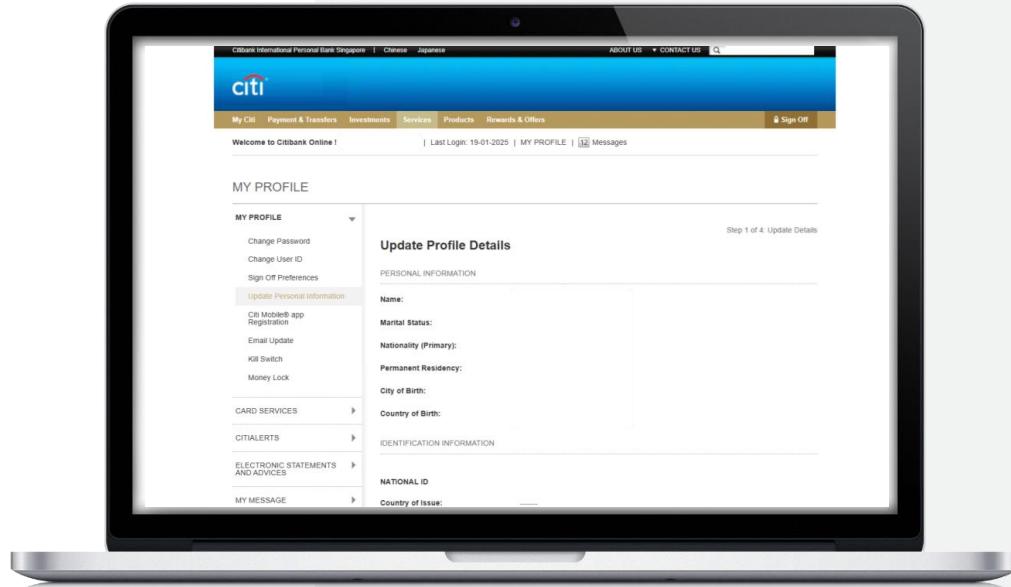


Updating Your Personal Information Quick Start Guide

Citibank Online

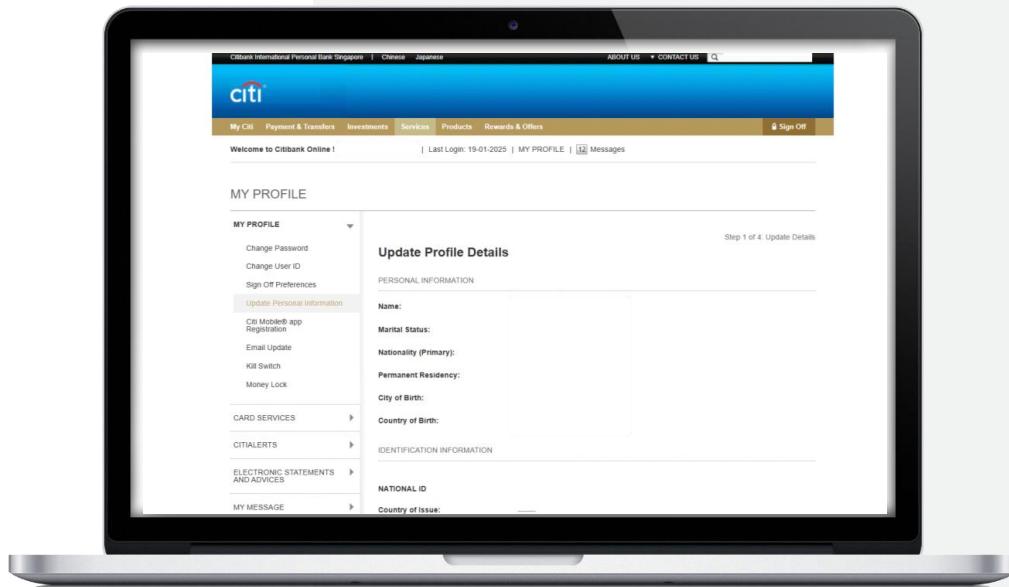


Updating Your Personal Information

- A. View personal information
- B. Update personal identification and contact information

3

6



A. View personal information



1

Sign on to IPB Singapore Online via
www.ipb.citibank.com.sg

2

Select “Services”, followed by
“My Profile”

