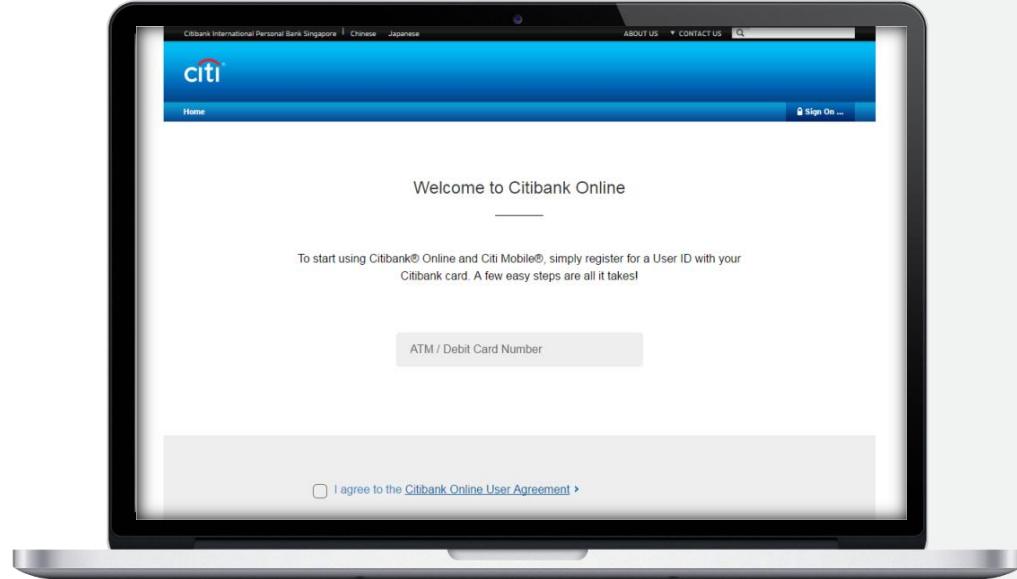


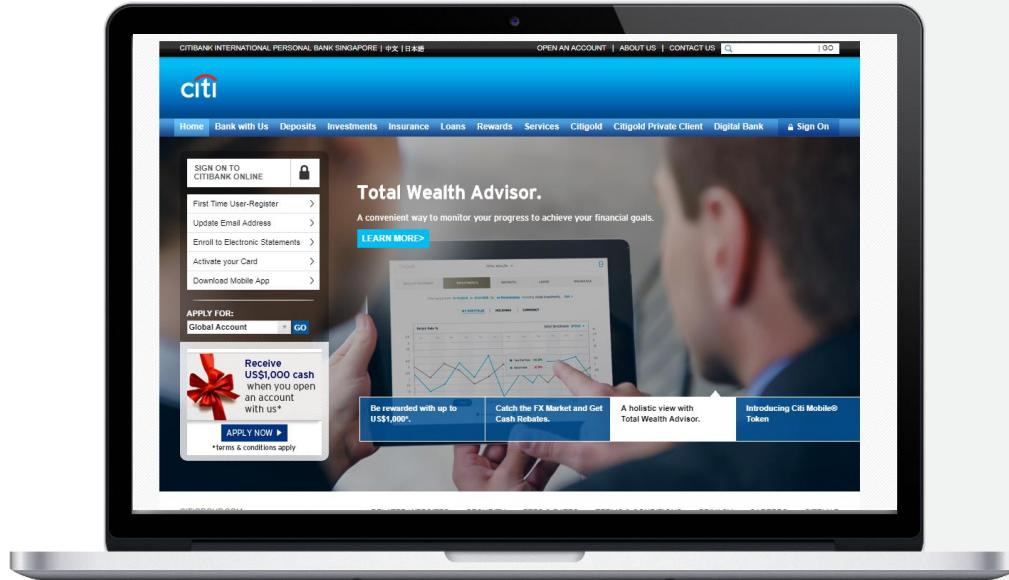
## Updating Your Personal Information

### 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”

Welcome to Citibank Online ! | Last Login: 23-07-2019 | [MY PROFILE](#) | [Messages](#)

**ACCOUNTS** [Manage Accounts Display](#) [GVA Registration](#)

[Expand All](#)  [Collapse All](#)

**Checking Accounts (15)**

| Account Name                        | Account Type                    | Amount                      |
|-------------------------------------|---------------------------------|-----------------------------|
| Checking : xxxxxx                   | Checking                        | AUD 0.00                    |
| <a href="#">Recent Transactions</a> | <a href="#">Available Now:</a>  | <a href="#">On Deposit:</a> |
|                                     |                                 | AUD 0.00                    |
|                                     | <a href="#">MAKE A TRANSFER</a> |                             |
| Checking : xxxxxx                   | Checking                        | AUD 0.00                    |
| <a href="#">Recent Transactions</a> | <a href="#">Available Now:</a>  | <a href="#">On Deposit:</a> |
|                                     |                                 | AUD 0.00                    |
|                                     | <a href="#">MAKE A TRANSFER</a> |                             |

**QUICK TASKS**  
What would you like to do?  
 [Foreign Exchange \(eFX\)](#)  
 [Transfer Funds Between Own Accounts](#)  
 [Download Recent Statements](#)  
 [View Reward Balance](#)  
 [Show Account Number](#)  
 [Document Upload](#)

