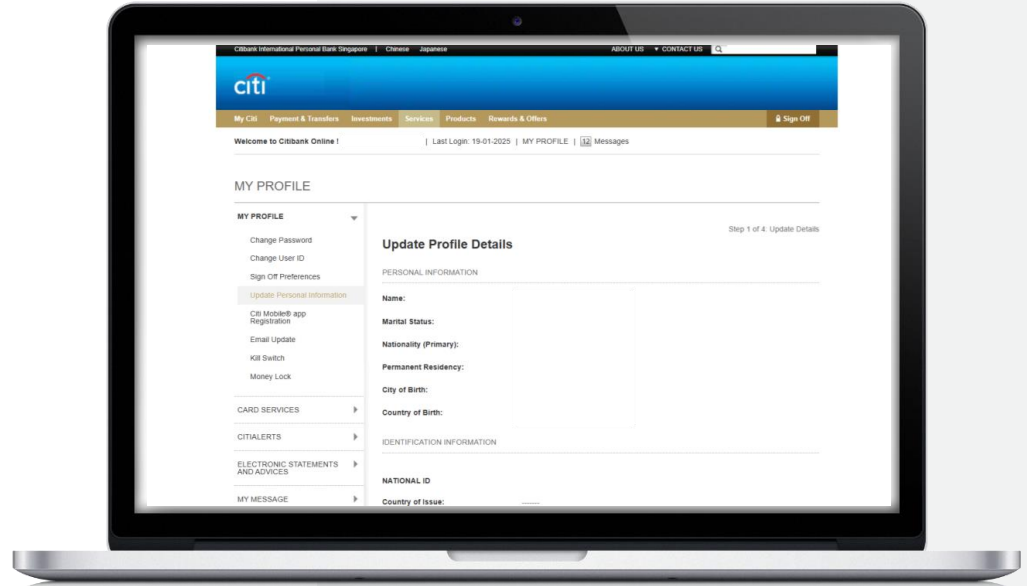


International Personal Bank Singapore

Updating Your Personal Information Quick Start Guide

Citibank Online



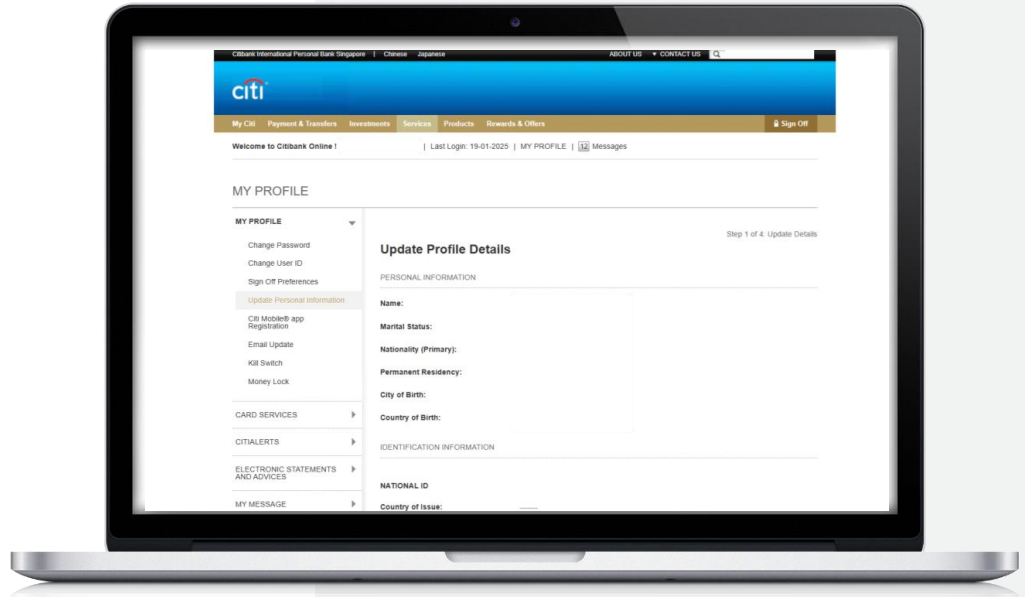
Updating Your Personal Information

A. View personal information

3

B. Update personal identification and contact information