The screenshot shows the Citibank International Personal Bank Singapore Online interface. At the top, there is a navigation bar with links for 'ABOUT US', 'CONTACT US', and a search bar. On the right, there is a 'Sign Off' button. The main menu includes 'My Citi', 'Payment & Transfers', 'Investments', 'Services', 'Products', 'Rewards & Offers', and 'Sign Off'. A dropdown menu is open over the 'Services' link, showing options: 'MY PROFILE' (which is highlighted with a blue circle), 'BANKING SERVICES', 'INVESTMENT SERVICES', and 'AUTHORIZATION CORNER'. The 'MY PROFILE' option is currently selected. The main content area displays a 'Welcome to Citibank Online!' message. Below this, there is an 'IMPORTANT NOTICE' section with several bullet points. Further down, there is a 'ACCOUNTS' section titled 'Checking Accounts (3)'. A table lists three accounts: 'Checking' (Recent Transactions), 'Checking' (Available Now: On Deposit), and 'JPY 0'. To the right of the main content, there are two columns: 'QUICK TASKS' and 'USEFUL LINKS', each containing several links with icons.

IMPORTANT NOTICE

1. The Account(s) summary balance will be used for calculating the US dollar equivalent and actual transaction.
2. Please be advised that effective from 19 February 2023, details of your insurance policies(purchased through Citibank (if any) will no longer be reflected in Citibank Online. Kindly reach out to your Relationship Manager should you require further information.
3. Please be advised that for Hong Kong Professional Investors. Kindly reach out to your Relationship Manager should you require further information.

Upcoming GST Revision and details on Equity Good-Till-Date (GTD) Orders

In preparation for the Goods and Services Tax (GST) revision from 1 January 2024, effect from 01 January 2024, our system will be undergoing maintenance from 01 January 2024, 12:00am to 2:00am (Singapore Time). Additionally, Equity Good-Till-Date (GTD) orders will not be available from 01 December 2023 to 31 December 2023. Day orders will continue to be available. We apologize for any inconvenience caused.

ACCOUNTS

Checking Accounts (3)

Account Name	Account Type	Amount
Checking	Checking	Available Now: On Deposit: JPY 0
Recent Transactions		

QUICK TASKS

- Foreign Exchange (eFX)
- Transfer Funds Between Own Accounts
- Download Recent Statements
- View Reward Balance
- Show Account Number
- MONEY LOCK

USEFUL LINKS

- Email Update
- Enroll/ Edit Electronic Statements
- Manage Alerts
- Card Activation
- Online Step by Step Guides



A. View personal information

3

On the left menu, click
“Update Personal Information”

