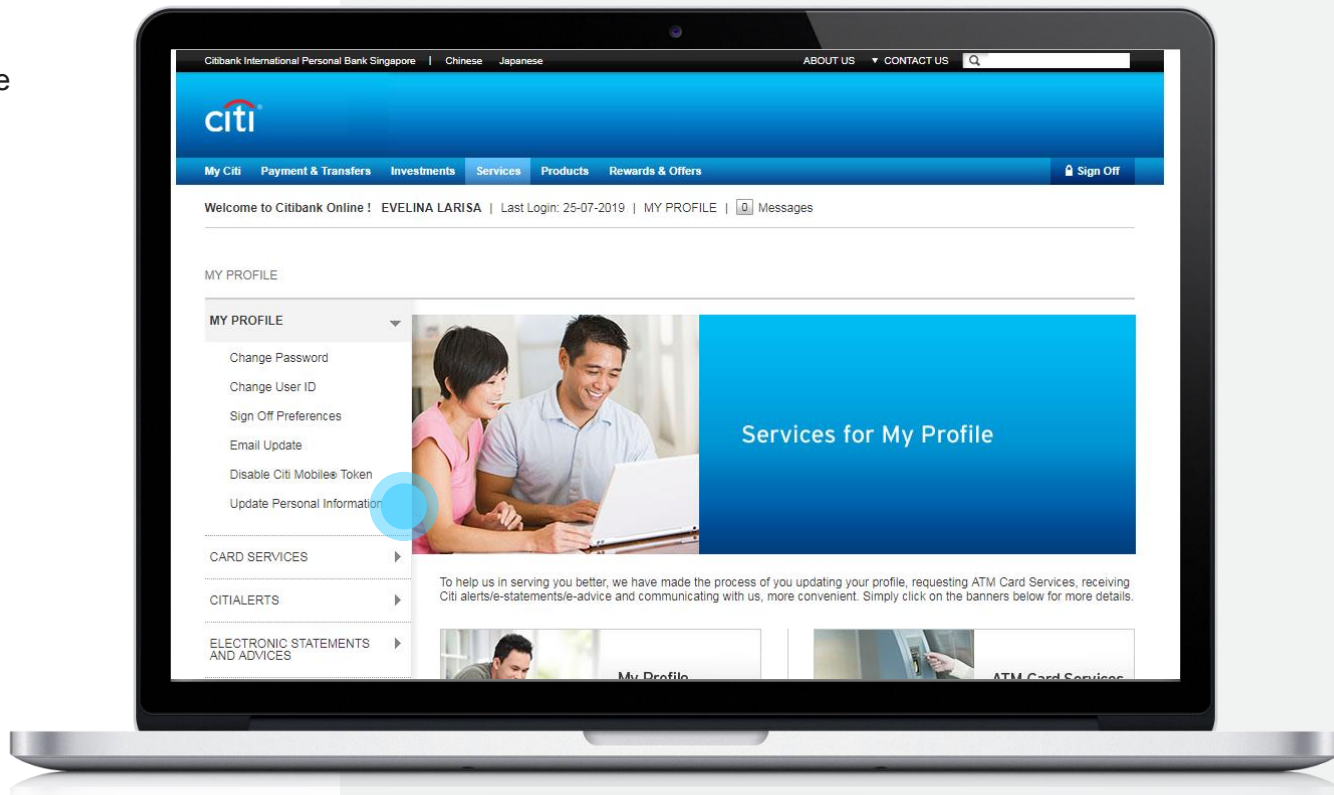


# A. View personal information



1

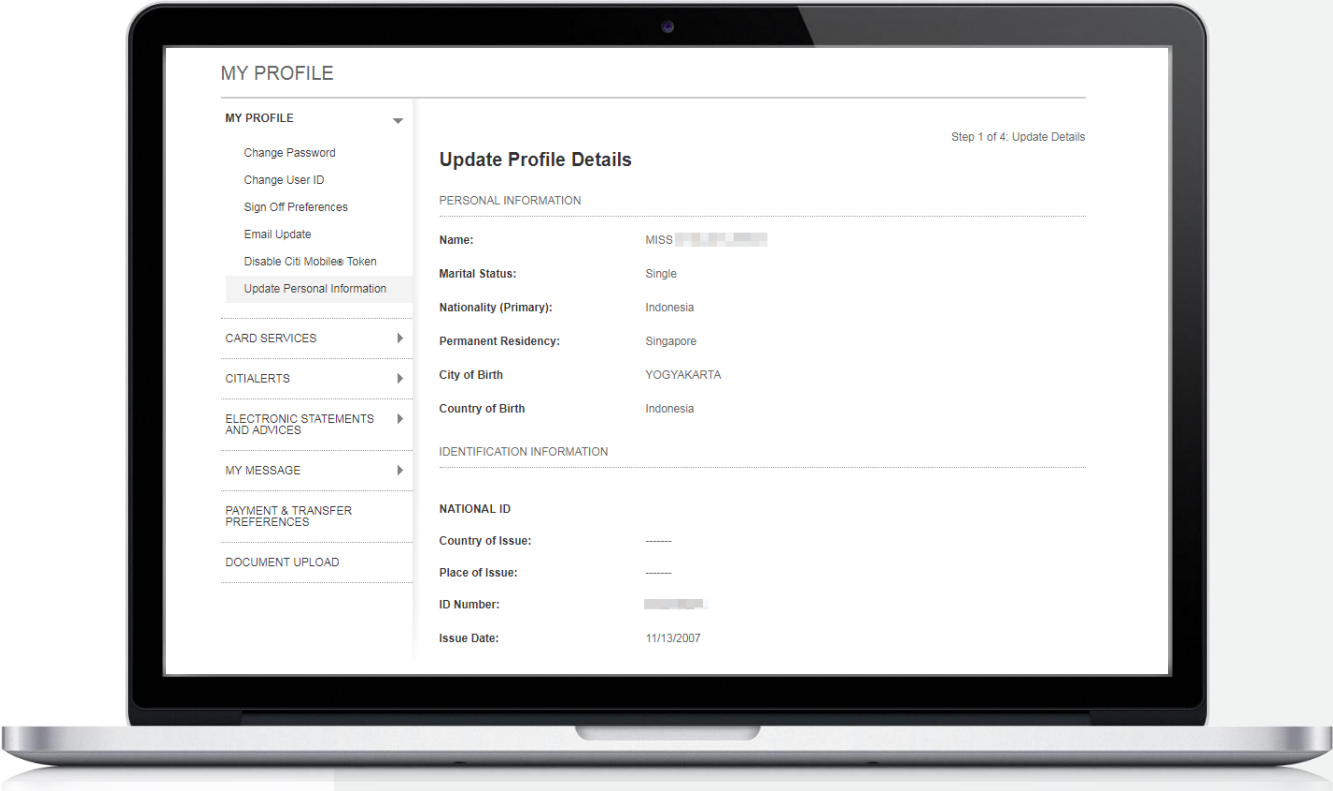
On the left menu, click “Update Personal Information”