6

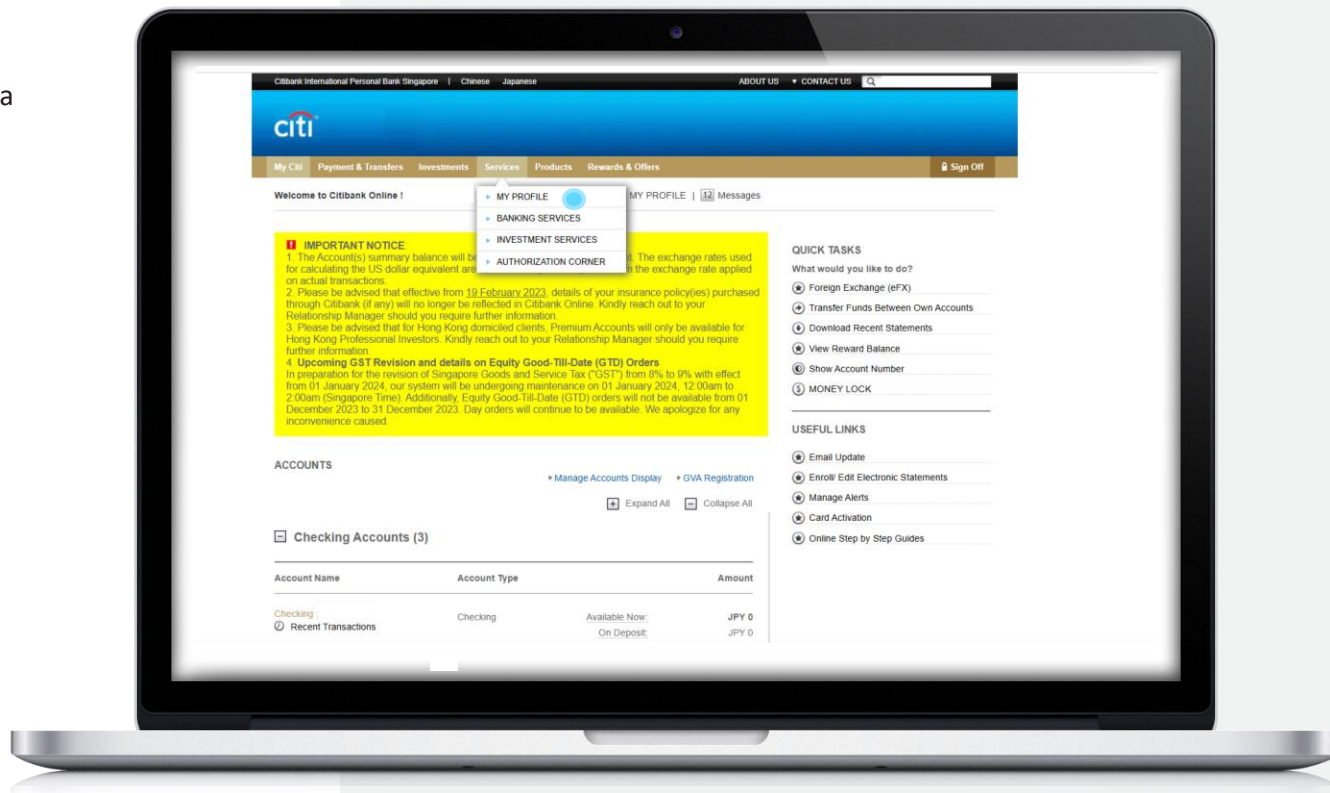


A. View personal information



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

2 Select “Services”, followed by “My Profile”



A. View personal information



3

On the left menu, click
“Update Personal Information”

