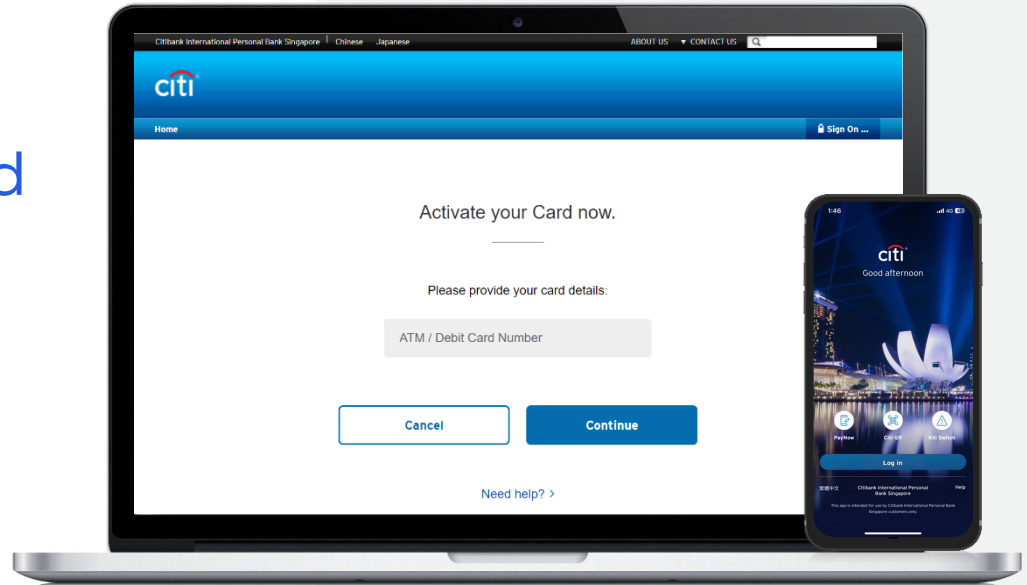


# Activate ATM/Debit Card Quick Start Guide

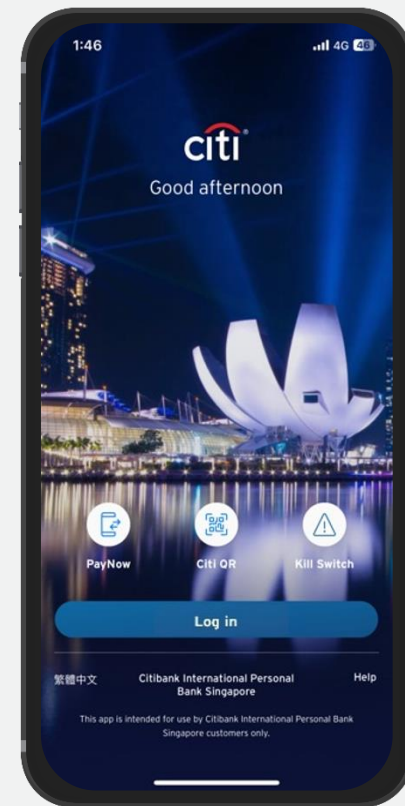
Citibank Online & Citi Mobile® App



# Activate ATM/Debit Card

Citi Mobile® Contents

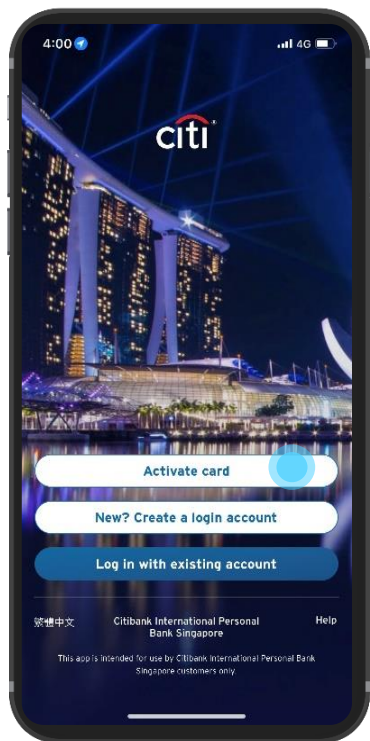
- A. Activate Card without Signing On 3
- B. Activate Card after Signing On 5



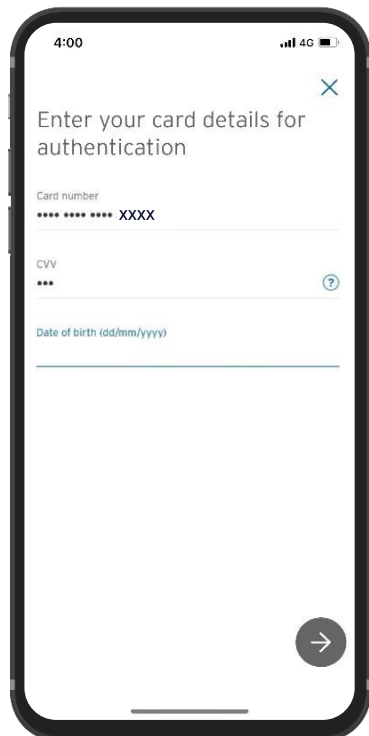
# A. Activate Card without Signing On



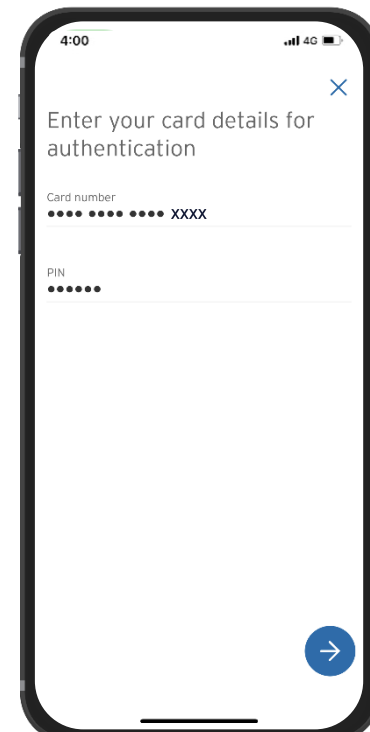
1 Click “Activate Card”



2a For Debit Card, enter your 16-digit Citibank card number, CVV and DOB



2b For ATM Card, enter your 16-digit Citibank card number and PIN




# A. Activate Card without Signing On



3 Key in SMS OTP sent to registered number for authentication


Enter your card details for authentication

Card number  
..... 4032

 SMS One-Time PIN (OTP)  
Enter the OTP sent to your mobile number.  
It expires in 2 minutes.

○ ○ ○ ○ ○ ○

Resend OTP

1	2	3
4	5	6
7	8	9
	0	

4 Card successfully activated and prompt to register

Activate your card

Almost done...

Create a Citibank Online account to complete your card activation and enjoy all the latest banking features on the go.