# A. View personal information



3 Your personal information will be shown on the screen

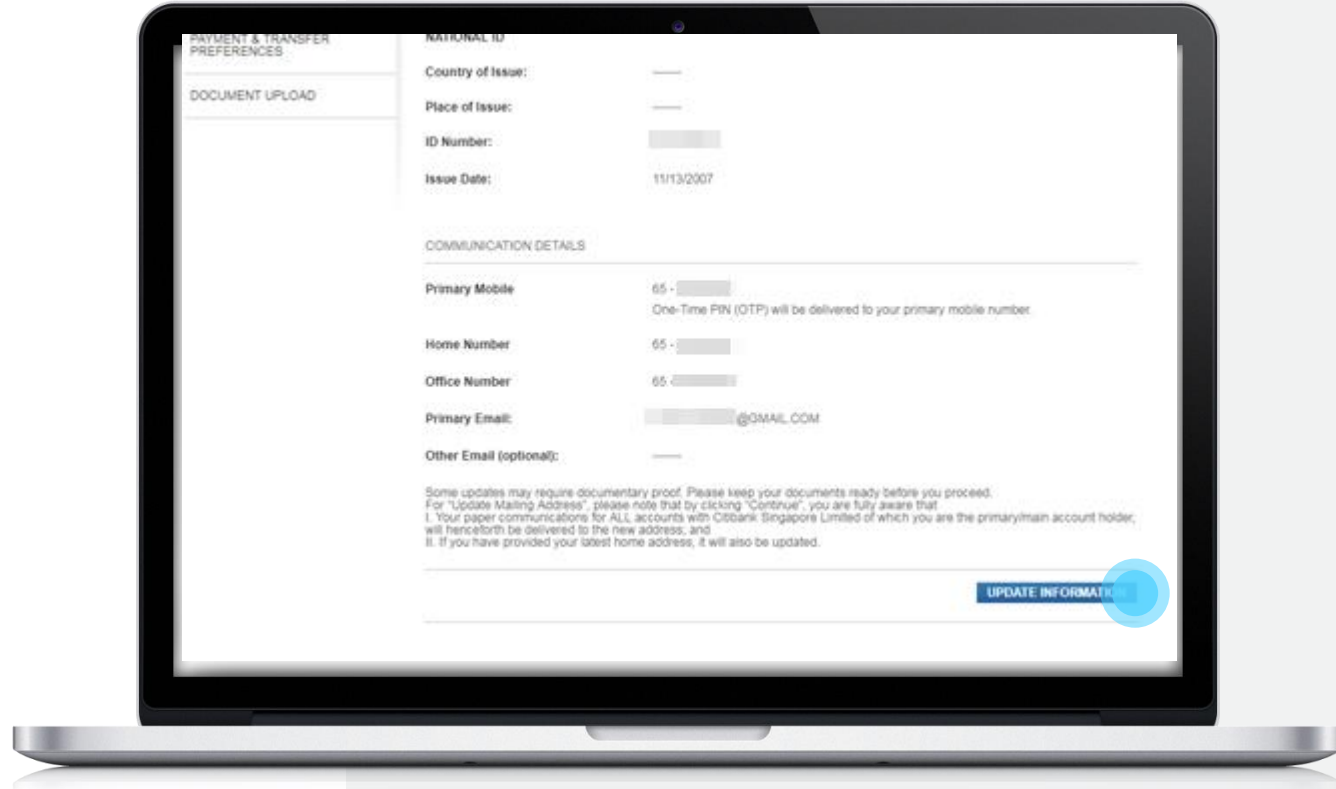


## B. Update personal information & identification information



1

Click “UPDATE INFORMATION”



The screenshot shows a web application interface on a laptop screen. The interface is divided into several sections:

- PAYMENT & TRANSFER PREFERENCES**: A section at the top left.
- DOCUMENT UPLOAD**: A section below the first one.
- NATIONAL ID**: A section containing fields for:
  - Country of Issue: [Dropdown menu]
  - Place of Issue: [Dropdown menu]
  - ID Number: [Text input field]
  - Issue Date: 11/13/2007
- COMMUNICATION DETAILS**: A section containing fields for:
  - Primary Mobile: 65 - [Text input field] (Note: One-Time PIN (OTP) will be delivered to your primary mobile number)
  - Home Number: 65 - [Text input field]
  - Office Number: 65 - [Text input field]
  - Primary Email: [Text input field] @GMAIL.COM
  - Other Email (optional): [Text input field]

Below the form fields, there is a disclaimer:

Some updates may require documentary proof. Please keep your documents ready before you proceed.  
For "Update Mailing Address", please note that by clicking "Continue", you are fully aware that:  
I. Your paper communications for ALL accounts with Citibank Singapore Limited of which you are the primary/main account holder, will henceforth be delivered to the new address; and  
II. If you have provided your latest home address, it will also be updated.

