

Frequently Asked Questions

1. Is there any impact to my foreign currency savings account(s) held with Citibank Thailand?

No. There is no impact to your foreign currency savings account(s). Only foreign currency banknote deposit and withdrawal service will be discontinued.

2. If I would like to deposit or withdraw foreign currency banknotes before 18 October 2022, where is this service available?

You may deposit or withdraw foreign currency banknotes at Citibank Bangkok Branch (Interchange 21 Building) until 17 October 2022.

3. If foreign currency banknote service is discontinued, what are the alternatives?

You may withdraw your foreign currency to receive in Thai baht. Or you may transfer foreign currency in and out of your account(s) through telegraphic transfers (SWIFT). Please click [here](#) for more information on telegraphic transfers.

4. Is there any impact to Thai baht banknote services?

No. Thai baht banknote deposit and withdrawal services will remain available.

5. What currencies will be discontinued for overseas transfers?

The following 25 currencies will be discontinued.

| Currency Code | Currency Name |
|---------------|-----------------------|
| AED | UAE Dirham |
| BDT | Bangladeshi Taka |
| BHD | Bahraini Dinar |
| CNY | Chinese Yuan Renminbi |
| CZK | Czech Krone |
| FJD | Fiji Dollar |
| HUF | Hungarian Forint |
| IDR | Indonesian Rupiah |
| ILS | Israeli New Shekel |
| KES | Kenyan Shilling |
| KHR | Cambodian Riel |
| KRW | South Korean Won |
| LAK | Laotian Kip |
| MOP | Macanese Pataca |
| MUR | Mauritian Rupee |

| Currency Code | Currency Name |
|---------------|-----------------------|
| MYR | Malaysian Ringgit |
| NPR | Nepalese Rupee |
| PGK | Papua New Guinea |
| PKR | Pakistani Rupee |
| PLN | Poland Zloty |
| RUB | Russian Ruble |
| TRY | Turkish Lira |
| TWD | Taiwan New Dollar |
| VND | Vietnamese Dong |
| XCD | East Caribbean Dollar |

6. How do I make a telegraphic transfer to an overseas destination or another bank in Thailand? What are the fees?

Please click [here](#) for more information and guidance on telegraphic transfers.

7. Is there any impact on my existing overseas transfer payees?

No. Your existing payees will still be available. You may choose to transfer to the payees using one of the 13 available currencies.

8. If the cardless deposit function at CDMs is discontinued, what are the alternative ways for me to make a deposit into Citibank account(s) or make payment for Citibank Credit Card(s)?

You can still make a deposit into Citibank account(s) or credit card(s) via CDMs by inserting your Citi Debit Card or Citi Credit Card along with your ATM pin. The recommended method is to make a transfer into Citibank account(s) via online channels such as mobile banking applications.

Additionally, if you wish to make a bill payment for Citi Credit Card(s), you may do so via Citi Mobile® App or Citibank Online. For more information on Citi Credit Card payment methods, please click [here](#).

9. If I do not have ATM pin, how can I deposit cash into Citibank account(s) or credit card(s) via Cash Deposit Machines (CDMs)?

You can set an ATM PIN via the Citi Mobile® App or Citibank Online. For more information on setting ATM pin, please click [here](#) for Citi Mobile® App and click [here](#) for Citibank Online.