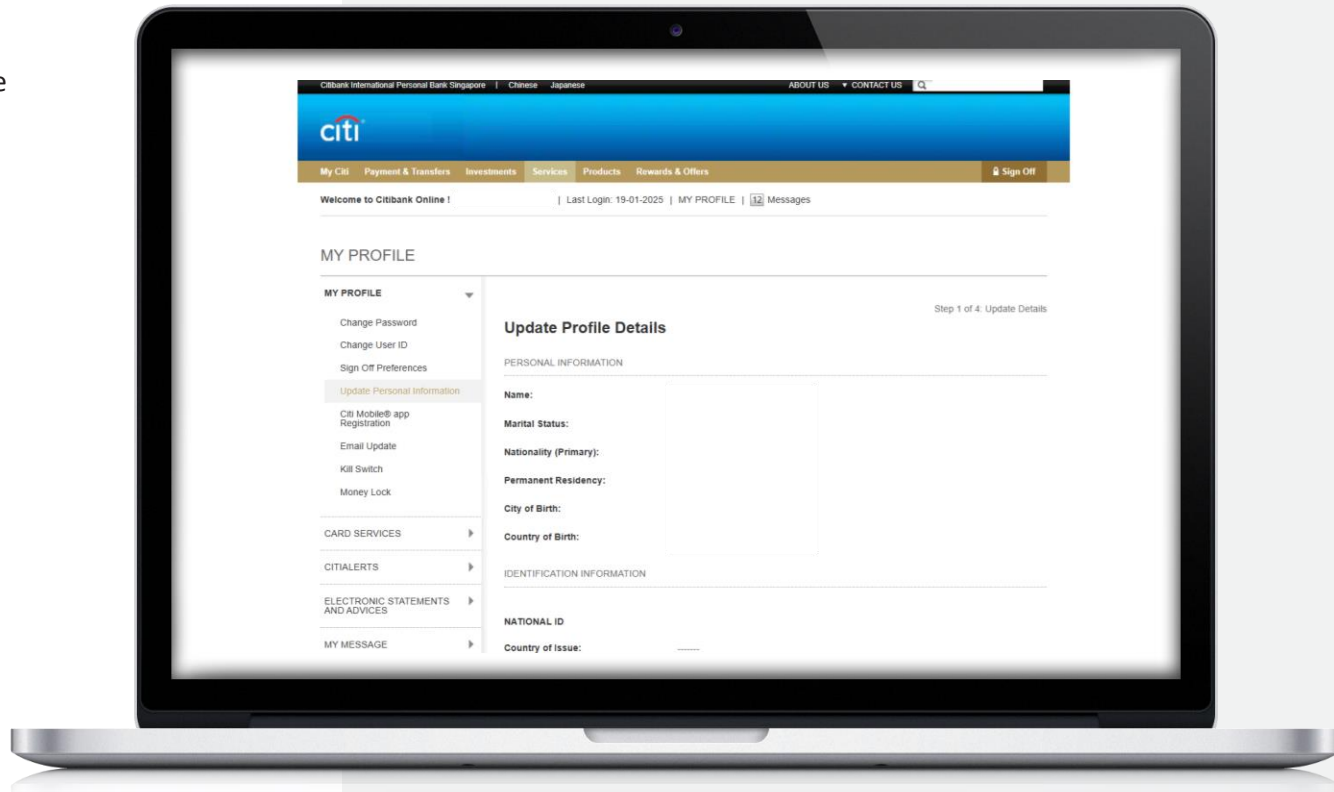


A. View personal information



4

Your personal information will be shown on the screen

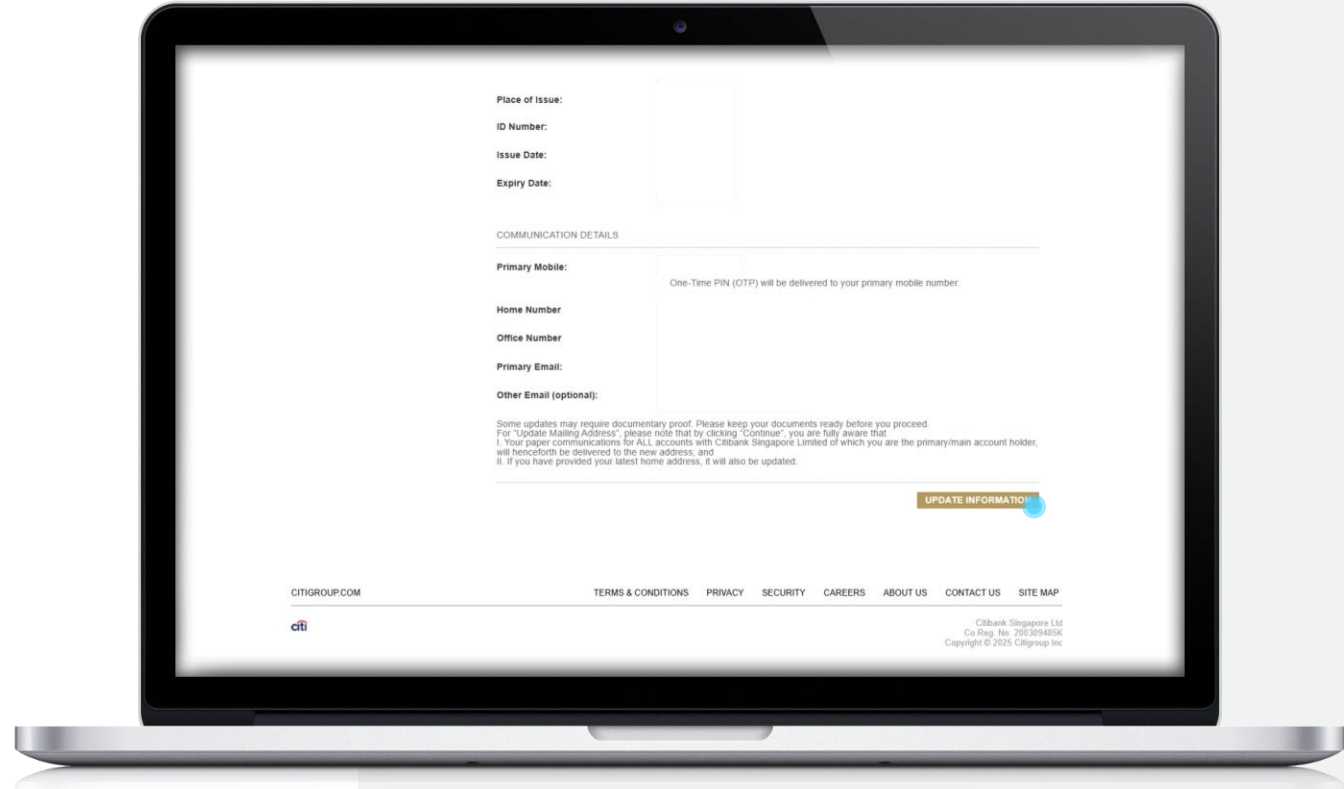


B. Update personal identification and contact information



1

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



The screenshot shows a laptop displaying the Citi website's 'Update Information' form. The form is titled 'Update Information' and is divided into several sections. The first section is for 'Place of Issue', 'ID Number', 'Issue Date', and 'Expiry Date', with a placeholder box for the ID number. The second section is 'COMMUNICATION DETAILS', which includes fields for 'Primary Mobile', 'Home Number', 'Office Number', 'Primary Email', and 'Other Email (optional)'. A note states: 'One-Time PIN (OTP) will be delivered to your primary mobile number.' Below the form, 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'. The footer of the page includes the Citi logo, the website URL 'CITIGROUP.COM', and a navigation menu with links for 'TERMS & CONDITIONS', 'PRIVACY', 'SECURITY', 'CAREERS', 'ABOUT US', 'CONTACT US', and 'SITE MAP'. The footer also contains the text: 'Citibank Singapore Ltd, Co Reg. No. 200399485K, Copyright © 2025 Citigroup Inc.'