At the bottom right of the form, there is a blue button labeled **UPDATE INFORMATION**, which is highlighted with a blue circle.

## B. Update personal information & identification information



2

Enter/change the information to be updated



### Useful Tips

Click the ? symbol to get more information on what information is needed to make the changes.

MY PROFILE

MY PROFILE

- Change Password
- Change User ID
- Sign Off Preferences
- Email Update
- Disable Citi Mobile Token
- Update Personal Information

CARD SERVICES

CITIALERTS

ELECTRONIC STATEMENTS AND ADVICES

MY MESSAGE

PAYMENT & TRANSFER PREFERENCES

DOCUMENT UPLOAD

Update Profile Details

Step 2 of 4: Edit Details

Your personal details has been listed below. Choose to edit information as deemed necessary.

NOTE: Some of these updates require documentary proof to be uploaded in the next step. Please keep your documents ready before you proceed. Please be informed that changes to your Personal Information will be applied to all your accounts held with Citibank.

PERSONAL INFORMATION

Title (optional): MISS

First Name: [Redacted]

Middle Name (optional):

Surname / Last Name: [Redacted]

Marital Status: Single

Permanent Residency: Singapore

Country of Birth: Indonesia

Documentation required for this update:

- Deed Poll, or
- NRIC, or
- Marriage Certification

## B. Update personal information & identification information



3

Upload the documents required for the update

e.g. Deed poll, Passport, Marriage certificate

Country: Singapore

Account Number:

Document Type: CUSTOMER UPLOAD DEMOGRAPHIC

**Document Upload 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, JPEG or PNG

Click on "Browse" to attach files to upload.

Please ensure that

Note:  
Only documents and forms uploaded for yourself will be processed. The bank will not accept any document submitted on behalf of others.  
Please sign on all passport copies for submission through this service.

**BROWSE**

Additional Notes/Remarks (Optional)

Describe purpose of the documents

Cancel **CONFIRM**

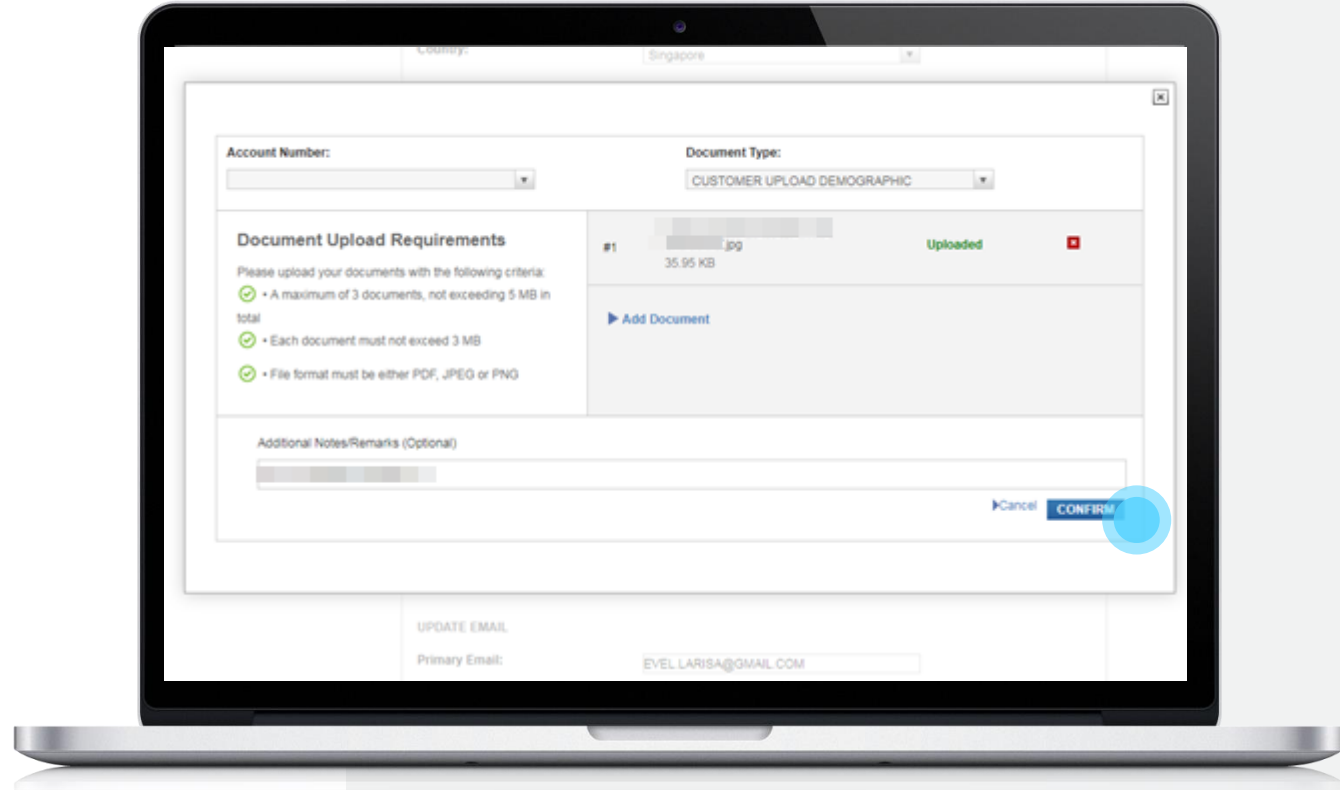


## B. Update personal information & identification information



4

Click 'CONFIRM'