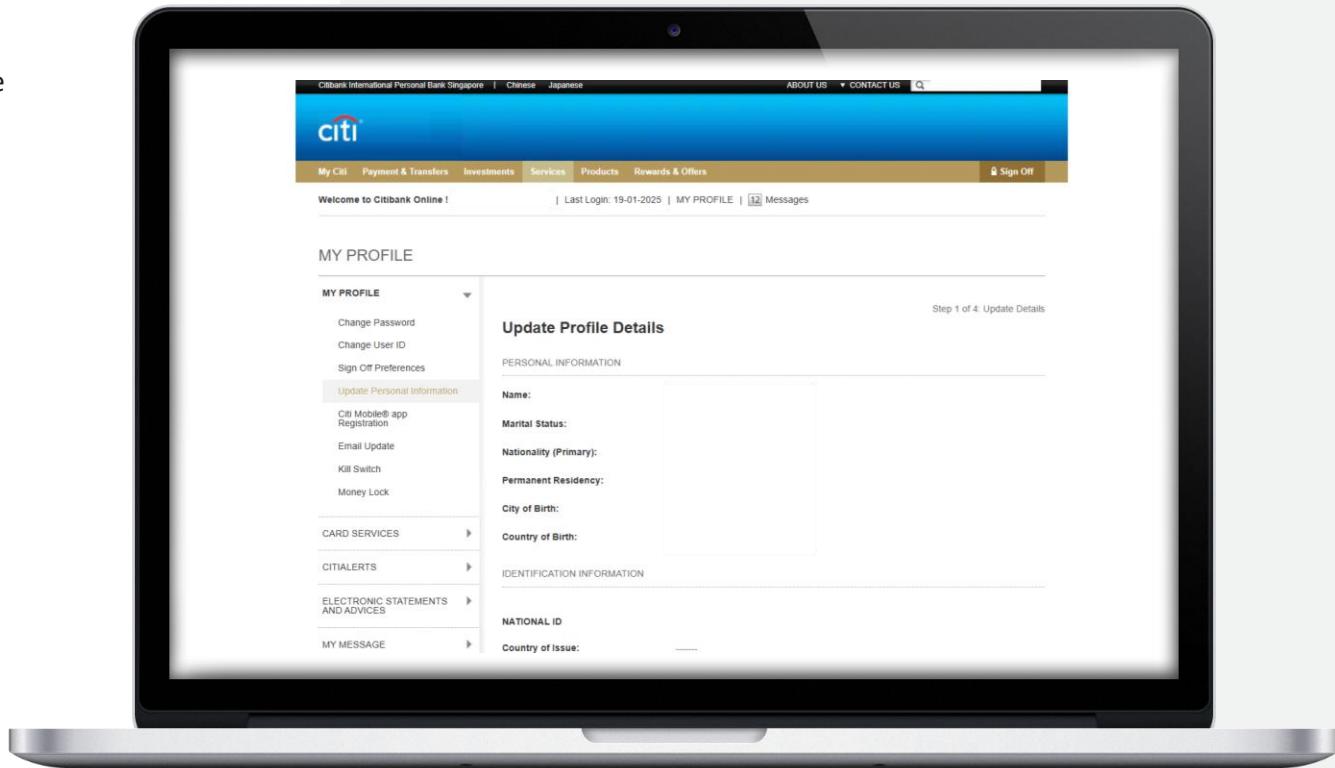


A. View personal information



4

Your personal information will be shown on the screen

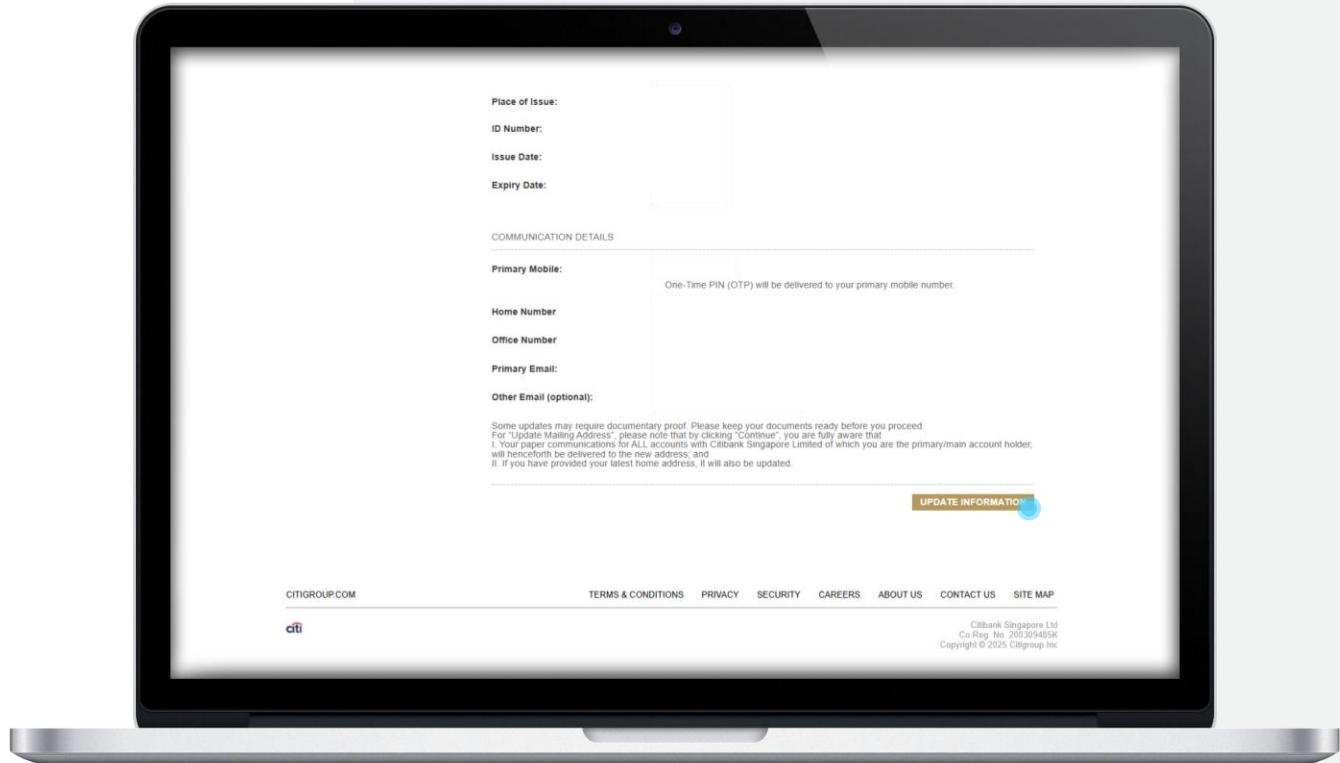


B. Update personal identification and contact information



1