B. Update personal identification and contact information

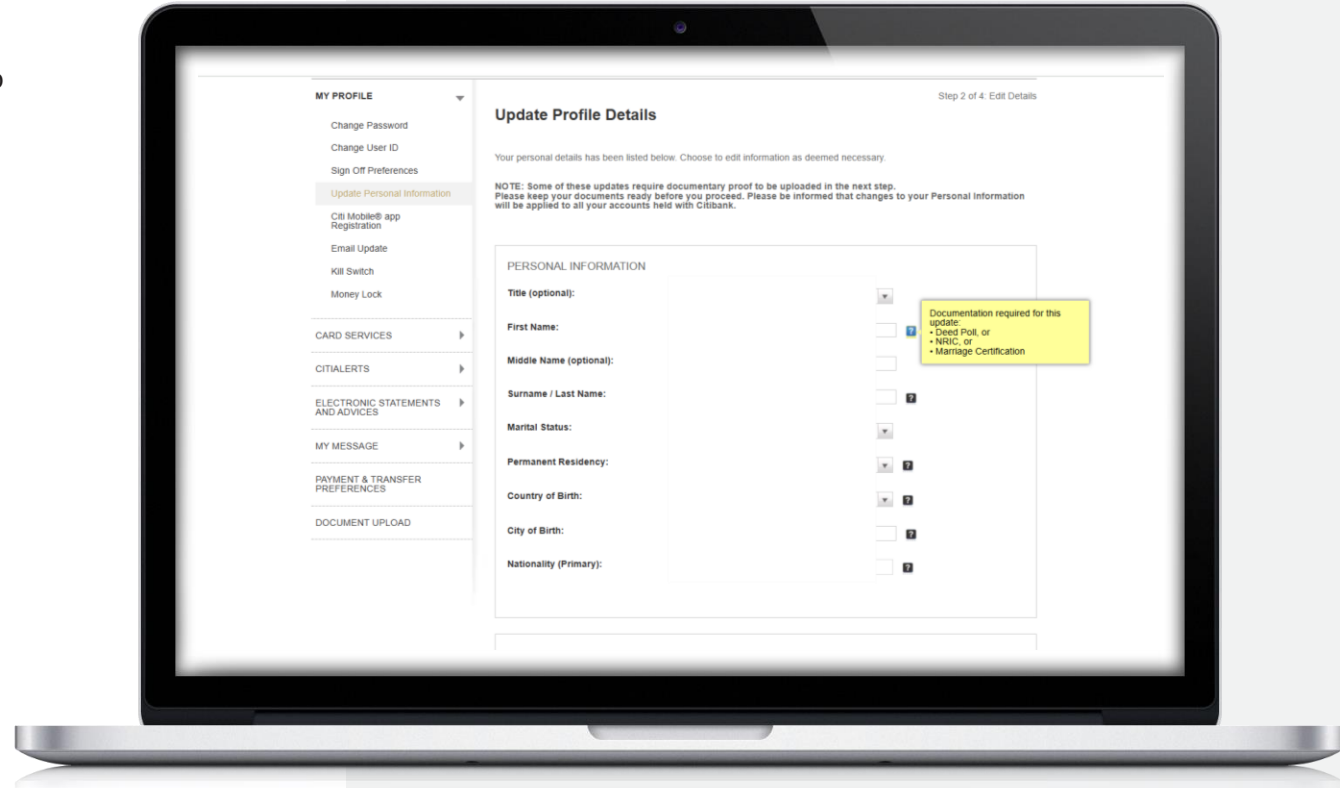


2

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.

The screenshot shows a web form on a laptop screen. The form is titled "CUSTOMERUPLOADDEMOGRAPHIC_DEMO" and contains the following elements:

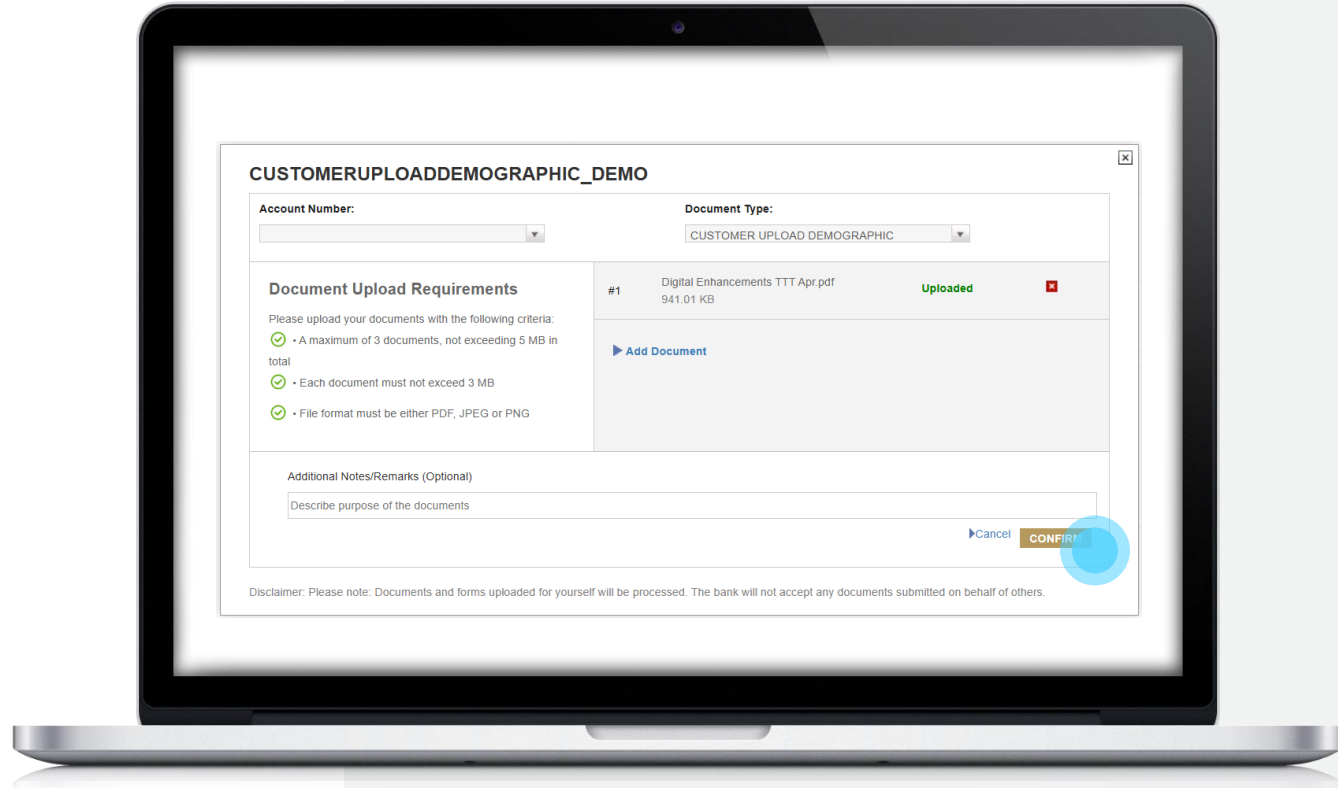
- Account Number:** A dropdown menu.
- Document Type:** A dropdown menu with "CUSTOMER UPLOAD DEMOGRAPHIC" selected.
- Document Upload Requirements:** A section with a heading and a list of criteria:
 - A maximum of 3 documents, not exceeding 5 MB in total
 - Each document must not exceed 3 MB
 - File format must be either PDF, JPEG or PNG
- Upload Area:** A large dashed box containing a plus sign icon, the text "Click on 'Browse' to attach files to upload.", a "Note" stating "Only documents and forms uploaded for yourself will be processed. The bank will not accept any document submitted on behalf of others.", and a "BROWSE" button.
- Additional Notes/Remarks (Optional):** A text input field with the placeholder "Describe purpose of the documents".
- Buttons:** "Cancel" and "CONFIRM" buttons at the bottom right.

B. Update personal identification and contact information



4

Click "Confirm"