Country: Singapore



Account Number:

Document Type: CUSTOMER UPLOAD DEMOGRAPHIC

**Document Upload 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, JPEG or PNG

#1  .jpg 35.95 KB Uploaded 

[Add Document](#)

Additional Notes/Remarks (Optional)

[Cancel](#) [CONFIRM](#)

UPDATE EMAIL

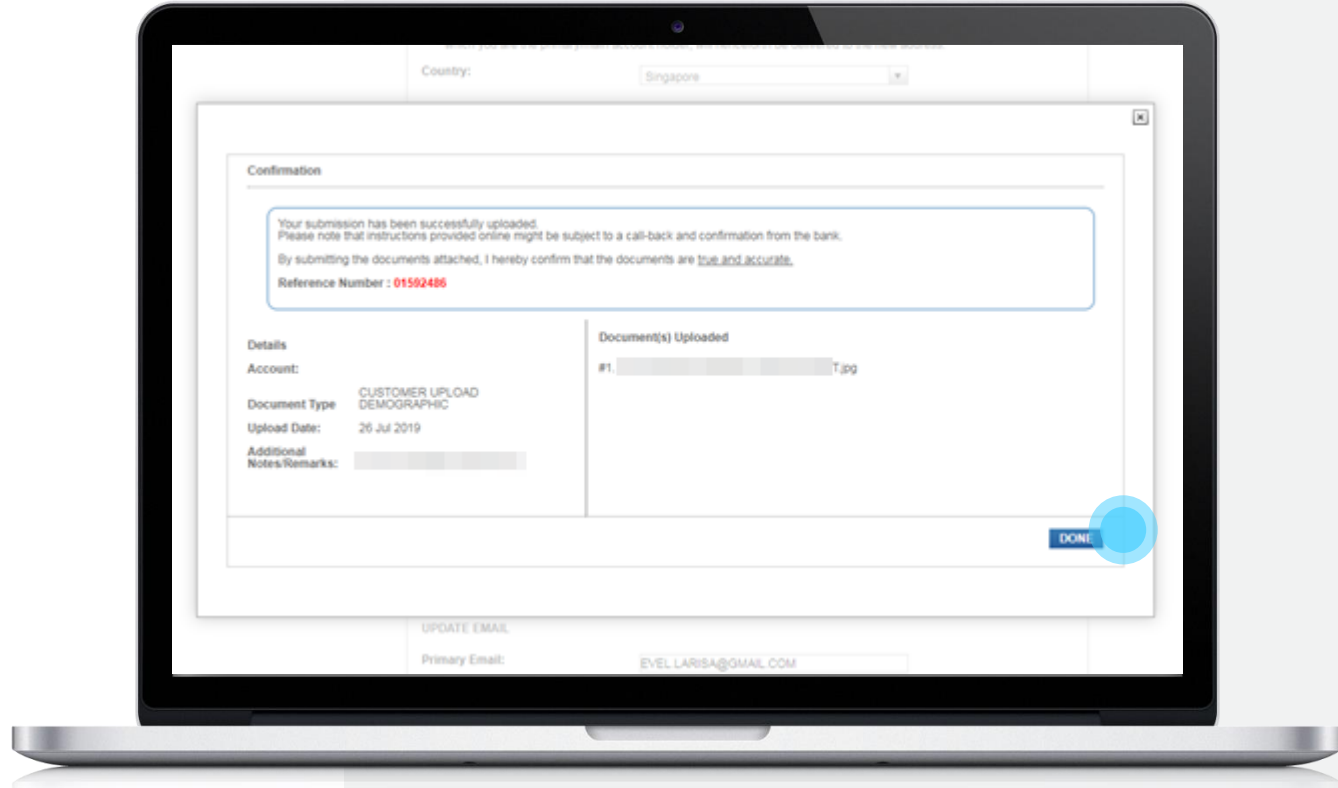
Primary Email:

## B. Update personal information & identification information



5

Click 'DONE'



## B. Update personal information & identification information



6

Check that the details are correct and Click 'CONTINUE'

7

You will be prompted to perform transaction signing. Follow the instructions on the screen to continue.

MY PROFILE

- Change Password
- Change User ID
- Sign Off Preferences
- Email Update
- Disable Cit Mobile Token
- Update Personal Information

CARD SERVICES

CITIALERTS

ELECTRONIC STATEMENTS AND ADVICES

MY MESSAGE

PAYMENT & TRANSFER PREFERENCES

DOCUMENT UPLOAD

Update Profile Details

Step 3 of 4: Verify Details

☒ I'm ready to submit my request to update the following demographic details.

IDENTIFICATION INFORMATION

NATIONAL ID

Country of Issue: Singapore

Place of Issue: Singapore

ID Number: [redacted]

Issue Date: 11/13/2007

Primary Email: [redacted]@GMAIL.COM

DOCUMENTS

document reference id: 0901B5D184227A659

Documents Uploaded: [redacted] REQUEST.jpg

Some updates may require documentary proof. Please keep your documents ready before you proceed.  
For "Update Mailing Address", please note that by clicking "Continue", you are fully aware that  
I. Your paper communications for ALL accounts with Citibank Singapore Limited of which you are the primary/main account holder, will henceforth be delivered to the new address; and  
II. If you have provided your latest home address, it will also be updated.