Select “Update Information” to submit a change to any of the details displayed



B. Update personal identification and contact information

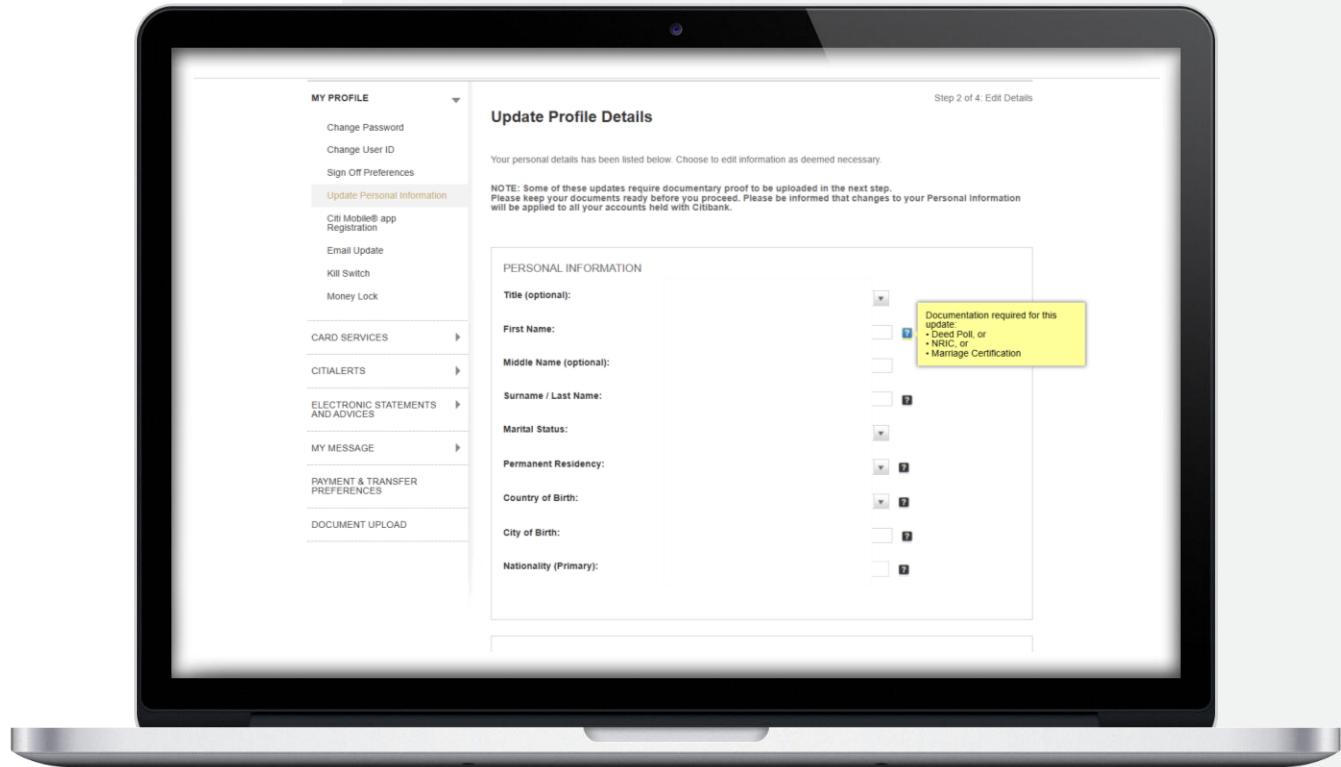


2

Enter/change the information to be updated and click "Continue" at the bottom of the page