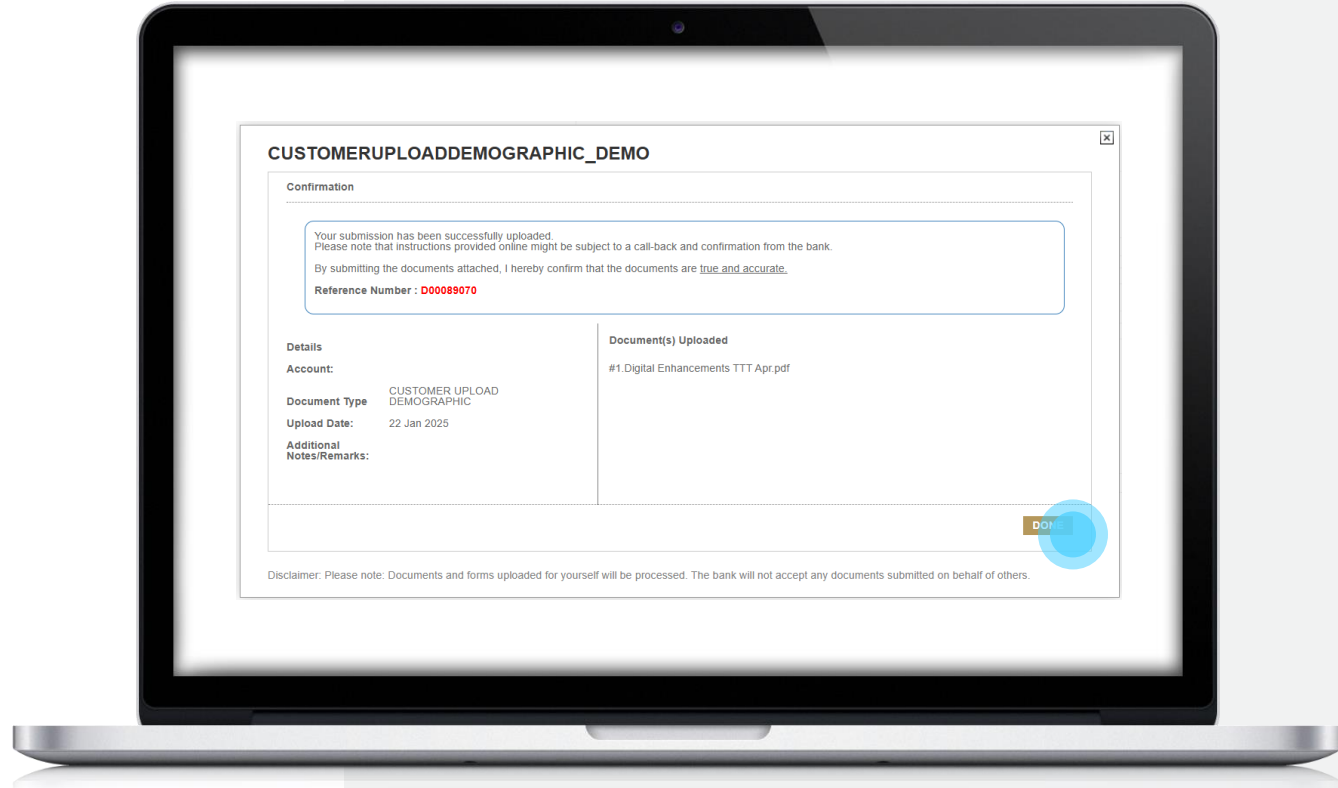


B. Update personal identification and contact information



5

Click "Done"