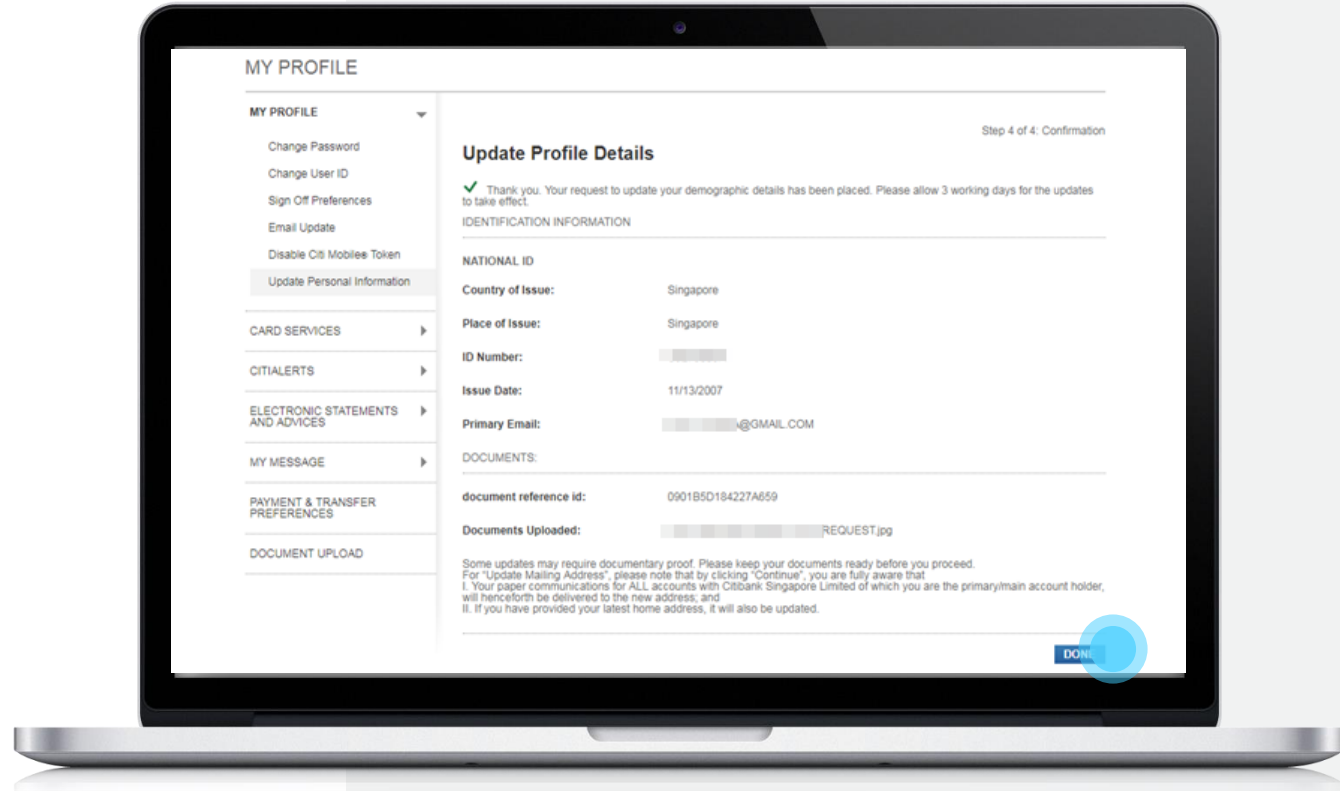
Cancel CONTINUE

## B. Update personal information & identification information



8

Click 'DONE'