Create now

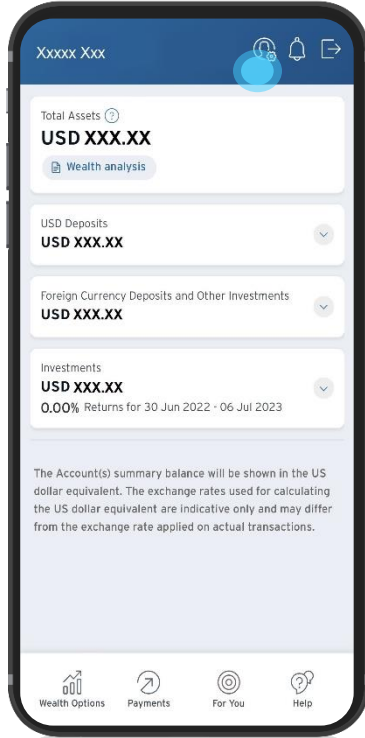
# B. Activate Card after Signing On



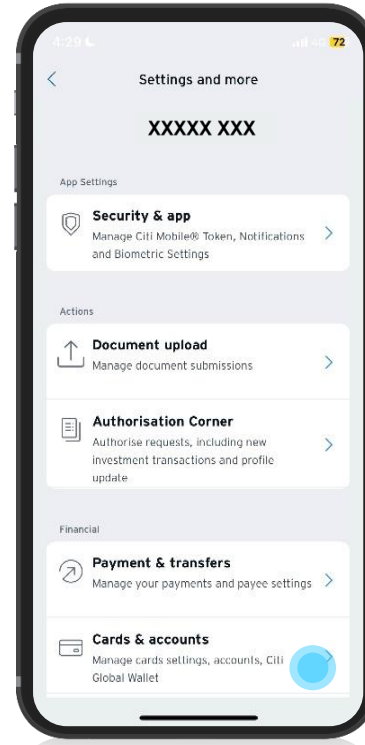
1 Open the App and Log In



2 On the main page, select "Settings and more"



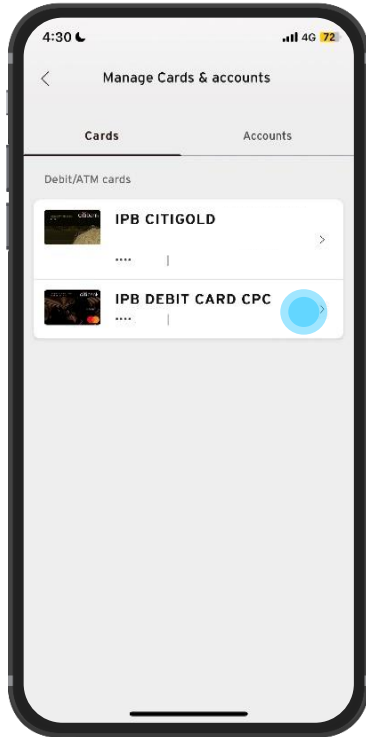
3 Select "Cards & accounts"



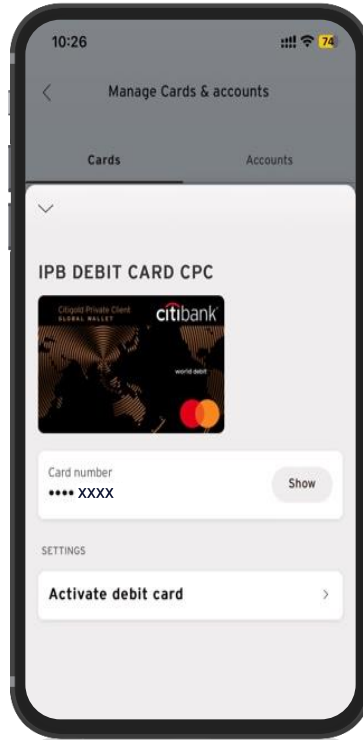
## B. Activate Card after Signing On



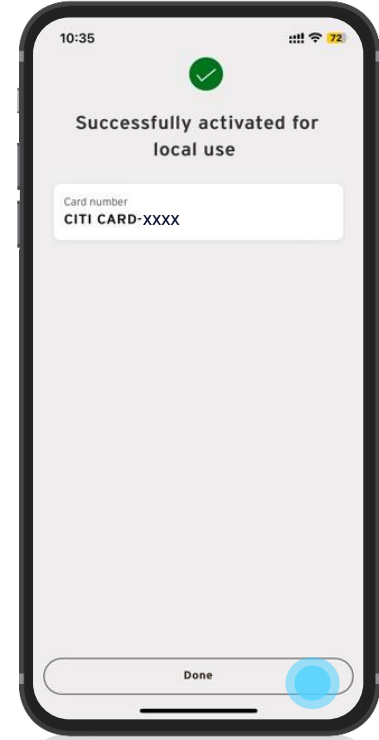
4 Select Inactive Card to Activate



5 Select "Activate debit card"



6 Confirmation Screen and Select Done



# Activate ATM/Debit Card

Citibank Online Contents

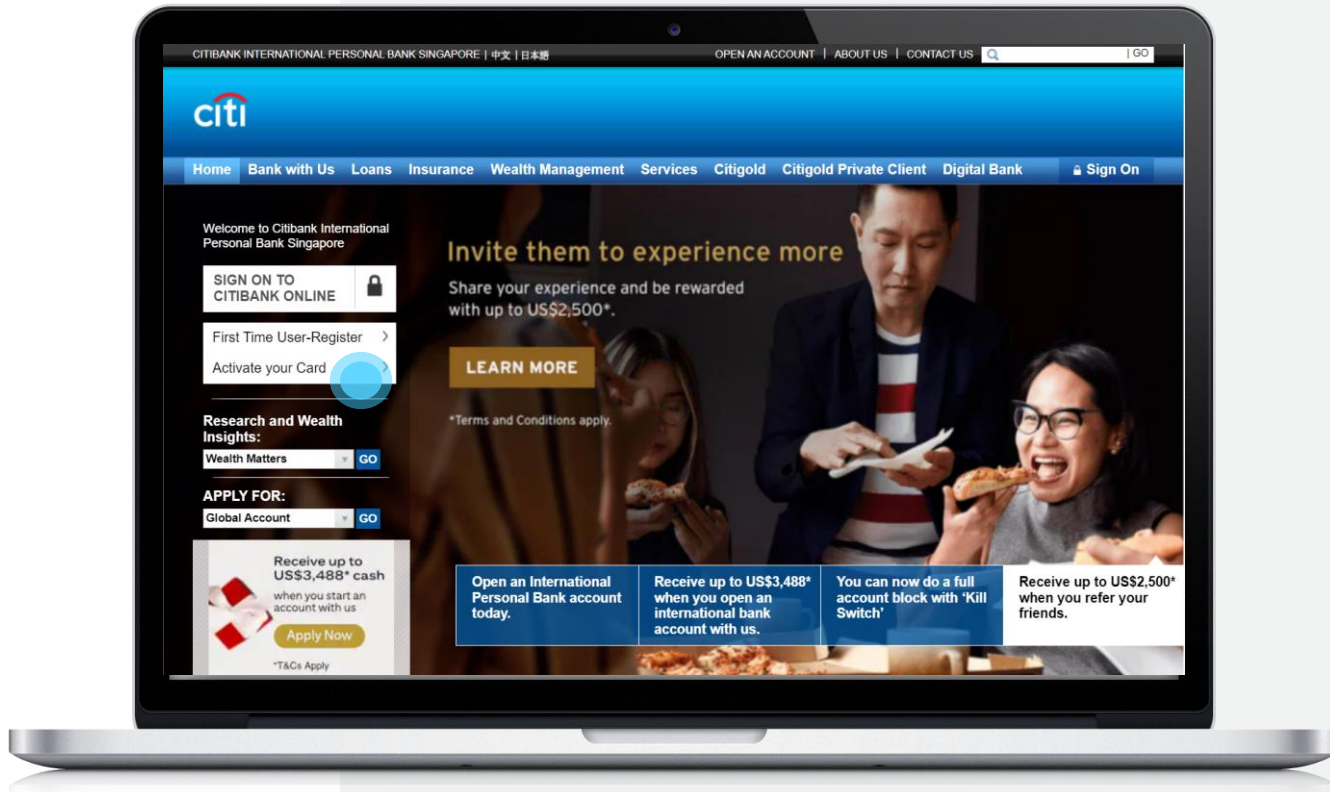
- A. Activate Card without Signing On 8
- B. Activate Card after Signing On 14