B. Update personal identification and contact information

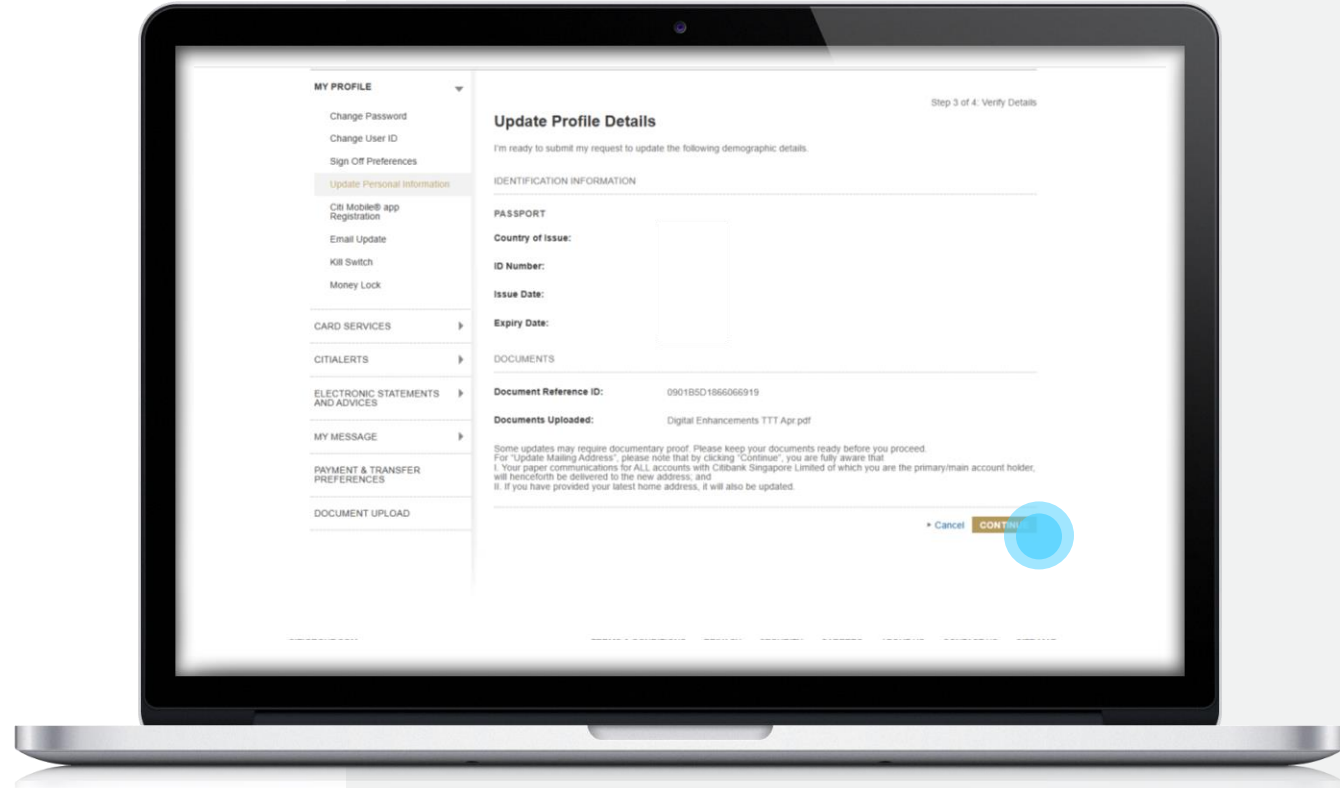


6

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.

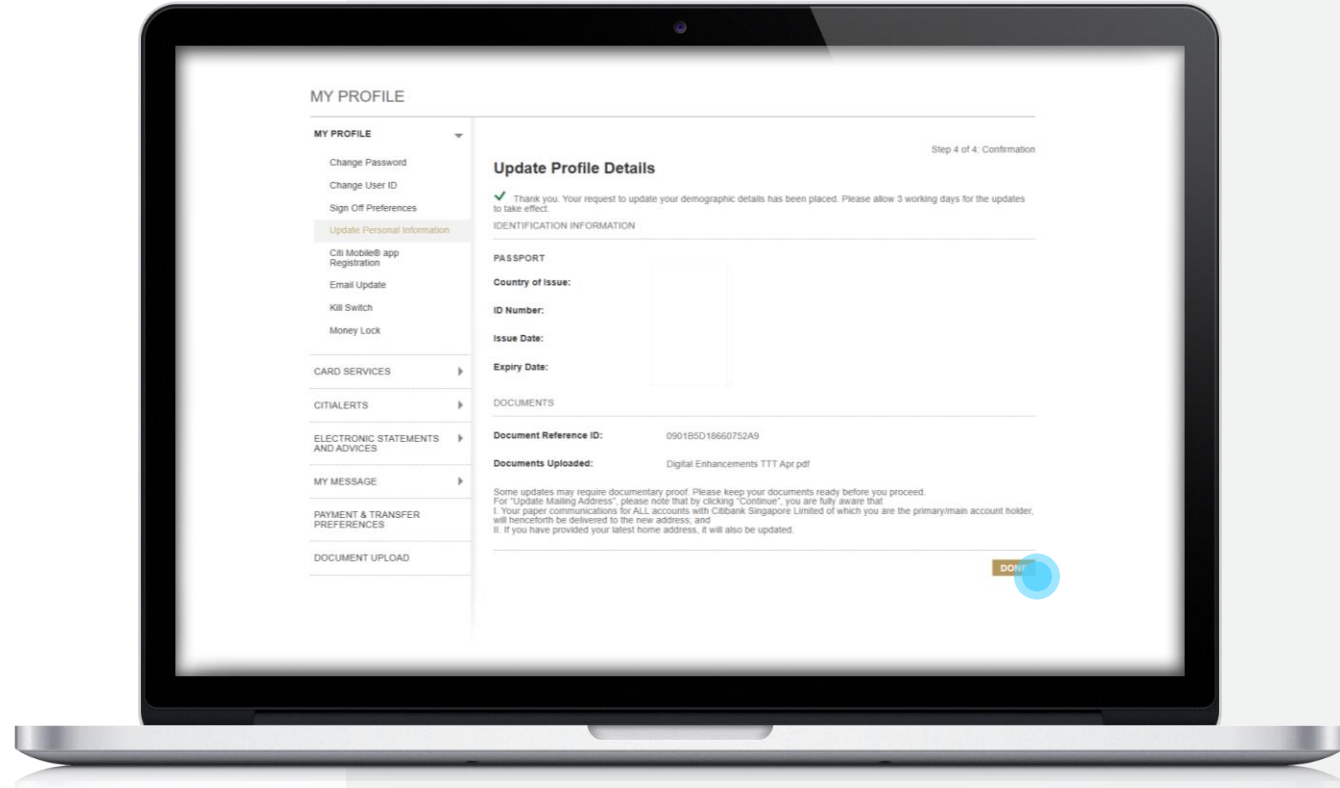


B. Update personal identification and contact information



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

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8 Marina View
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Singapore 018960



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