**USEFUL LINKS**

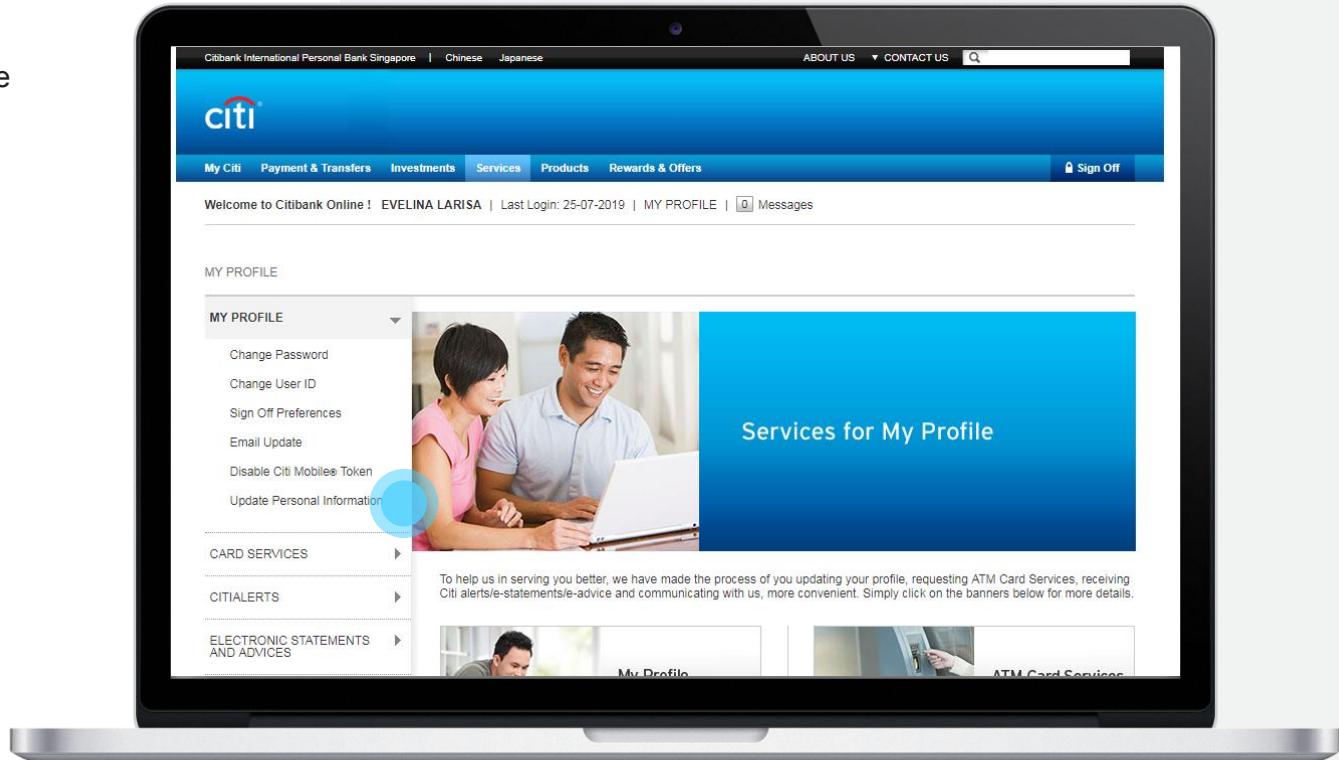
[Citi Wealth Insights & Web Seminars](#)  
 [Email Update](#)  
 [Enroll/ Edit Electronic Statements](#)

# A. View personal information



1

On the left menu, click “Update Personal Information”