Useful Tips

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



B. Update personal identification and contact information

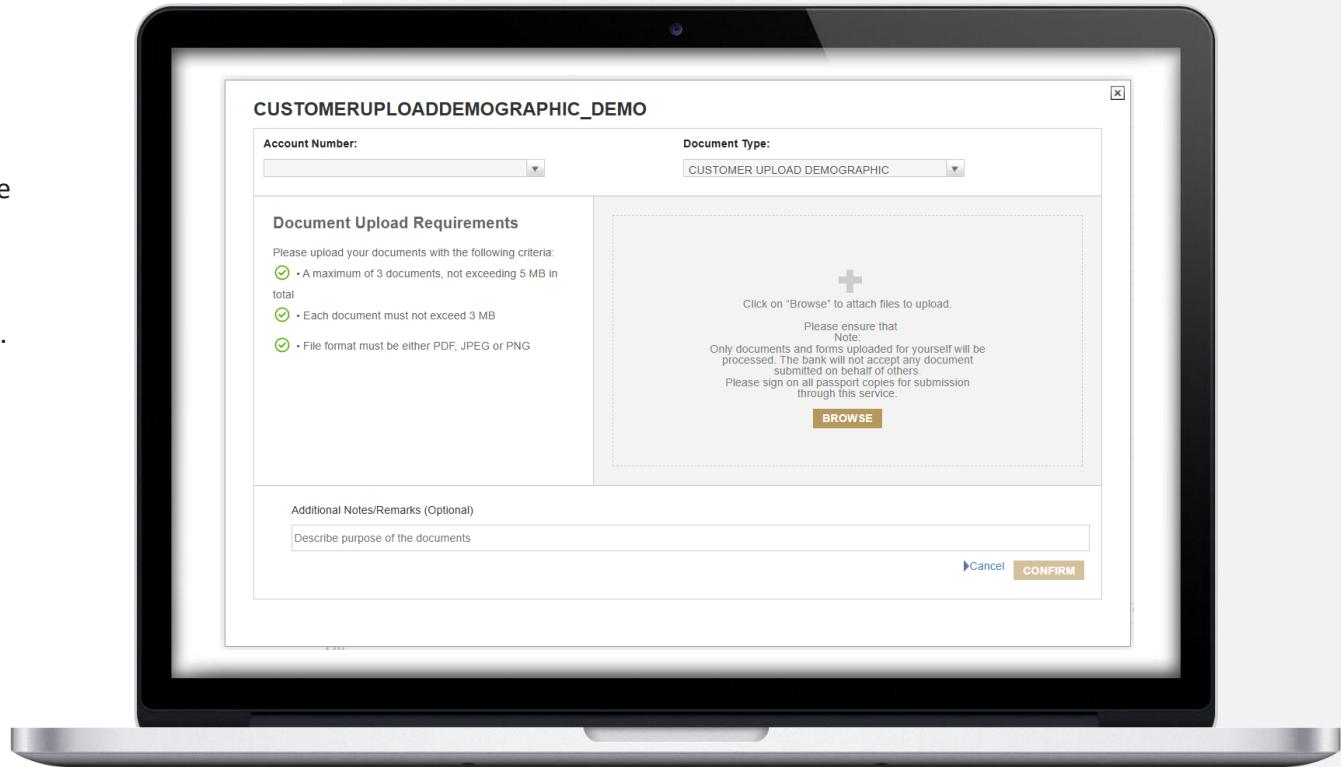


3

Upload the documents required for the update

e.g. Deed poll, Passport, Marriage certificate

*This will only appear if documentation proof is required. If not, please proceed to Step 6.