# A. Activate Card without Signing On



- 1 Go to [www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg)
- 2 Click on “Activate your card”



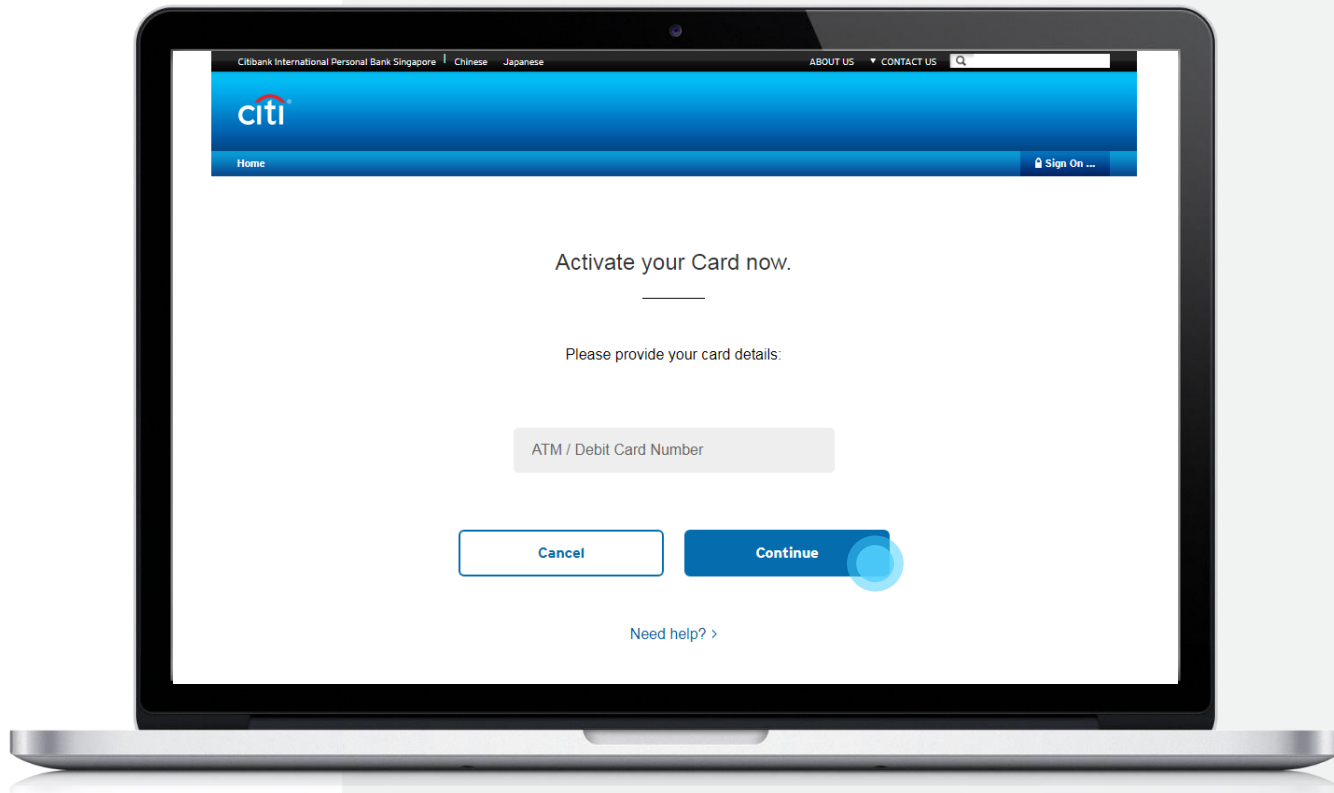


# A. Activate Card without Signing On



3

Key in your ATM/Debit Card Number

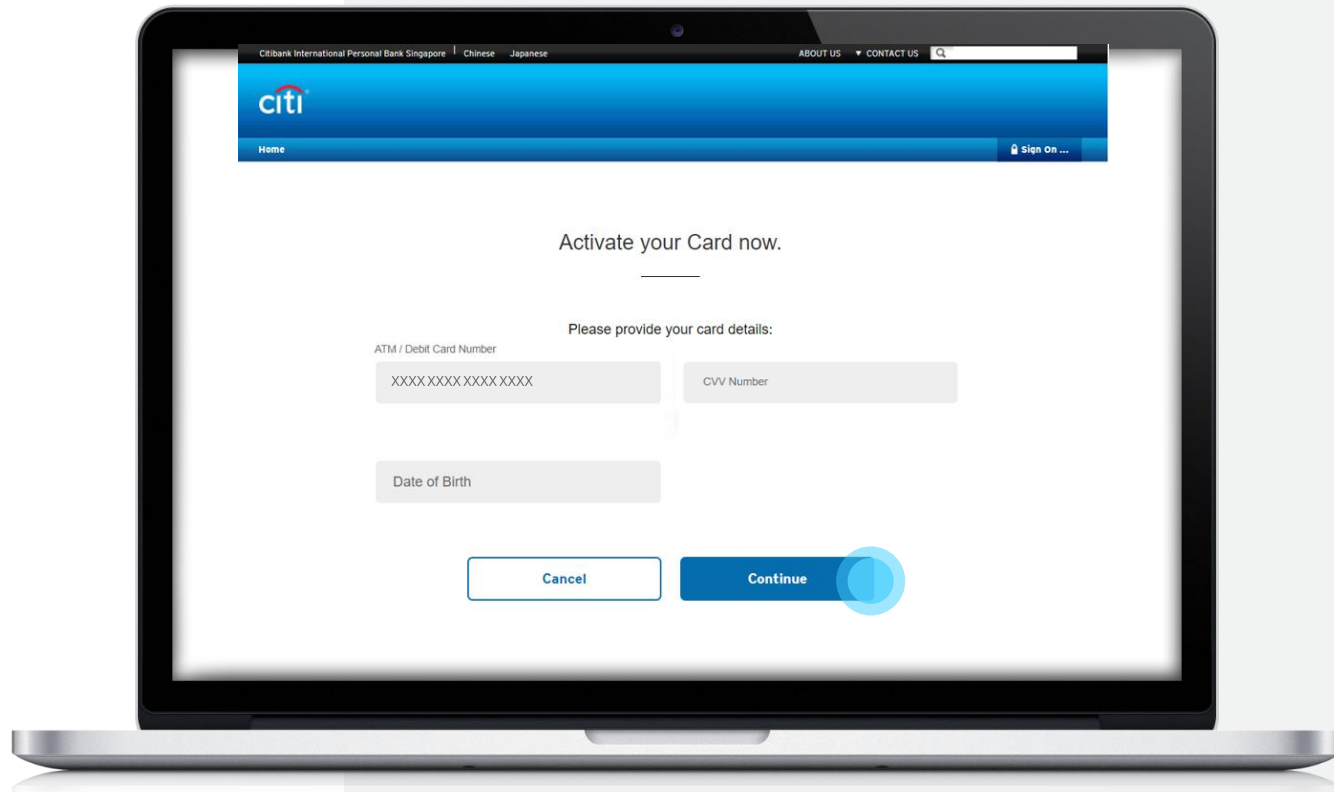


# A. Activate Card without Signing On



4a

For Debit Card, key in your CVV and Date of Birth, then click continue

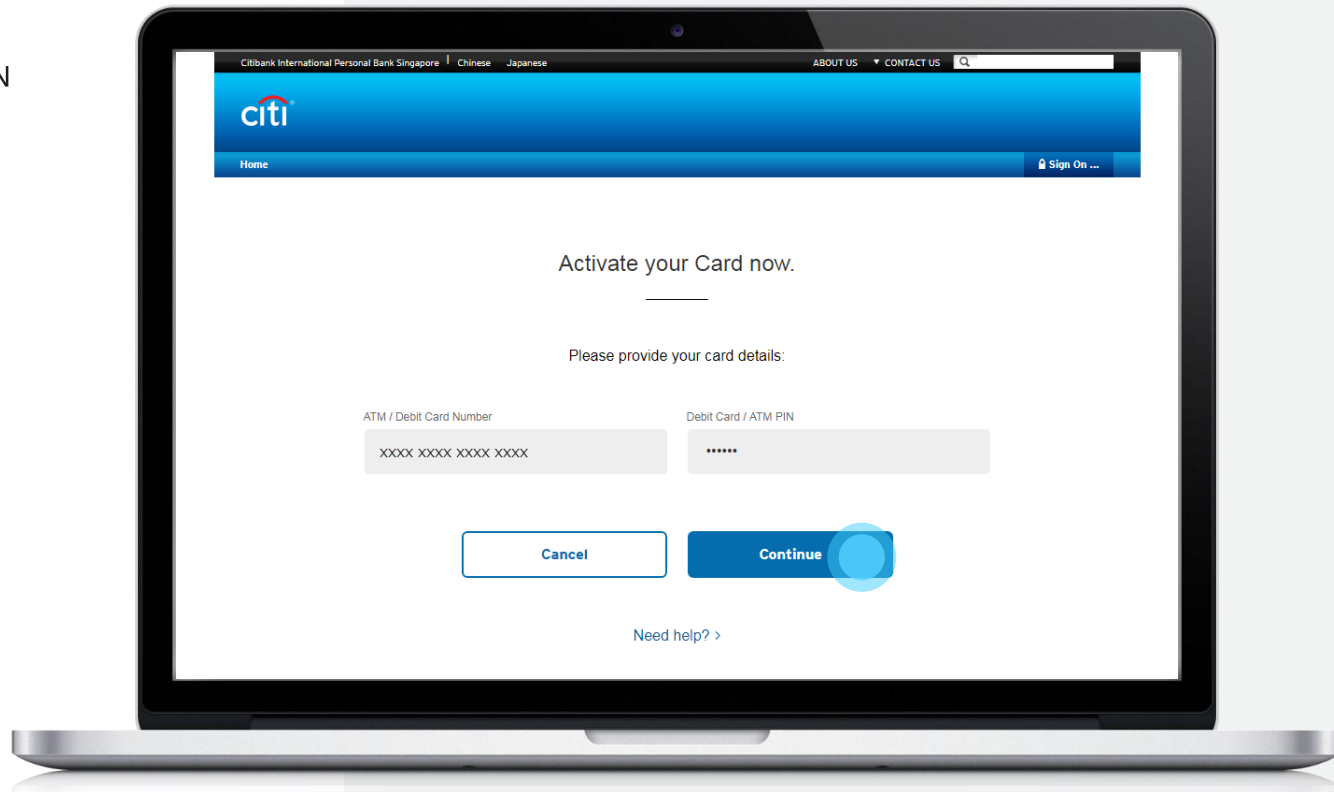