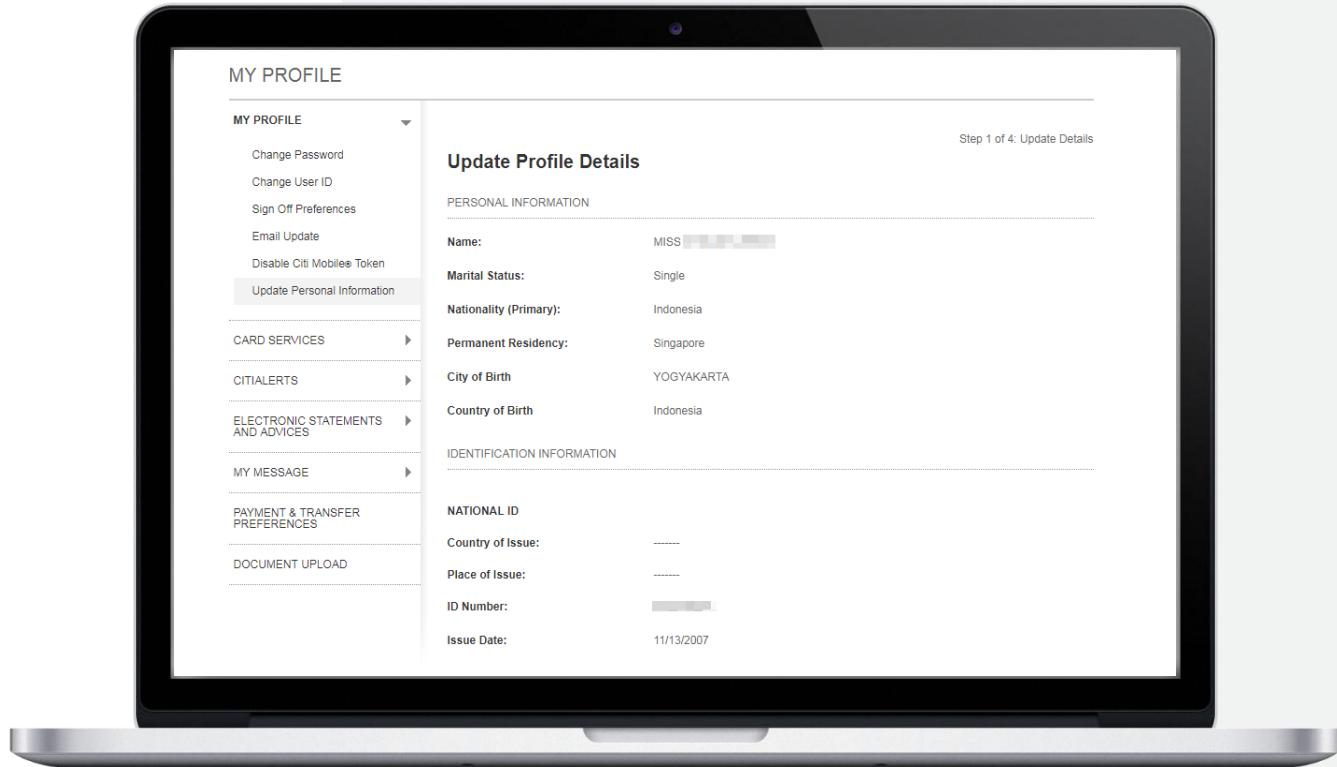


# A. View personal information



3

Your personal information will be shown on the screen

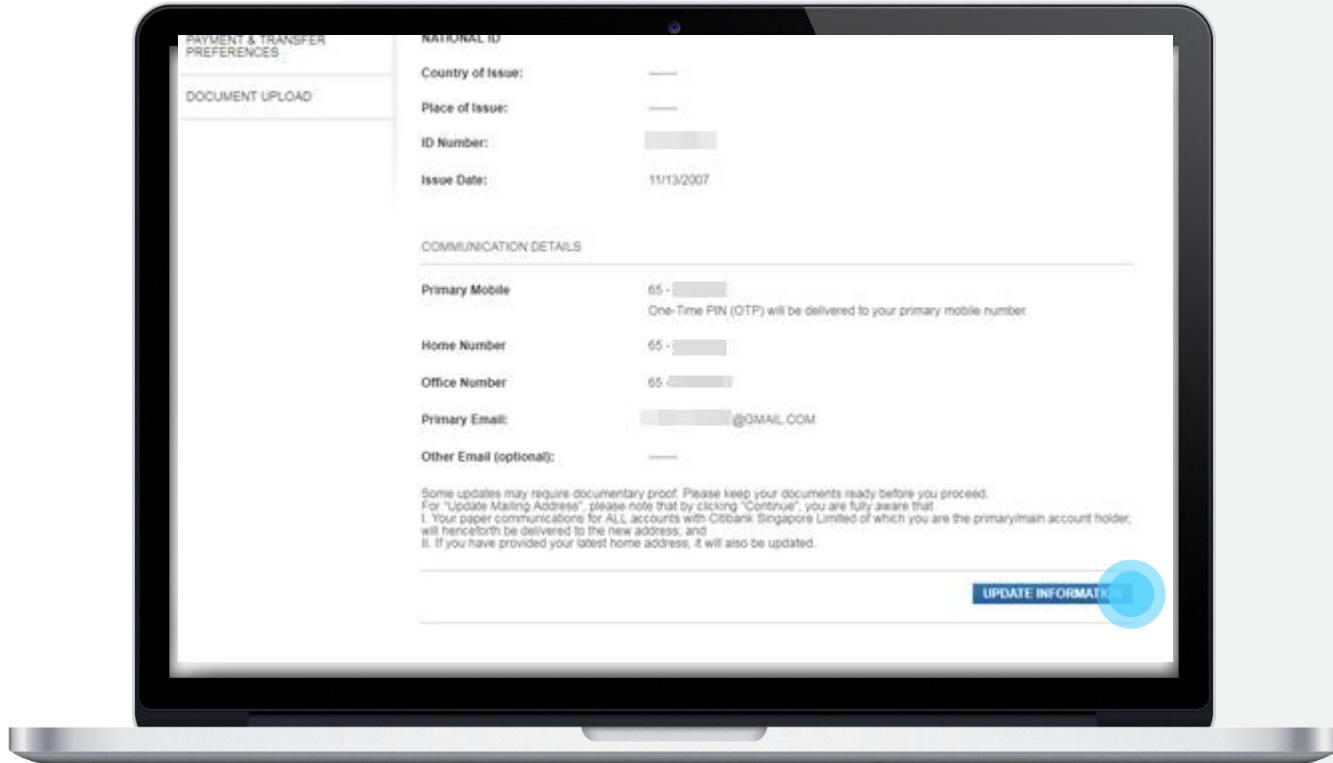


# B. Update personal information & identification information



1

Click "UPDATE INFORMATION"



# 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

Step 2 of 4: Edit Details

Update Profile 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

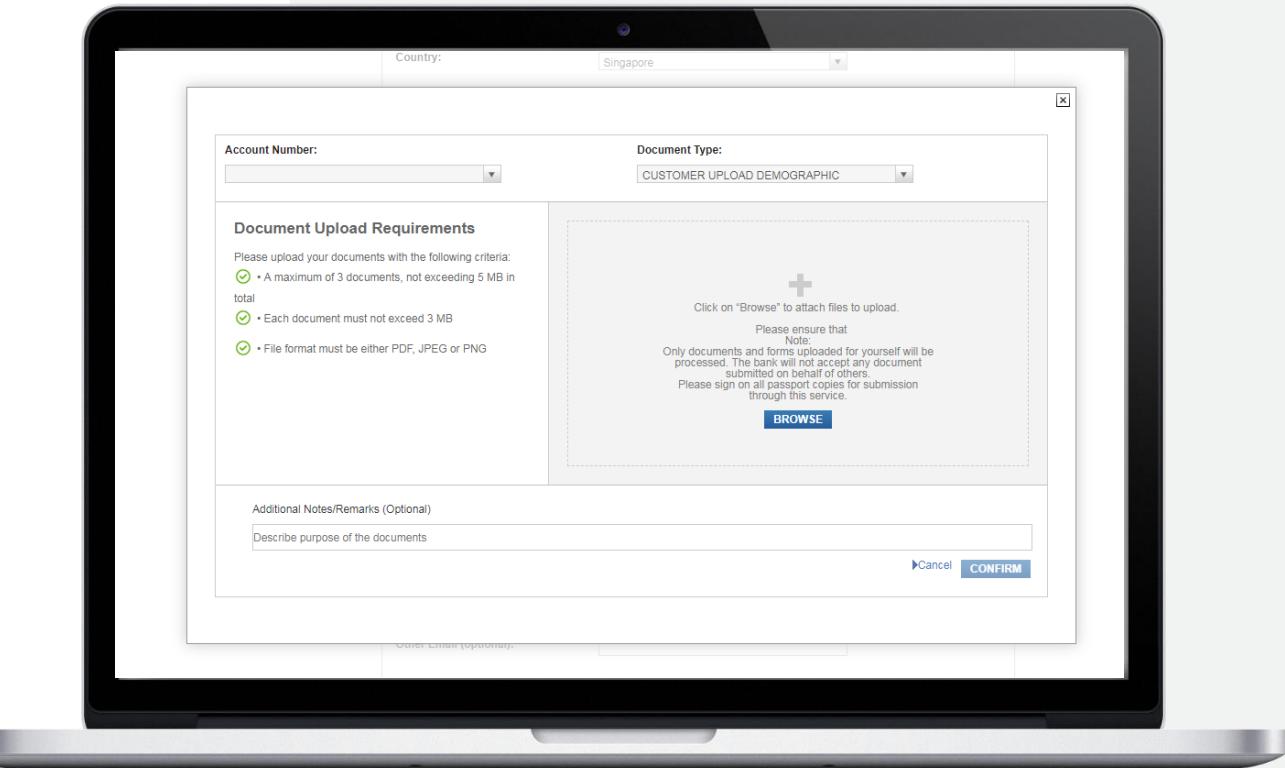
# B. Update personal information & identification information