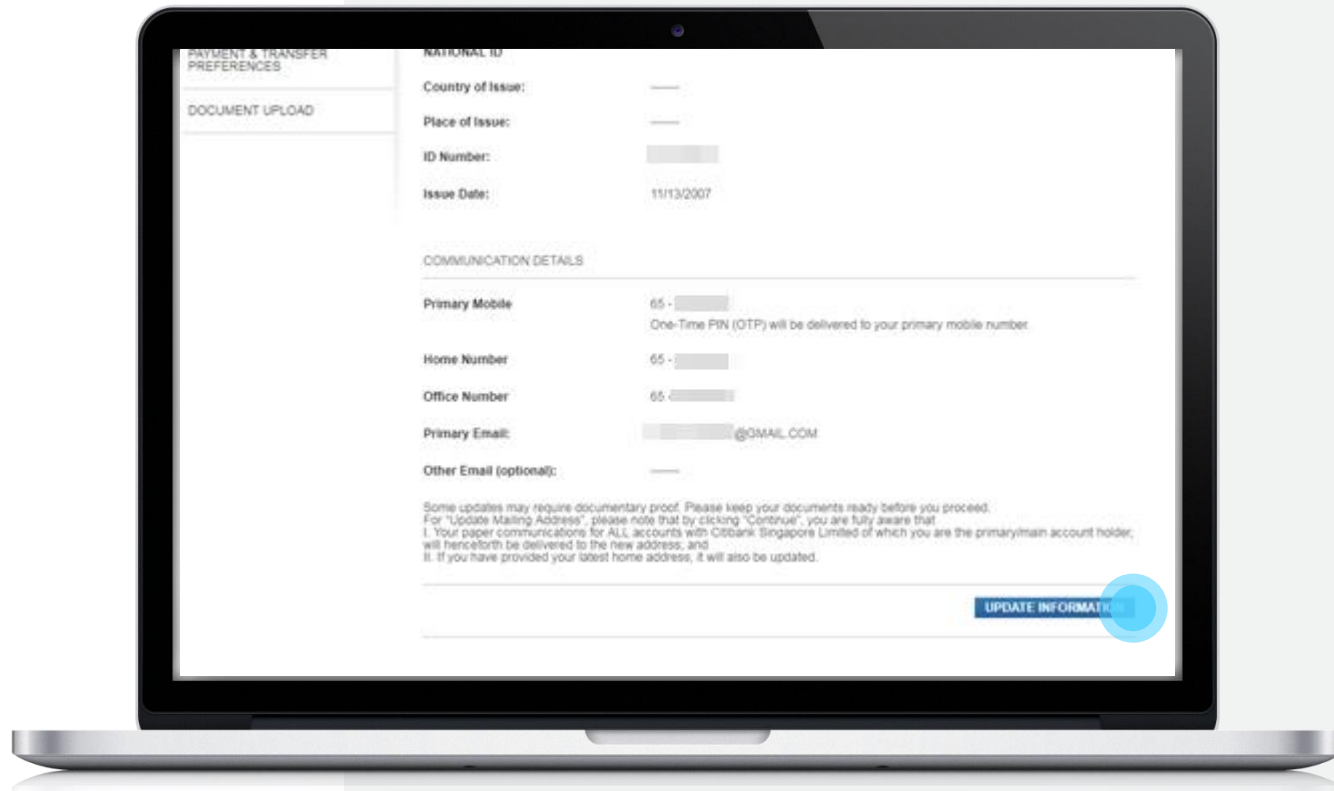


## C. Update communication details



1

Click “UPDATE INFORMATION”



The screenshot shows a web form on a laptop screen. The form is divided into several sections. On the left, there are two tabs: "PAYMENT & TRANSFER PREFERENCES" and "DOCUMENT UPLOAD". The main content area is titled "NATIONAL ID" and contains the following fields:

- Country of Issue: [Dropdown menu]
- Place of Issue: [Dropdown menu]
- ID Number: [Text input field]
- Issue Date: 11/13/2007

Below these fields is a section titled "COMMUNICATION DETAILS" which contains the following fields:

- Primary Mobile: 65 - [Text input field]  
One-Time PIN (OTP) will be delivered to your primary mobile number
- Home Number: 65 - [Text input field]
- Office Number: 65 - [Text input field]
- Primary Email: [Text input field] @GMAIL.COM
- Other Email (optional): [Text input field]

At the bottom of the form, there is a paragraph of text:

Some updates may require documentary proof. Please keep your documents ready before you proceed.  
For "Update Mailing Address", please note that by clicking "Continue", you are fully aware that:  
I. Your paper communications for ALL accounts with Citibank Singapore Limited of which you are the primary/main account holder, will henceforth be delivered to the new address; and  
II. If you have provided your latest home address, it will also be updated.

At the bottom right of the form, there is a blue button labeled "UPDATE INFORMATION". A blue circular highlight is drawn around this button.

## C. Update communication details



2

Update the information in the fields accordingly

The laptop screen shows a web form titled "COMMUNICATION INFORMATION".

**UPDATE MAILING ADDRESS**

**1** Please note the following:  
By submitting this online form, your paper communications for ALL accounts with Citibank Singapore Limited of which you are the primary/main account holder, will henceforth be delivered to the new address.

**Country:** [Dropdown menu]

**Zip / Postal Code:** [Text field] [Find Address](#)

**Address Line 1:** [Text field]

**Address Line 2 (optional):** [Text field]

**Address Line 3 (optional):** [Text field]

**Address Type:** ☒ Home ☐ Office ☐ Others

**UPDATE PHONE NUMBER**

Phone Type <b>?</b>	Country	Area Code	Number	Extension
Primary Mobile	Singapore +(65)	[Dropdown]	[Text field]	N.A