# A. Activate Card without Signing On



4b

For ATM Card, key in your PIN & then click continue



# A. Activate Card without Signing On

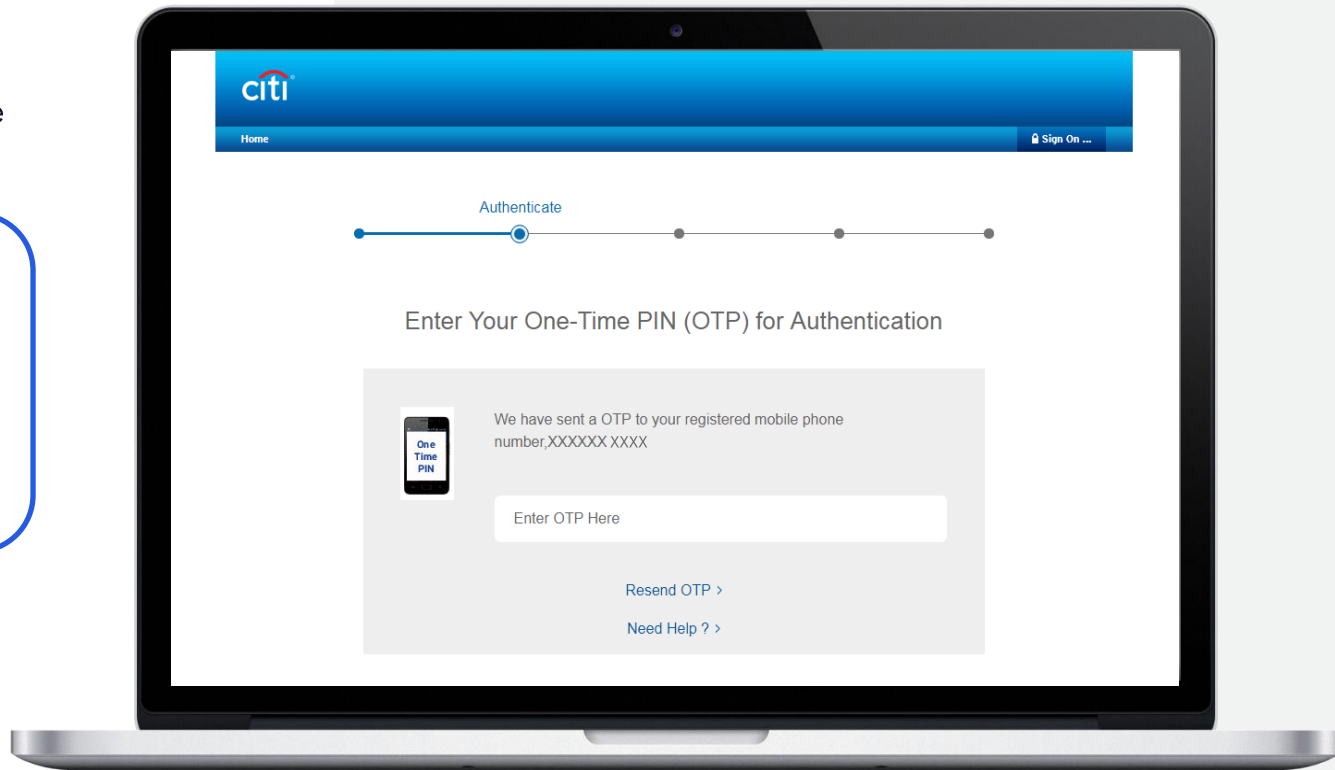


- 5 You'll be prompted to enter the One-Time PIN to proceed

## Useful Tips

An alternative authentication method is to use your Online Security Device to generate a One-Time PIN.

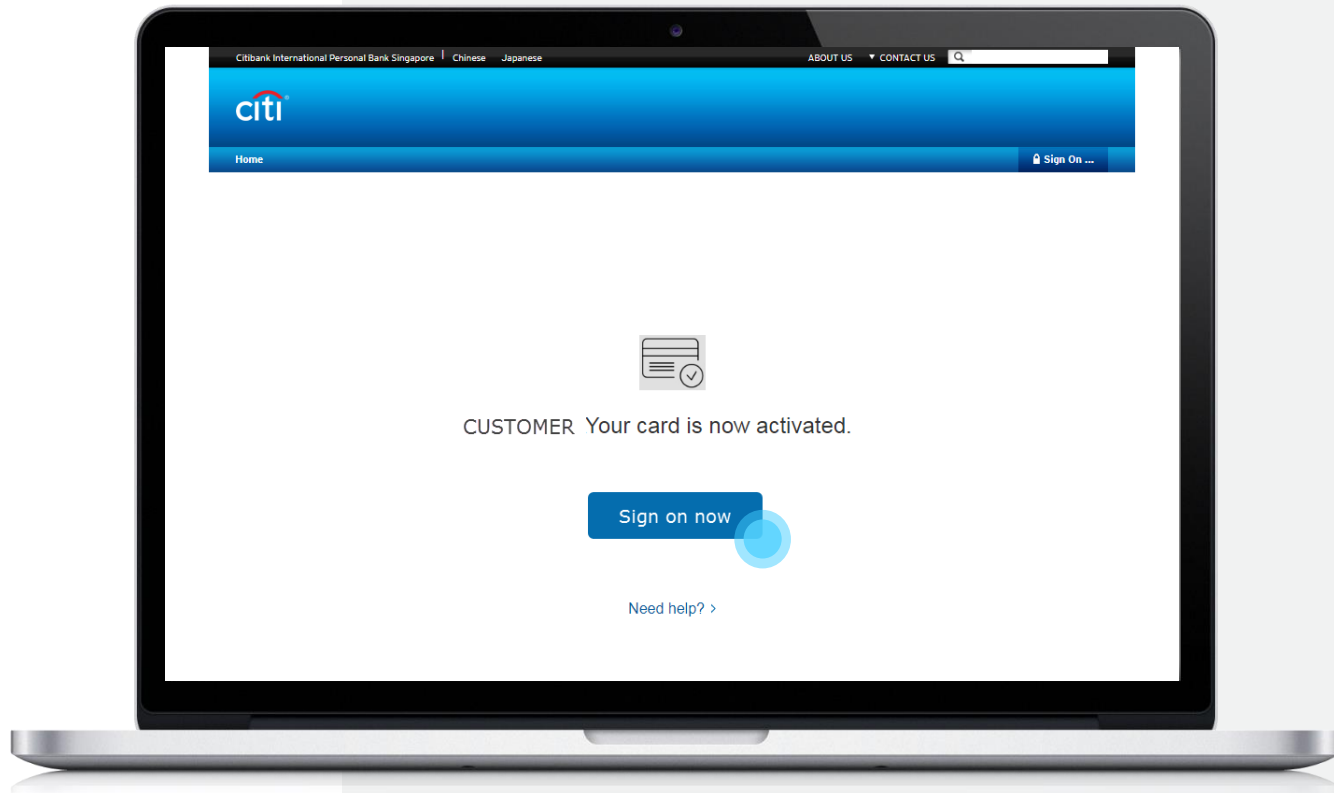
To see more on how to generate One-Time PIN using an Online Security Device, please see [here](#).