3

Upload the documents required for the update

e.g. Deed poll, Passport, Marriage certificate

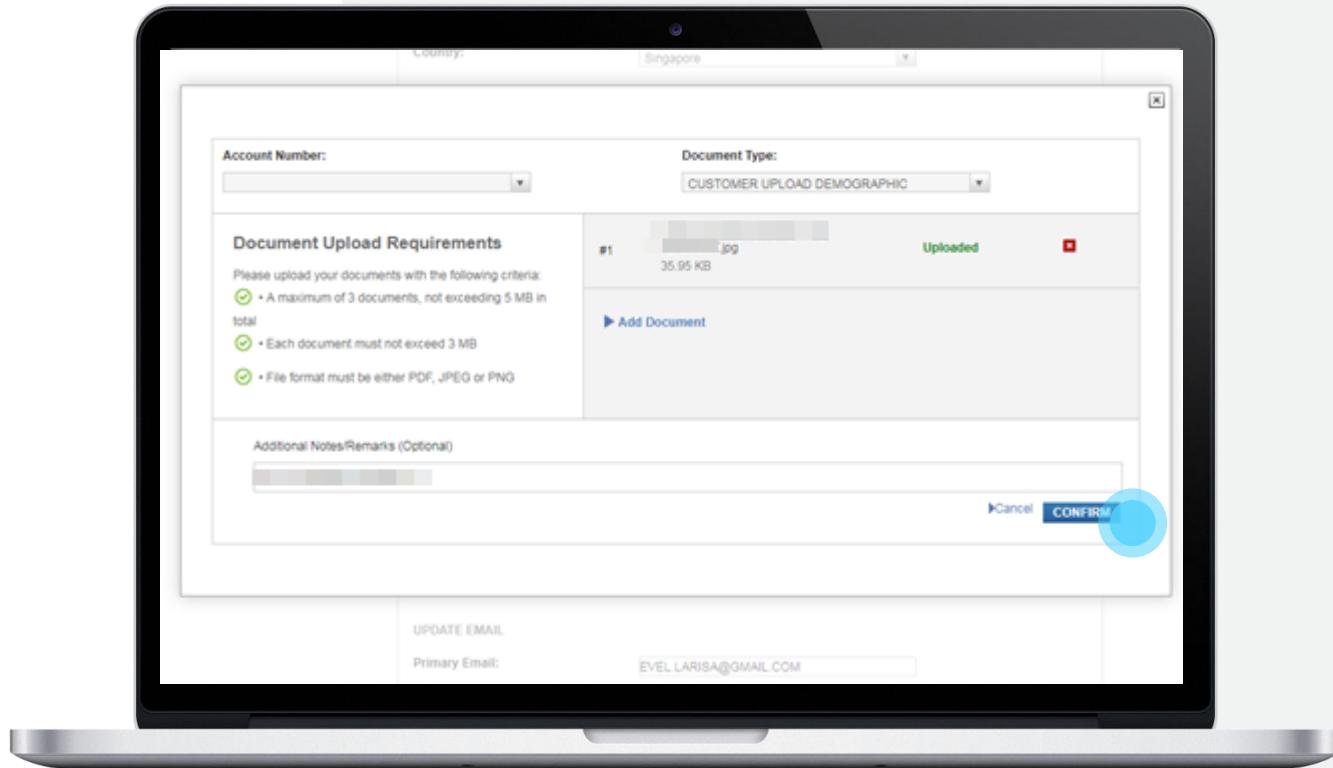


## B. Update personal information & identification information



4

Click 'CONFIRM'