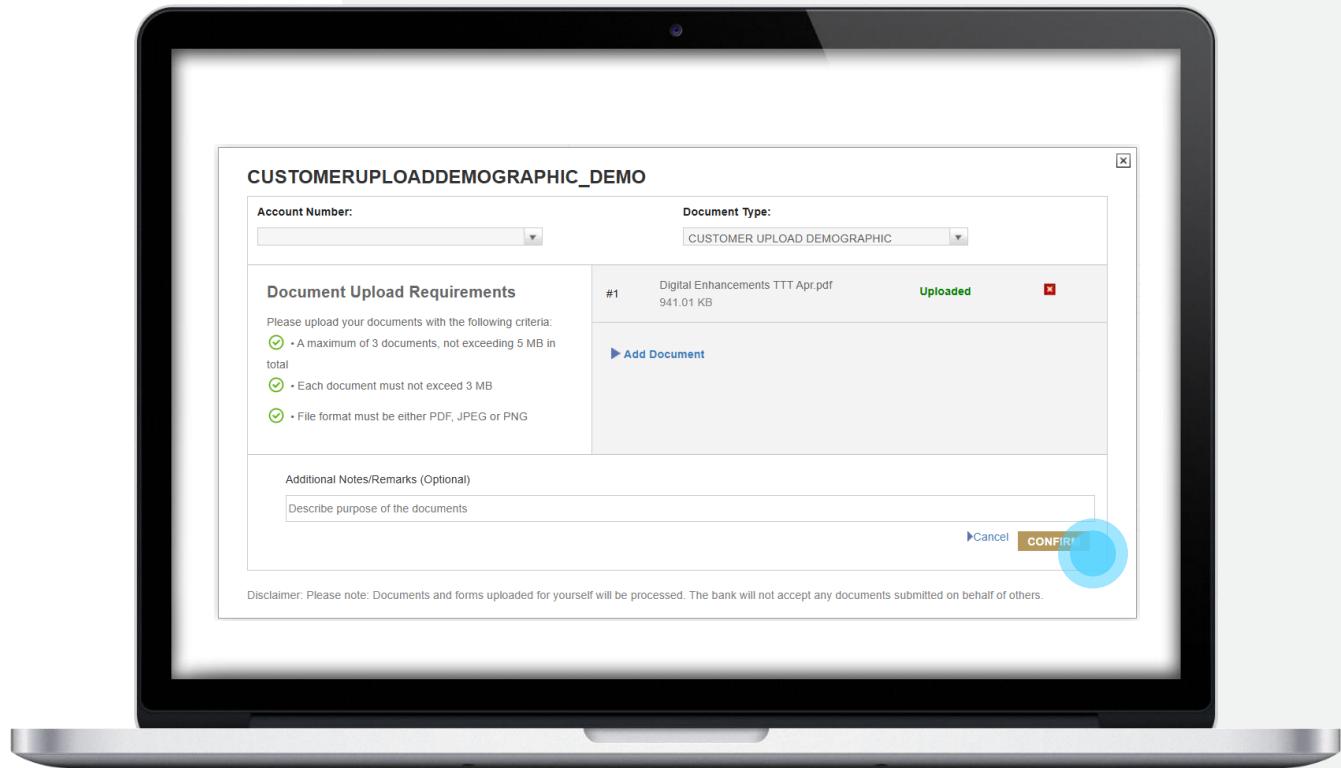


B. Update personal identification and contact information



4

Click "Confirm"

