



With effect from 1 November 2022 Citigroup Inc. has transferred ownership of its consumer banking business in Thailand to United Overseas Bank (Thai) PCL (registration number 0107535000176) and/or its related group entities (“UOB”).

UOB is the issuer of “Citi” branded consumer banking products in Thailand and Citibank, N.A., Bangkok branch is providing certain services in respect of those products.

The trademarks “Citi”, “Citibank”, “Citigroup”, the Arc design and all similar trademarks and derivations thereof are used temporarily under licence by UOB entities from Citigroup Inc.

Discontinuation of Services on Citibank Online and Citi Mobile App

Following the transfer of the Consumer Banking Business of Citibank, N.A., Bangkok Branch to United Overseas Bank (Thai) Public Company Limited (“UOB” or “Bank”) on 1 November 2022, UOB would like to inform you of an important change to our banking services that may affect you. Effective from 8 March 2024, UOB will discontinue certain services offered on Citibank Online and Citi Mobile App with more details in the table below. This measure has been taken after careful consideration, and we apologize for any inconvenience this may cause.

Date of Service Discontinuation	Type of Service	Citibank Online	Citi Mobile App
8 March 2024	Supplementary card application	X	X
	Open Term Deposit account	X	X
	Open Foreign Currency account		X
	Enroll or De-enroll e-Statement service	X	
	Report Lost credit card / Replace credit card		X
	Update contact details	X	X
17 March 2024	Request temporary Credit Card CVV		X
	Set up recurring payment or transfer or schedule in advance	X	X
2 April 2024	Switch Mutual Funds	X	X
10 April 2024	Buy and Sell Mutual Funds	X	X

We value your loyalty and appreciate your understanding as we make these changes to better serve you. If you have any questions or concerns discontinuation of services on Citibank Online and Citi Mobile App, please do not hesitate to contact our customer service team or visit your nearest branch.

Thank you for choosing us as your trusted financial partner. We look forward to continuing to serve you with excellence and dedication.