# A. Activate Card without Signing On



6 Your card is now activated

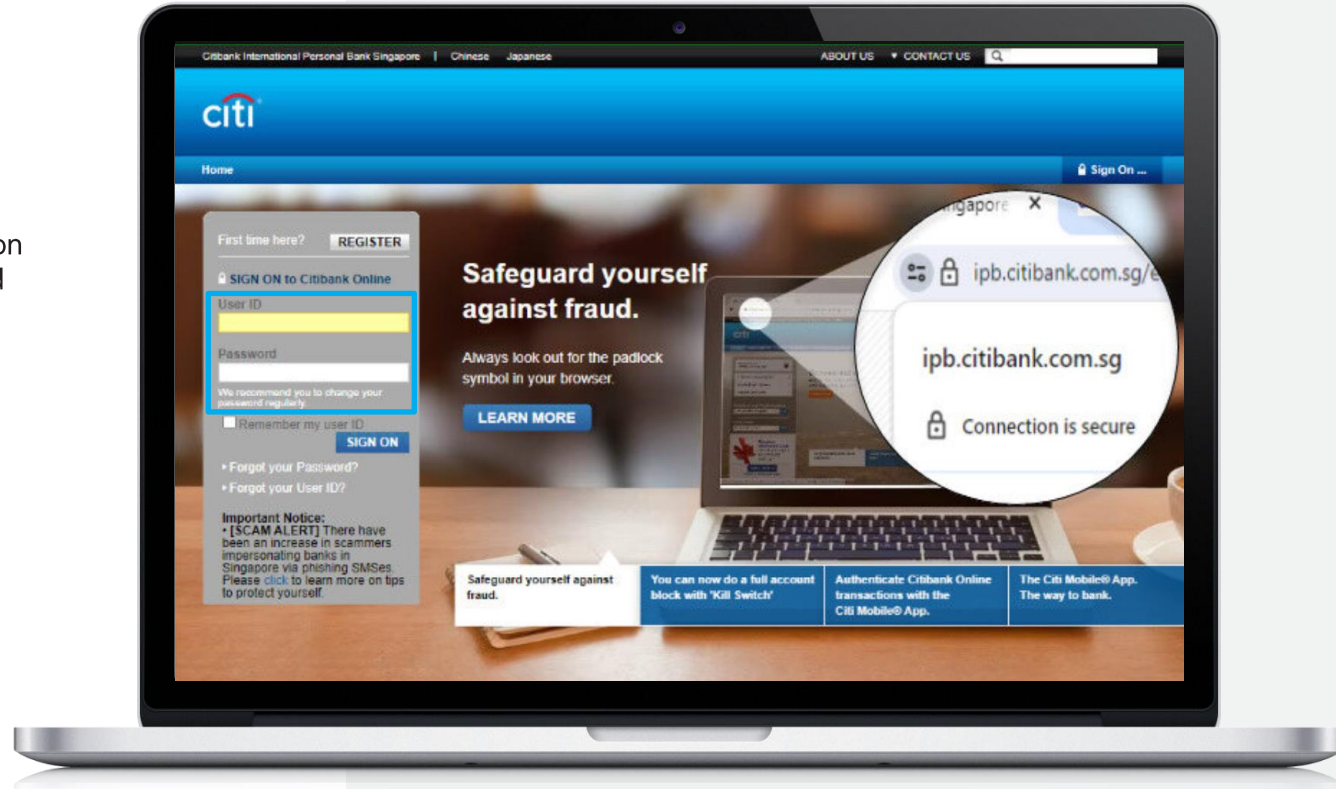


## B. Activate Card after Signing On



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

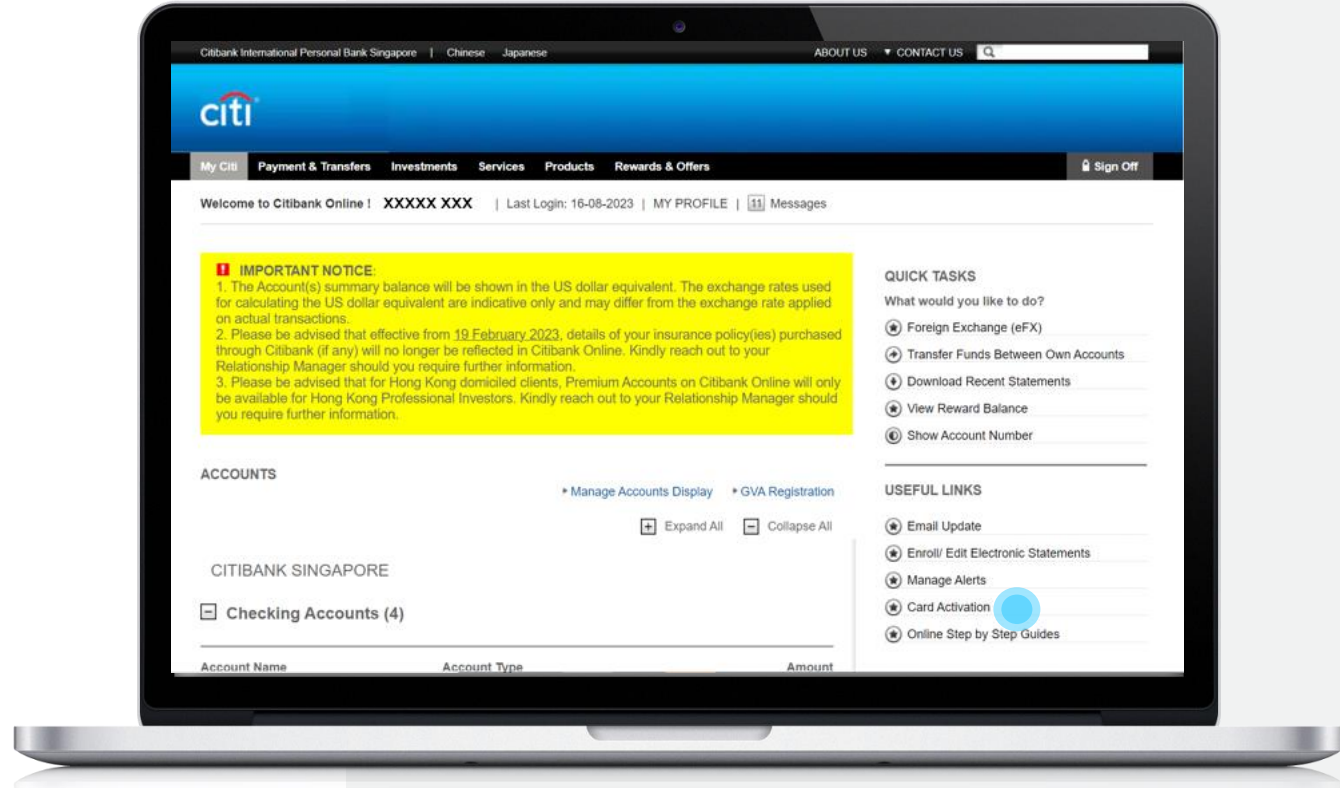
2 Click on “Sign on”, then sign on with your User ID & Password