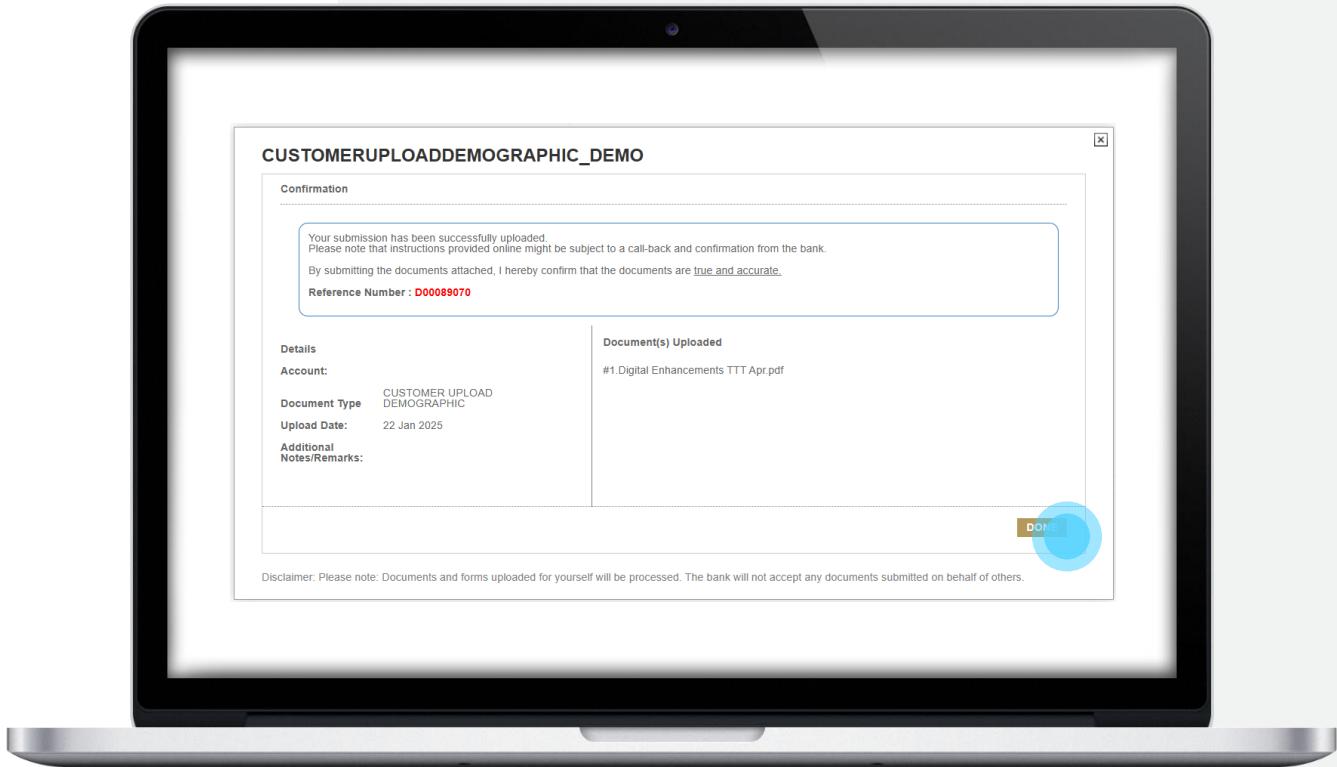


B. Update personal identification and contact information



5

Click "Done"