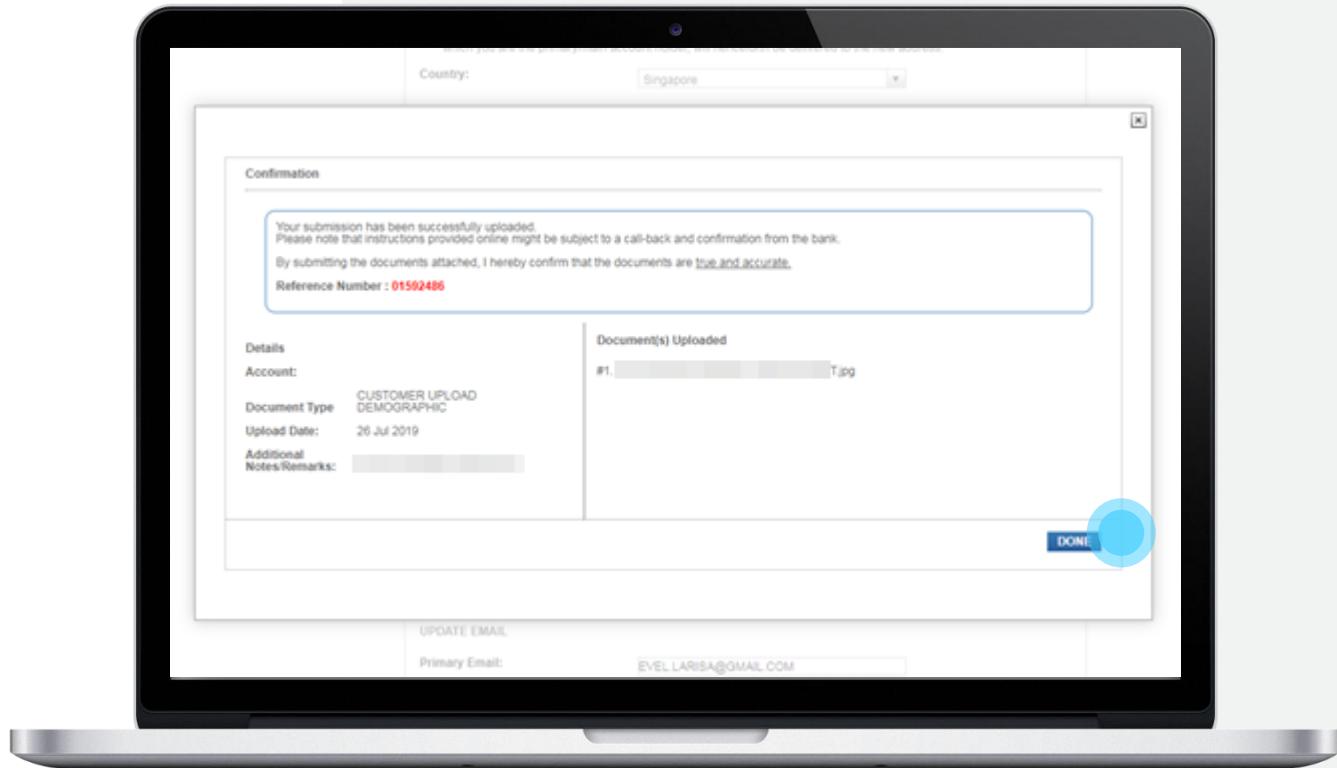


## B. Update personal information & identification information



5

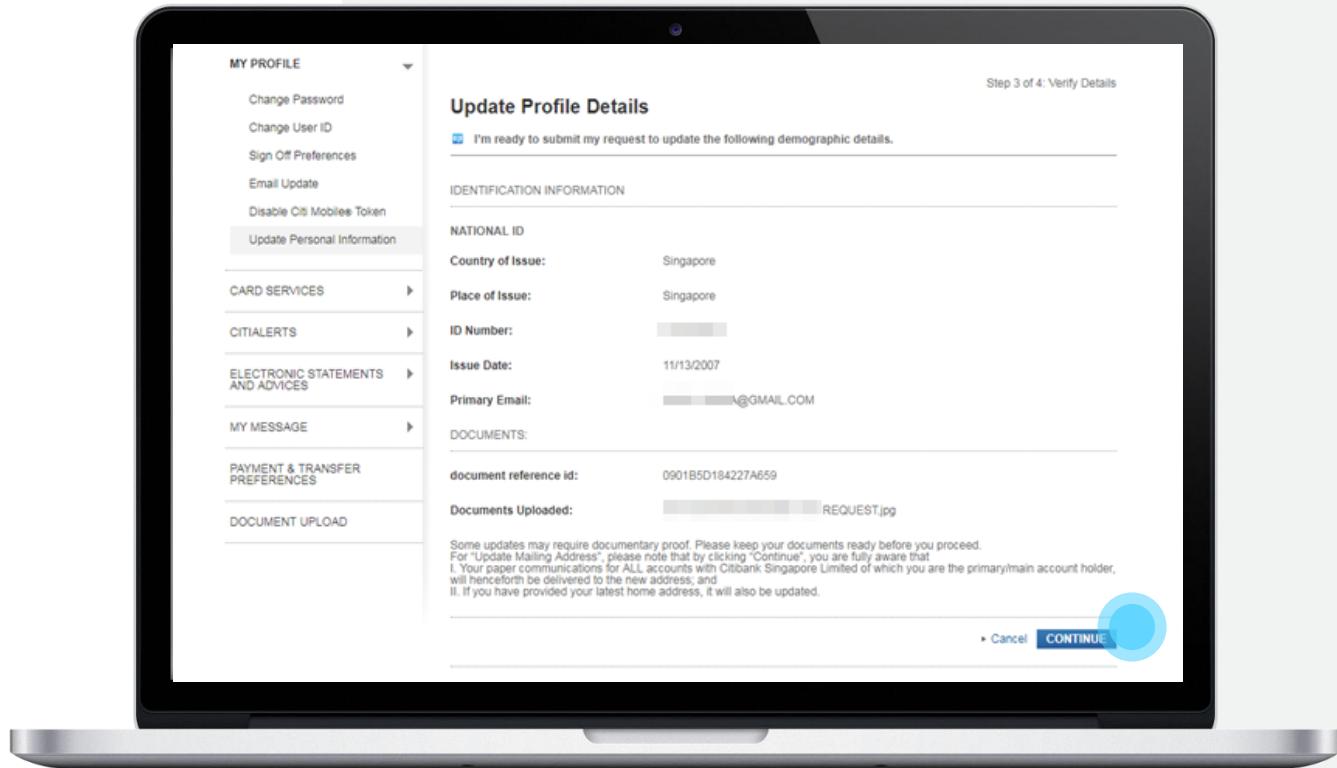
Click 'DONE'