## B. Activate Card after Signing On



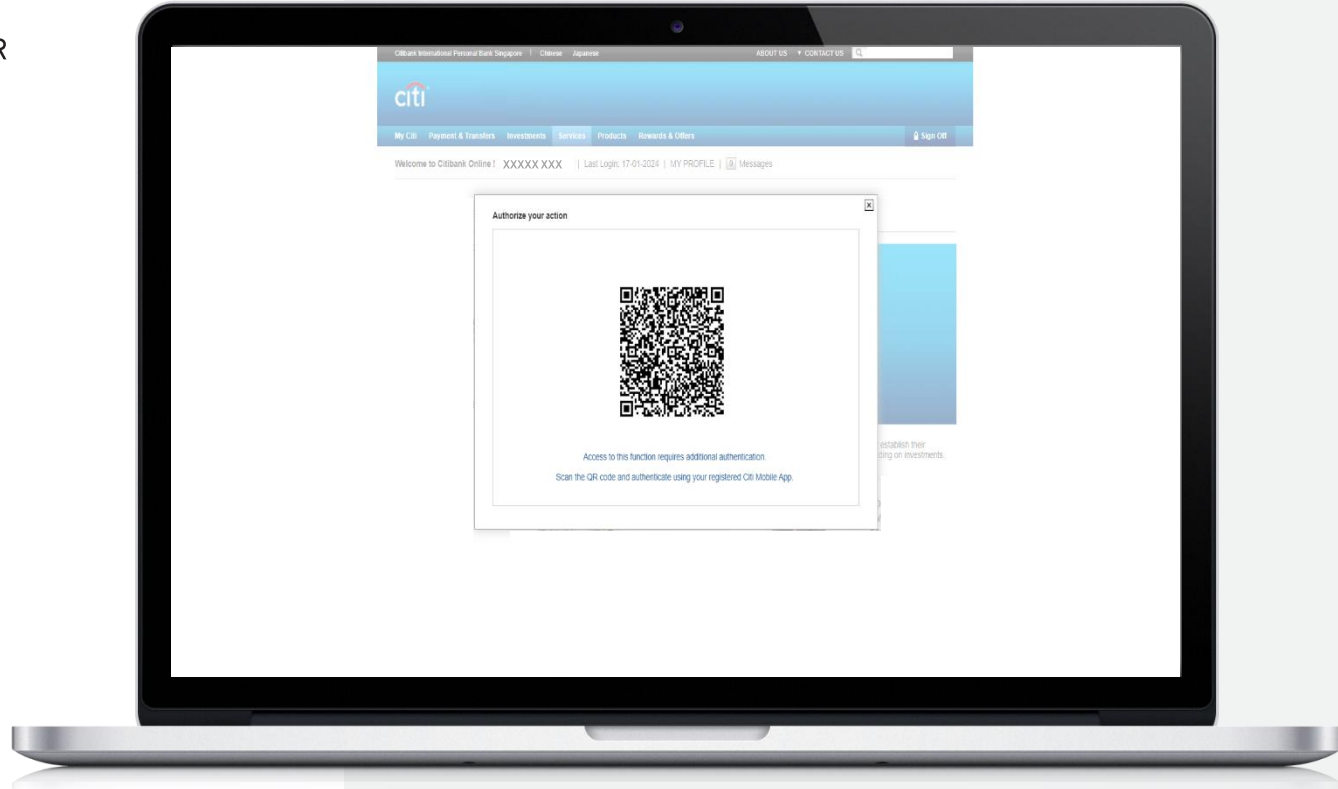
### 3 Select “Card Activation”



