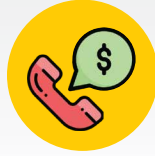


11 Tips to Avoid Fraud

Protect yourself and your information.
Follow these simple steps to avoid being a victim of fraud.



Do not share your Login ID and Password



For any query or discrepancy on an account, the bank should be contacted through CitiPhone or be raised to the Branch Manager directly



Do not send personal or confidential information to the bank via email



When accessing Citibank Online, always check that the Citibank website has a valid certificate marked to Citigroup Inc (US). We recommend that you enter the bank's address (e.g. www.citibank.co.th) in your browser URL field to access and login to your account



Safeguard your personal checkbook



Never provide the One Time Password (OTP) that is sent to your mobile phone to anyone, including people claiming to be from Citibank



Do not sign on any blank or incomplete form



Always check SMS alerts from Citibank and review your banking transactions regularly for any unauthorised transactions



Advise the bank immediately of any potential compromise of password



Never reply to any emails that ask you to submit sensitive information such as your online banking usernames /passwords, card numbers, CVV codes, account numbers, OTP or Unlock code. Citi will never email you asking for these sensitive information



Only Bank Tellers are authorized to handle cash transactions. Do not hand cash to any other Bank personnel. Alternatively, you may deposit cash using the bank's Cash Deposit