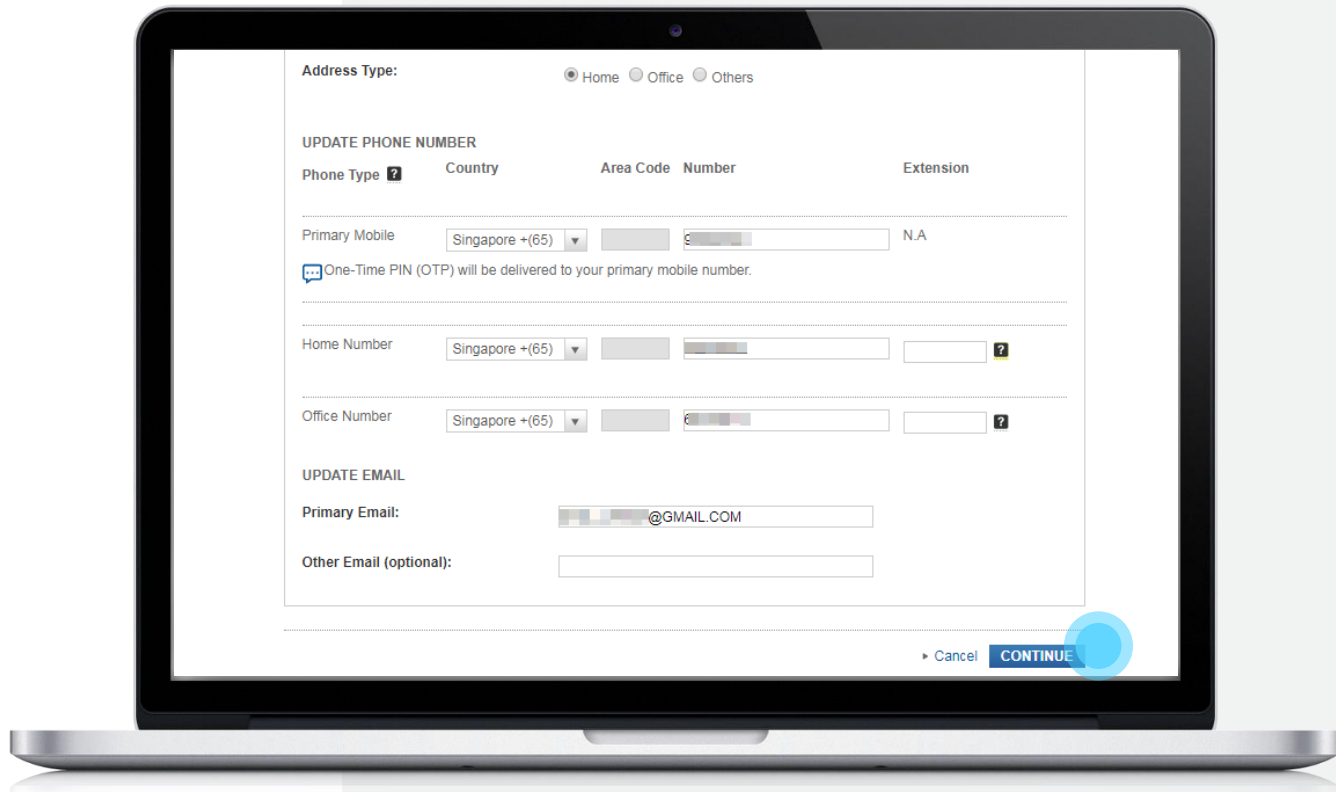
Opt-Two PIN (OTP) will be delivered to your registered mobile number.

## C. Update communication details



3

Click 'CONTINUE' once done



The screenshot shows a web form on a laptop screen for updating communication details. The form is titled 'Address Type:' with radio buttons for 'Home' (selected), 'Office', and 'Others'. Below this is a section 'UPDATE PHONE NUMBER' with a table-like structure. The table has columns: 'Phone Type' (with a help icon), 'Country', 'Area Code', 'Number', and 'Extension'. There are three rows: 'Primary Mobile', 'Home Number', and 'Office Number'. Each row has a dropdown for 'Country' (all set to 'Singapore +(65)'), a text field for 'Area Code', a text field for 'Number', and a text field for 'Extension'. The 'Primary Mobile' extension is set to 'N.A'. Below the 'Primary Mobile' row, there is a message: 'One-Time PIN (OTP) will be delivered to your primary mobile number.' Below the 'Office Number' row, there is a help icon. Below the phone number section is a section 'UPDATE EMAIL' with a label 'Primary Email:' and a text field containing '@GMAIL.COM'. Below that is a label 'Other Email (optional):' and an empty text field. At the bottom right of the form, there are two buttons: 'Cancel' and 'CONTINUE'. A blue circular highlight is over the 'CONTINUE' button.

Address Type: ☒ Home ☐ Office ☐ Others

UPDATE PHONE NUMBER

Phone Type ?	Country	Area Code	Number	Extension
Primary Mobile	Singapore +(65)			N.A
One-Time PIN (OTP) will be delivered to your primary mobile number.				
Home Number	Singapore +(65)			?
Office Number	Singapore +(65)			?

UPDATE EMAIL

Primary Email: @GMAIL.COM

Other Email (optional):

Cancel CONTINUE

## C. Update communication details



4

Check that the details are correct and Click 'CONTINUE'

The screenshot shows a laptop displaying the 'MY PROFILE' page. The left sidebar contains a menu with the following items: 'MY PROFILE' (expanded), 'Change Password', 'Change User ID', 'Sign Off Preferences', 'Email Update', 'Disable Citi Mobiles Token', 'Update Personal Information' (highlighted), 'CARD SERVICES', 'CITIALERTS', 'ELECTRONIC STATEMENTS AND ADVICES', 'MY MESSAGE', 'PAYMENT & TRANSFER PREFERENCES', and 'DOCUMENT UPLOAD'. The main content area is titled 'Update Profile Details' and includes a checkbox labeled 'I'm ready to submit my request to update the following demographic details.' which is checked. Below this, the 'Primary Email' field is displayed as [redacted]@GMAIL.COM. A disclaimer states: 'Some updates may require documentary proof. Please keep your documents ready before you proceed. For "Update Mailing Address", please note that by clicking "Continue", you are fully aware that I. Your paper communications for ALL accounts with Citibank Singapore Limited of which you are the primary/main account holder, will henceforth be delivered to the new address; and II. If you have provided your latest home address, it will also be updated.' At the bottom right, there are 'Cancel' and 'CONTINUE' buttons. A blue circle highlights the 'CONTINUE' button.