## B. Activate Card after Signing On



### 4 Authorize your action via Citi QR

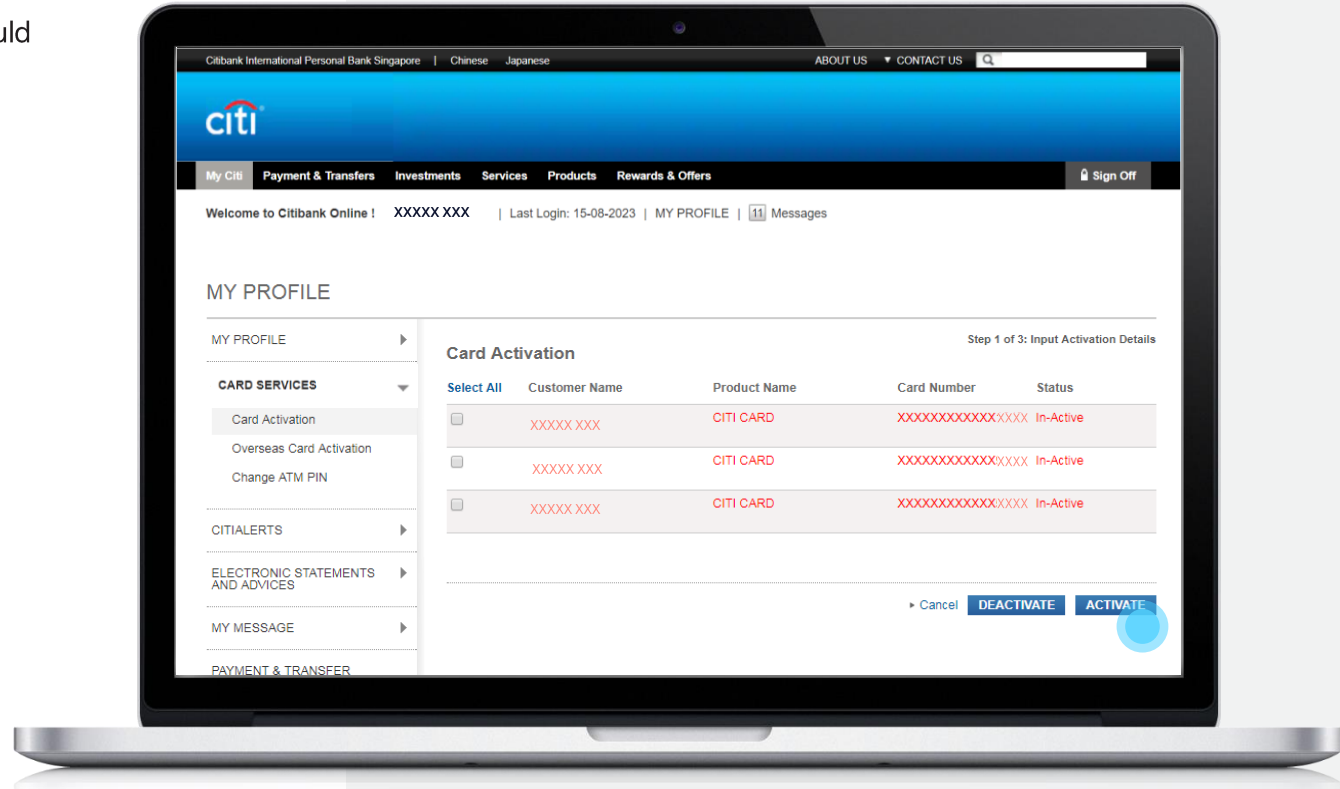




## B. Activate Card after Signing On



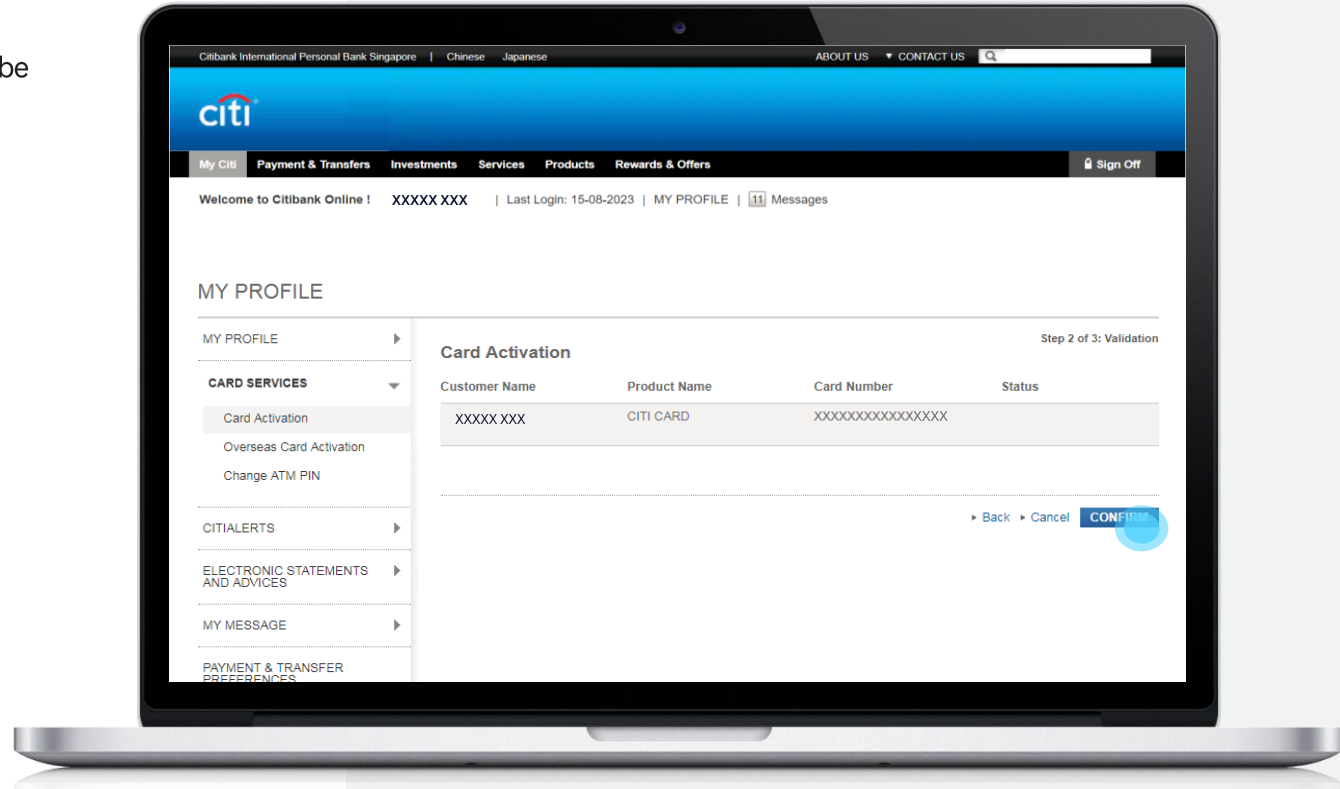
- 5 Select the card(s) that you would like to activate, then click “ACTIVATE”.



## B. Activate Card after Signing On



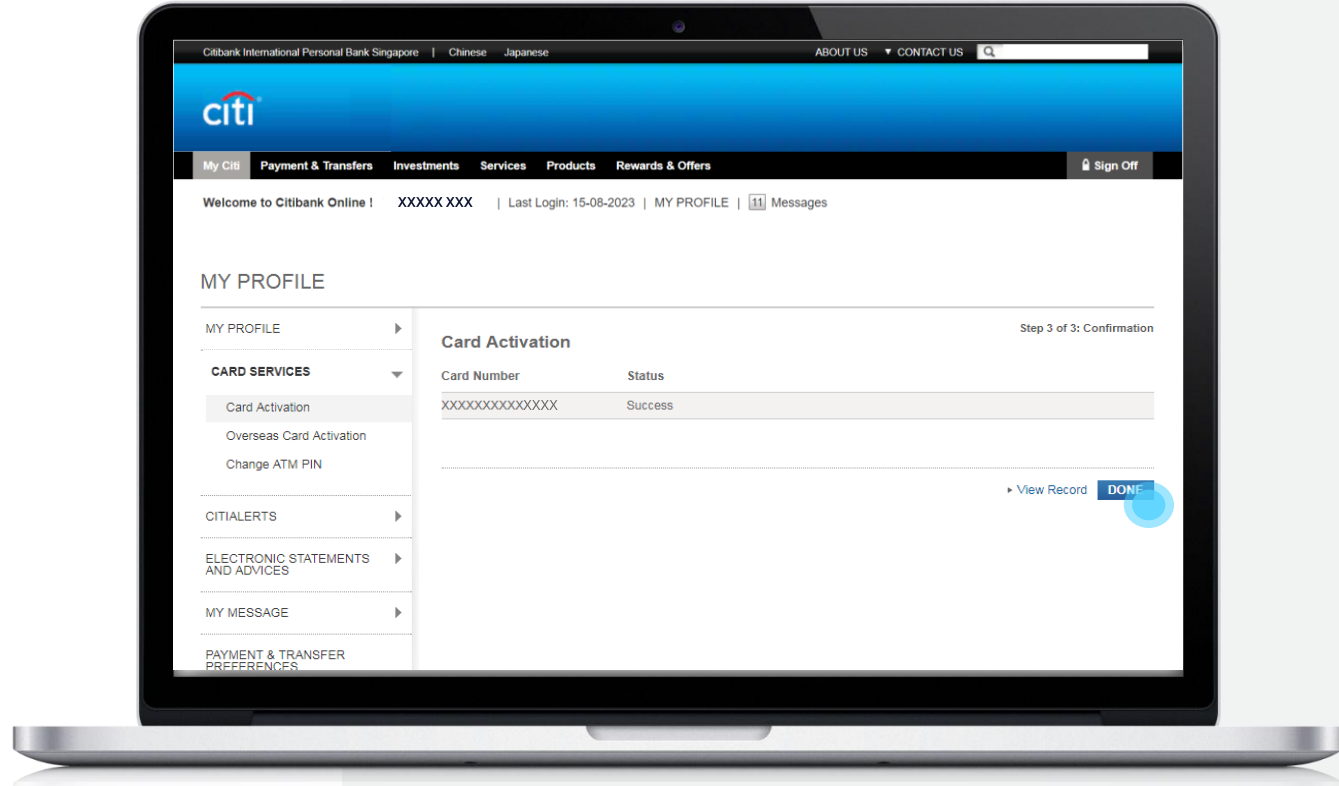
- 6 Check & ensure that you have selected the correct card(s) to be activated. Then click “CONFIRM”.



## B. Activate Card after Signing On



7 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.

# Disclaimers

## General Disclaimer

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# Sign On Now

## Explore these capabilities on Citibank Online & Citi Mobile<sup>®</sup>

### Key Features Available Online



#### Servicing

Current Balances, Up to 7 years of Statements and 2 years Advices



#### Investing

FX, Time Deposits, Bonds, Brokerage, Premium Account, Investment Funds



#### Banking

Telegraphic Transfers, Citibank Global Transfers



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

Citi Mobile<sup>®</sup> App



Note: Citi Mobile<sup>®</sup> App is available for download from the App store and Google Play store of the following countries and jurisdictions: Australia, China<sup>^</sup>, 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 in App store

**Citibank International Personal Bank Singapore**



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



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