# 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.

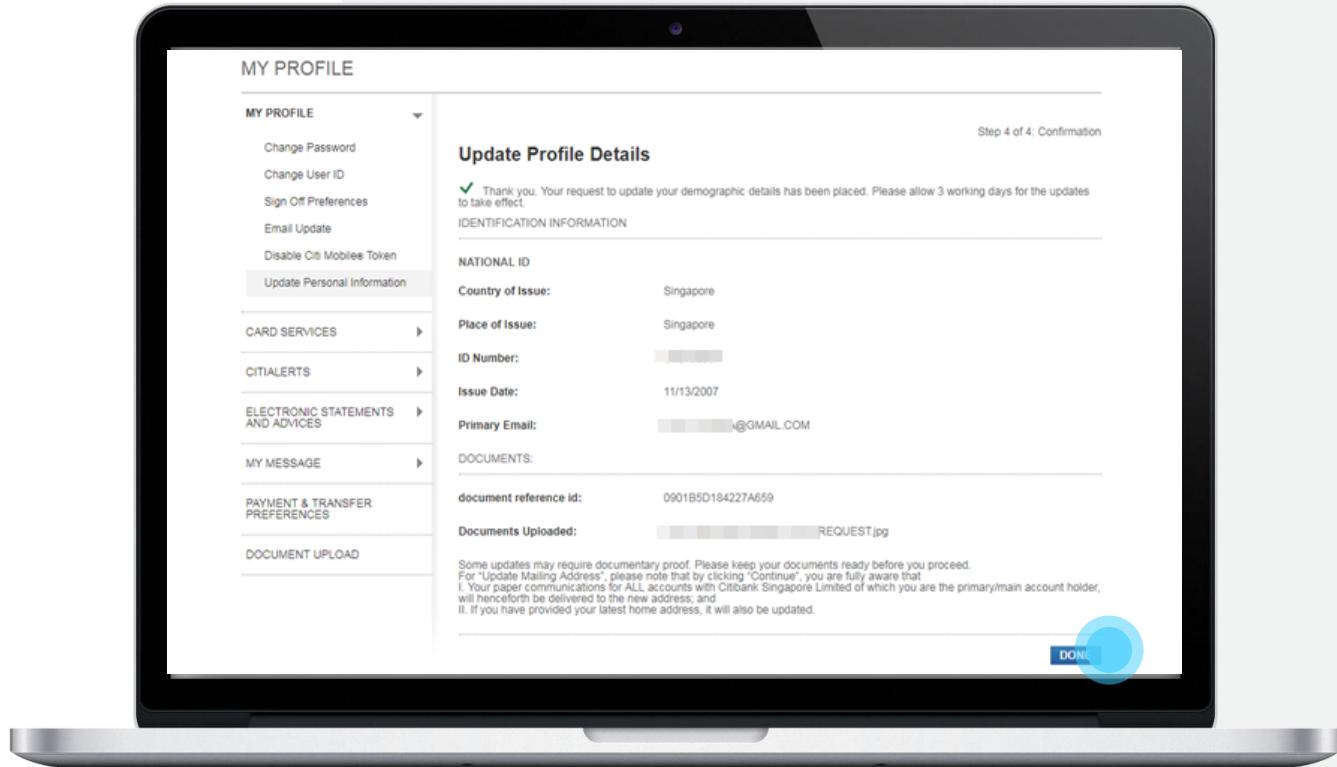


# B. Update personal information & identification information



8

Click 'DONE'

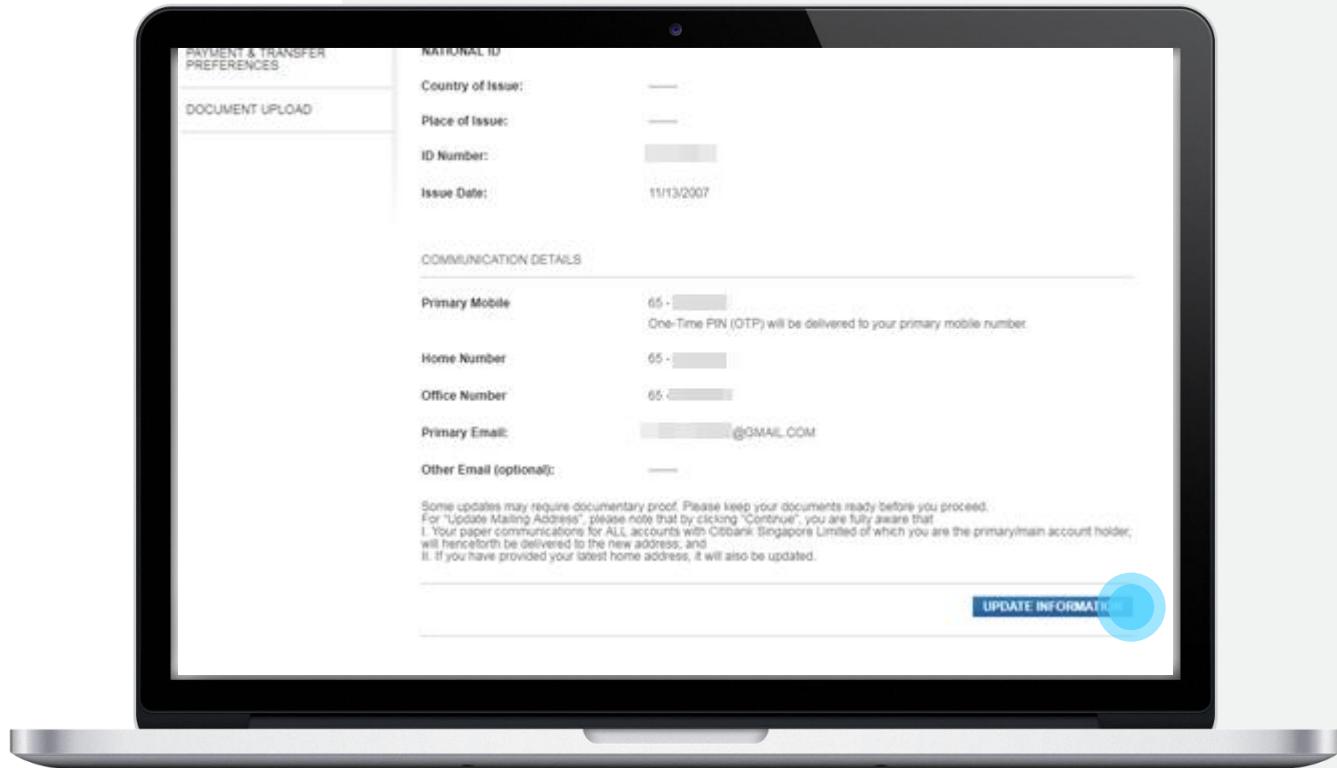




# C. Update communication details

1

Click "UPDATE INFORMATION"