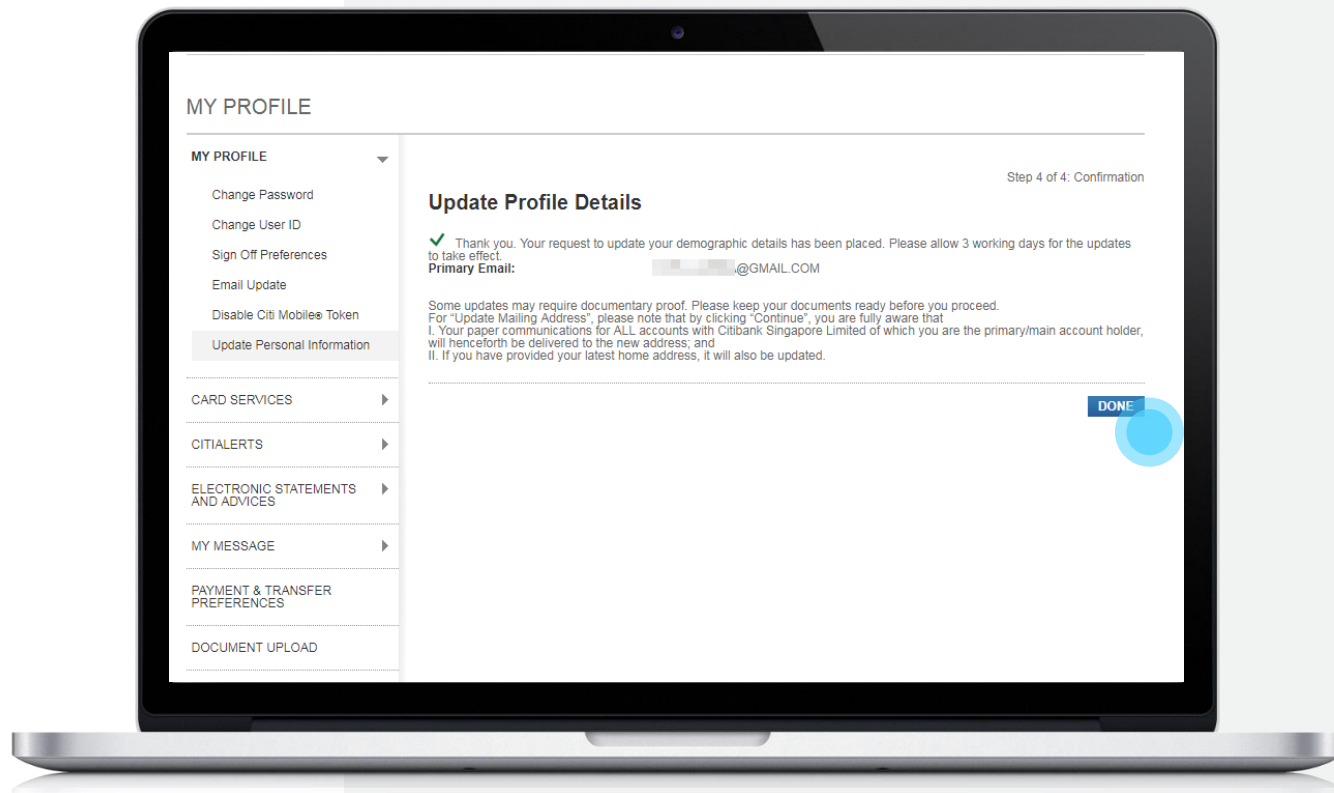


## C. Update communication details



5

Click 'DONE'



# 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.

## **MAS Guidelines**

The Monetary Authority of Singapore has issued the e-Payment User Protection Guidelines (“Guidelines”) which will take effect on 30 June 2019. Citibank would like to inform customers and account users of protected accounts about (a) their duties set out in section 3 of the Guidelines, and (b) Citibank’s duties set out in section 4 (excluding paragraph 4.3) of the Guidelines. You should note that except for paragraph 4.4 (which relates to the sending of transaction notifications i.e. Citi Alerts), section 4 of the Guidelines does not apply to Citibank in respect of any credit card, charge card or and debit card issued by Citibank.

Further details can be found at <https://www.ipb.citibank.com.sg/ePaymentGuidelines>.

You are advised to review the important advisory about your role and responsibility at [www.ipb.citibank.com.sg/security-epay](http://www.ipb.citibank.com.sg/security-epay).

In order to receive these transaction notifications, please ensure that your contact information maintained with Citibank is accurate. You can also customize your Citi Alerts profile by logging on to [www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg) with your User ID and Password, and select 'Manage Alerts' found on the right menu under 'Useful Links'.

## **General Disclaimer**

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# 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^



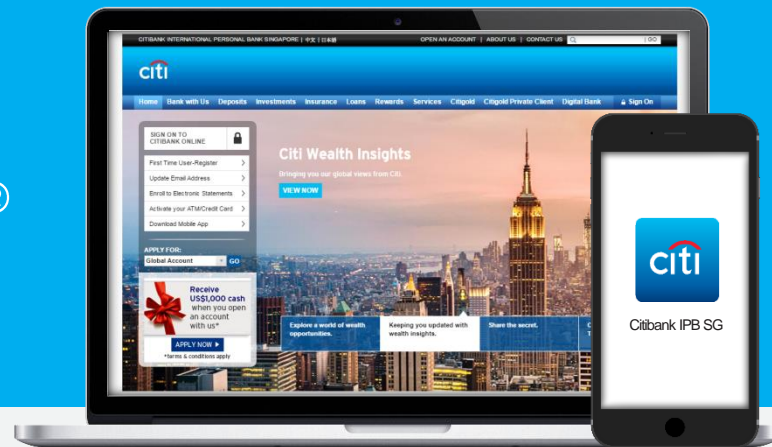
#### Investing

eFX, Brokerage, Investment Funds^



#### Banking

Telegraphic Transfers, Citibank Global Transfers



**Citibank Online**  
[www.ipb.citibank.com.sg](http://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

## Citibank International Personal Bank Singapore



[www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg)



8 Marina View  
#21-00 Asia Square Tower 1  
Singapore 018960



### Banking Hours

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