B. Update personal identification and contact information

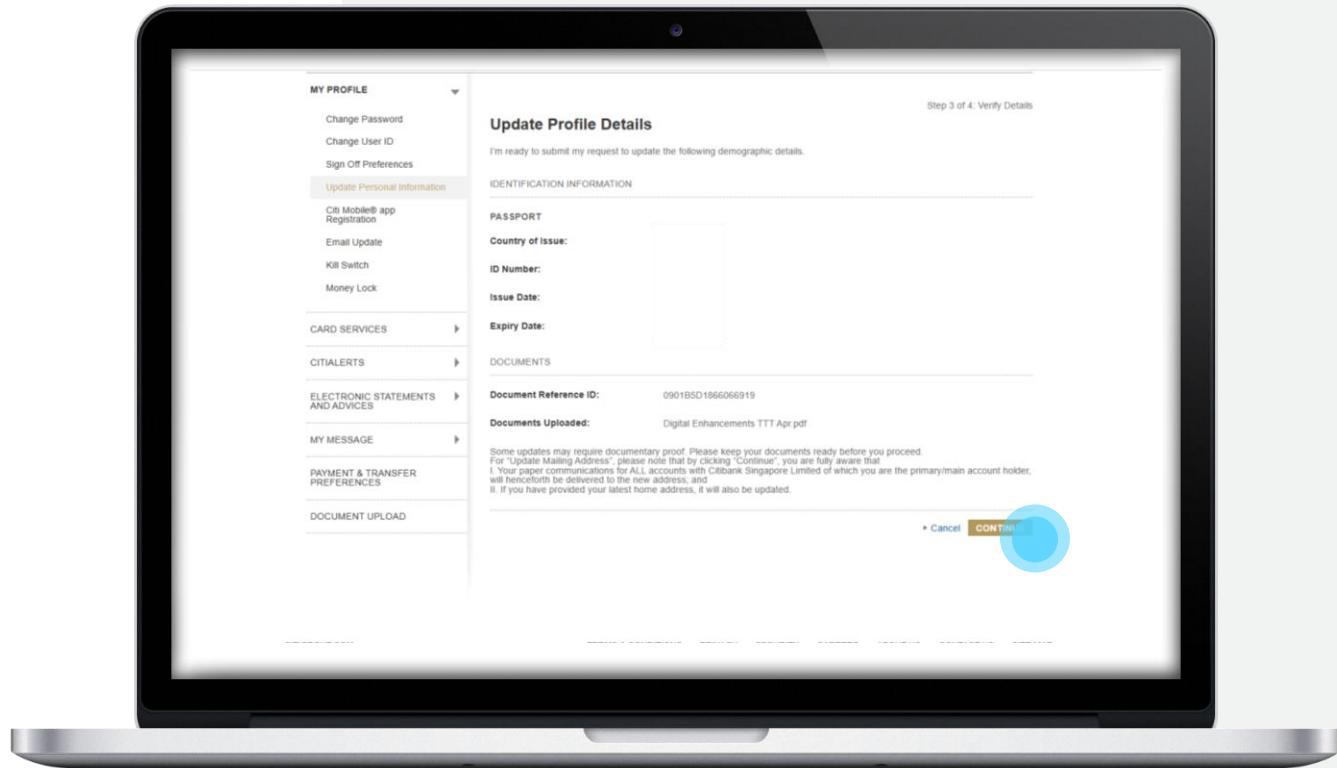


6

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.

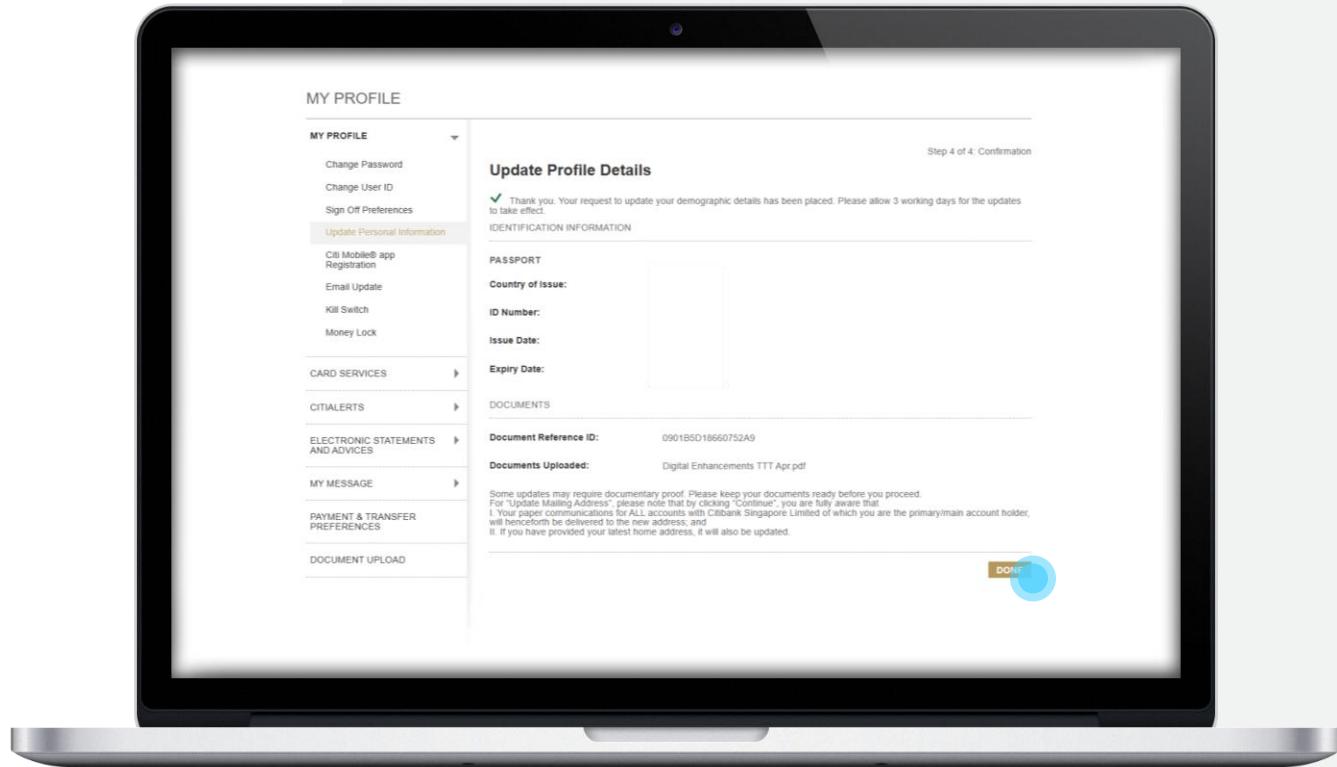


B. Update personal identification and contact information



8

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