# C. Update communication details



2

Update the information in the fields accordingly

COMMUNICATION INFORMATION

**UPDATE MAILING ADDRESS**

**!** 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:

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

Address Line 1:

Address Line 2 (optional):

Address Line 3 (optional):

Address Type:  Home  Office  Others

**UPDATE PHONE NUMBER**

Phone Type  Country  Area Code  Number  Extension

Primary Mobile  Singapore +65    N.A

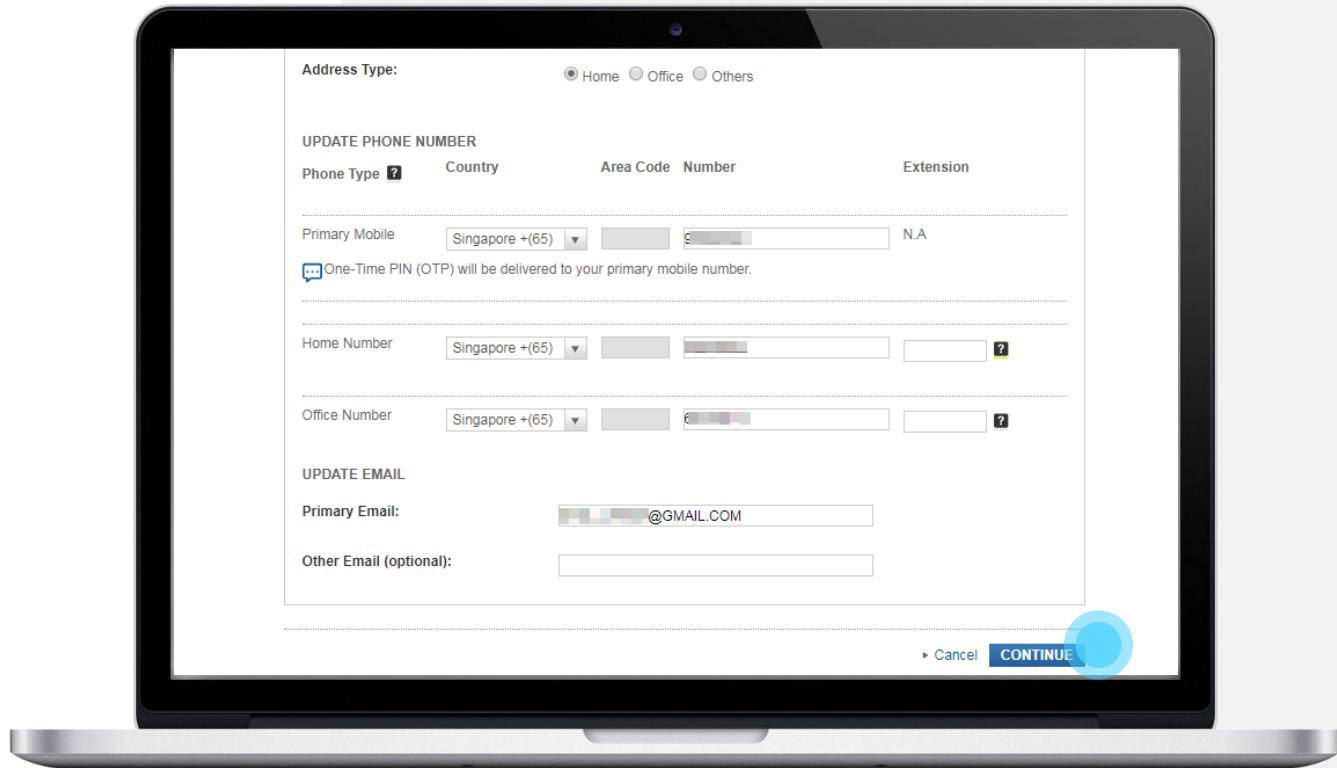
One-Time PIN (OTP) will be delivered to your mobile number

# C. Update communication details



3

Click 'CONTINUE' once done

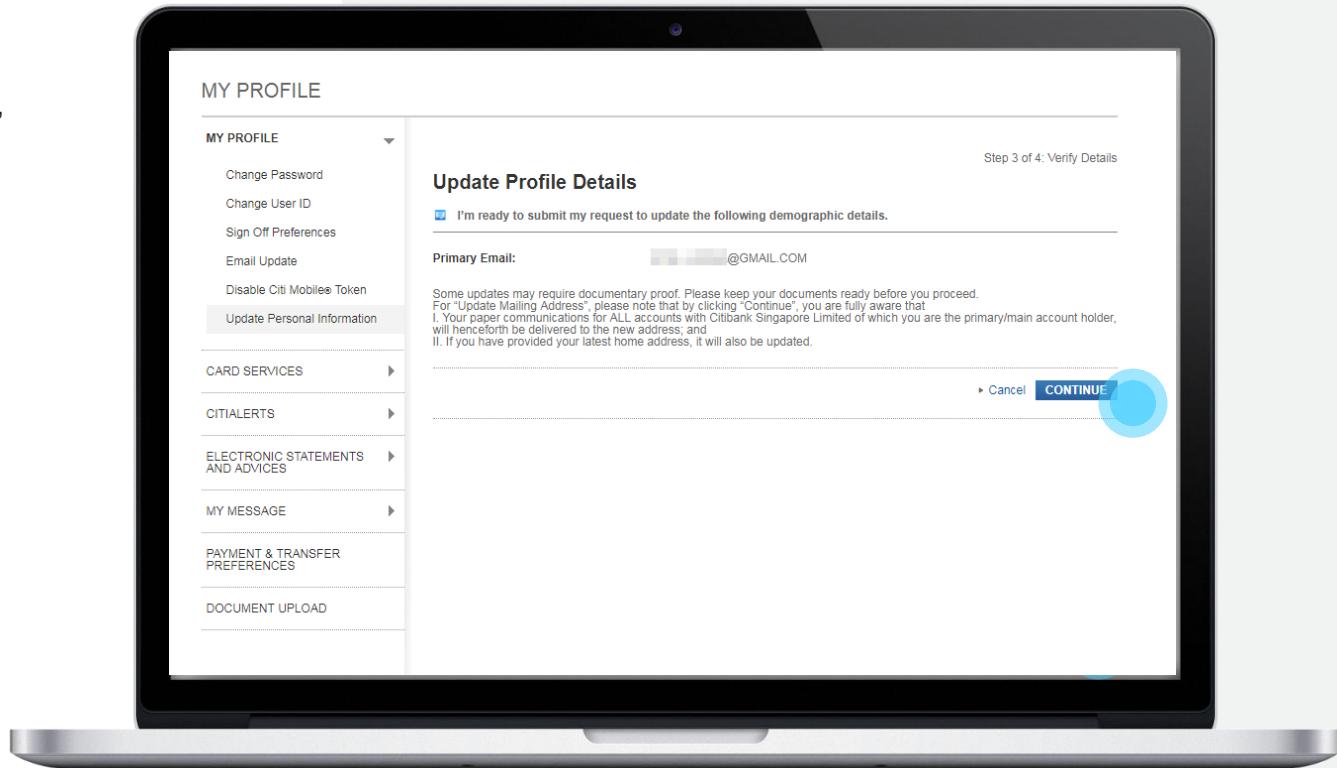


# C. Update communication details



4

Check that the details are correct and Click 'CONTINUE'

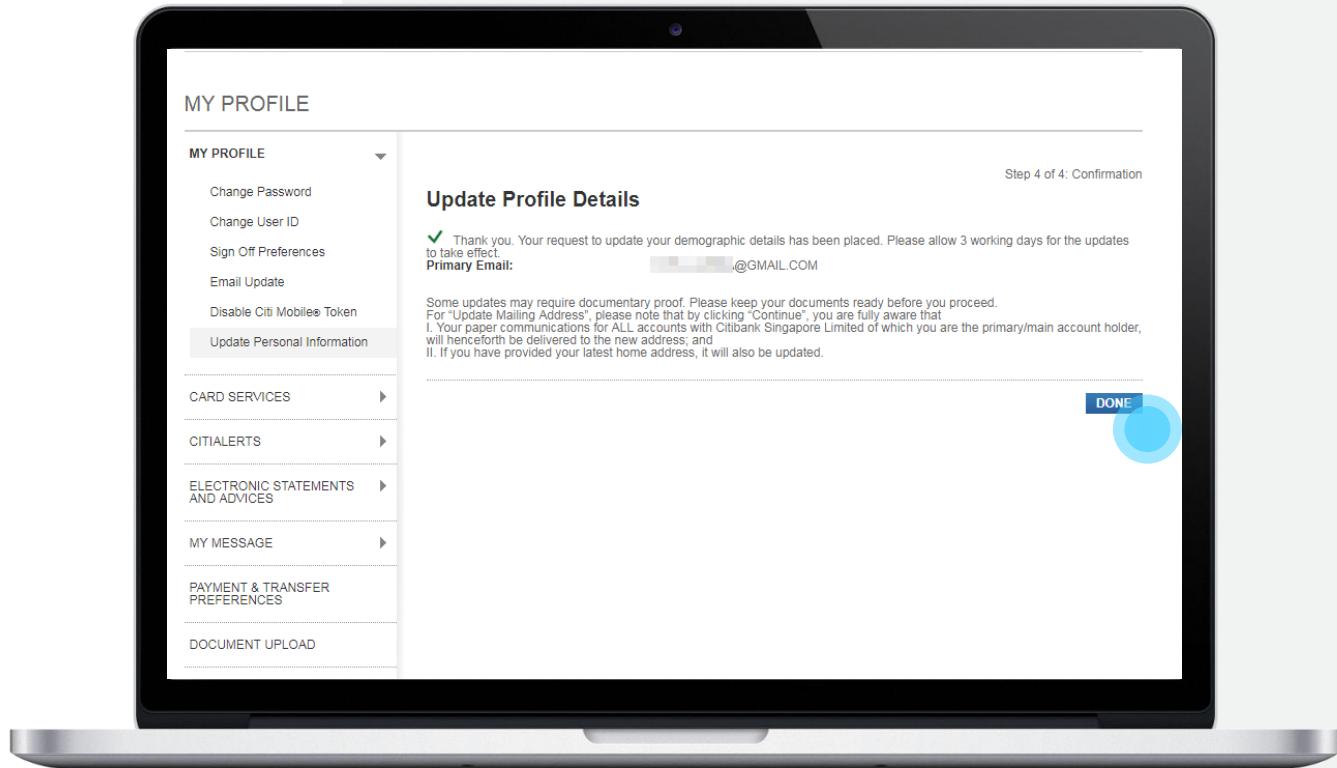




# C. Update communication details

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](https://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](https://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<sup>^</sup>



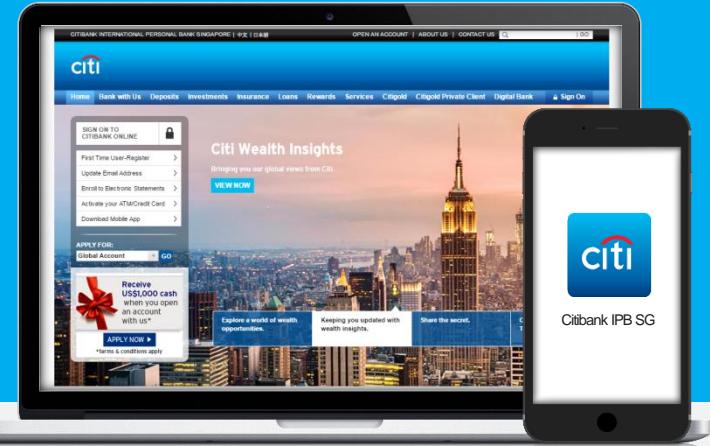
#### Investing

eFX, Brokerage, Investment Funds<sup>^</sup>



#### Banking

Telegraphic Transfers, Citibank Global Transfers



### Citibank Online

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

### Citi Mobile® App



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.

<sup>^</sup>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)

