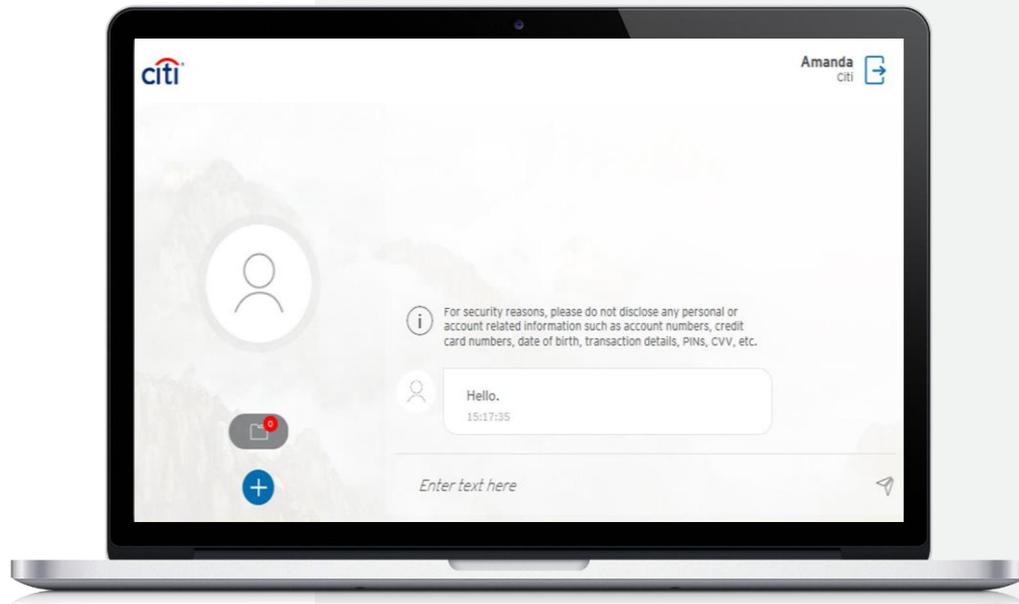


Live Chat Quick Start Guide

Citibank Online



Live Chat



1

Go to www.ipb.citibank.com.sg.

2

Click on “Sign on to Citibank Online”, and sign on with your User ID and Password.



Live Chat

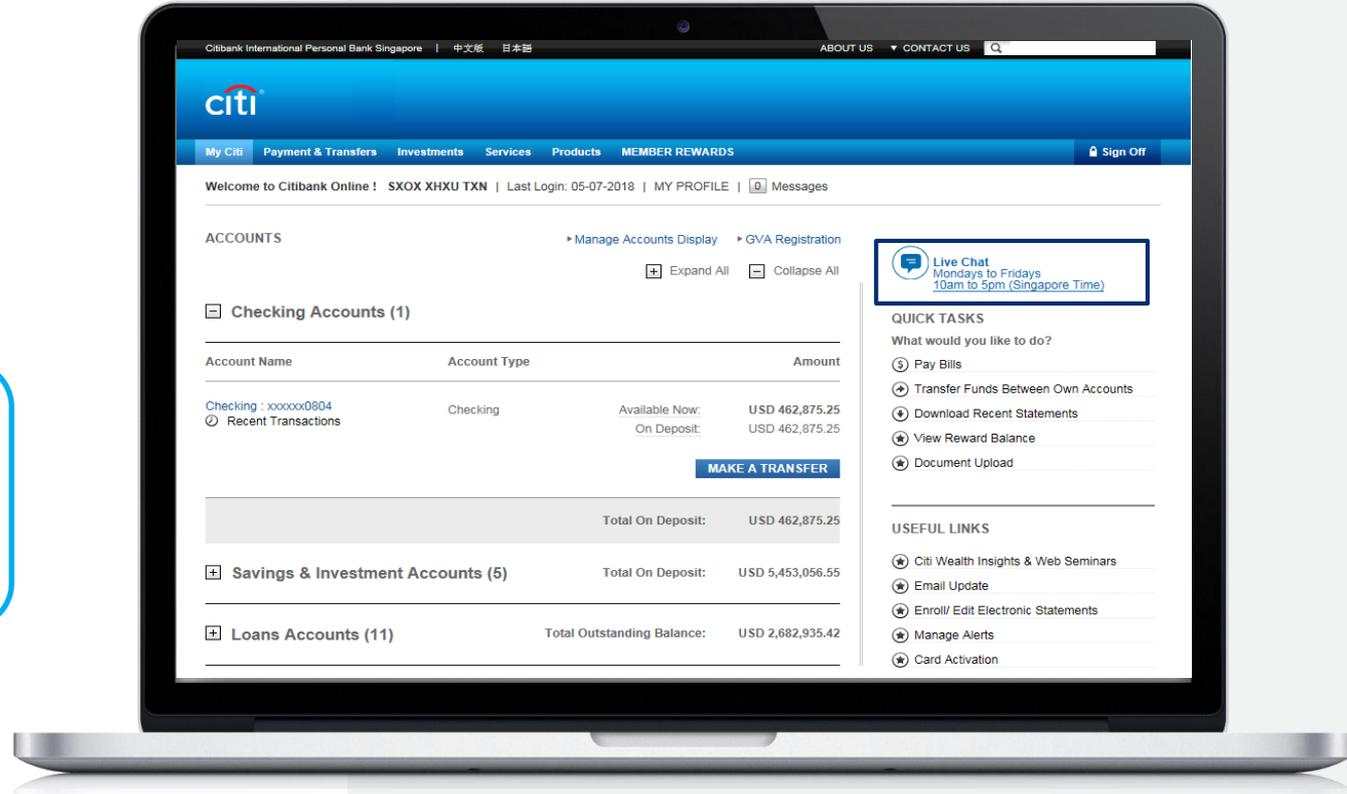


3 Click on “Live Chat” on the Account Summary page to start a conversation.

4 Enter One-Time Pin (OTP) if prompted.

Note:

Live Chat is only available on weekdays (excluding Singapore public holidays) from 10am to 5pm (Singapore time).

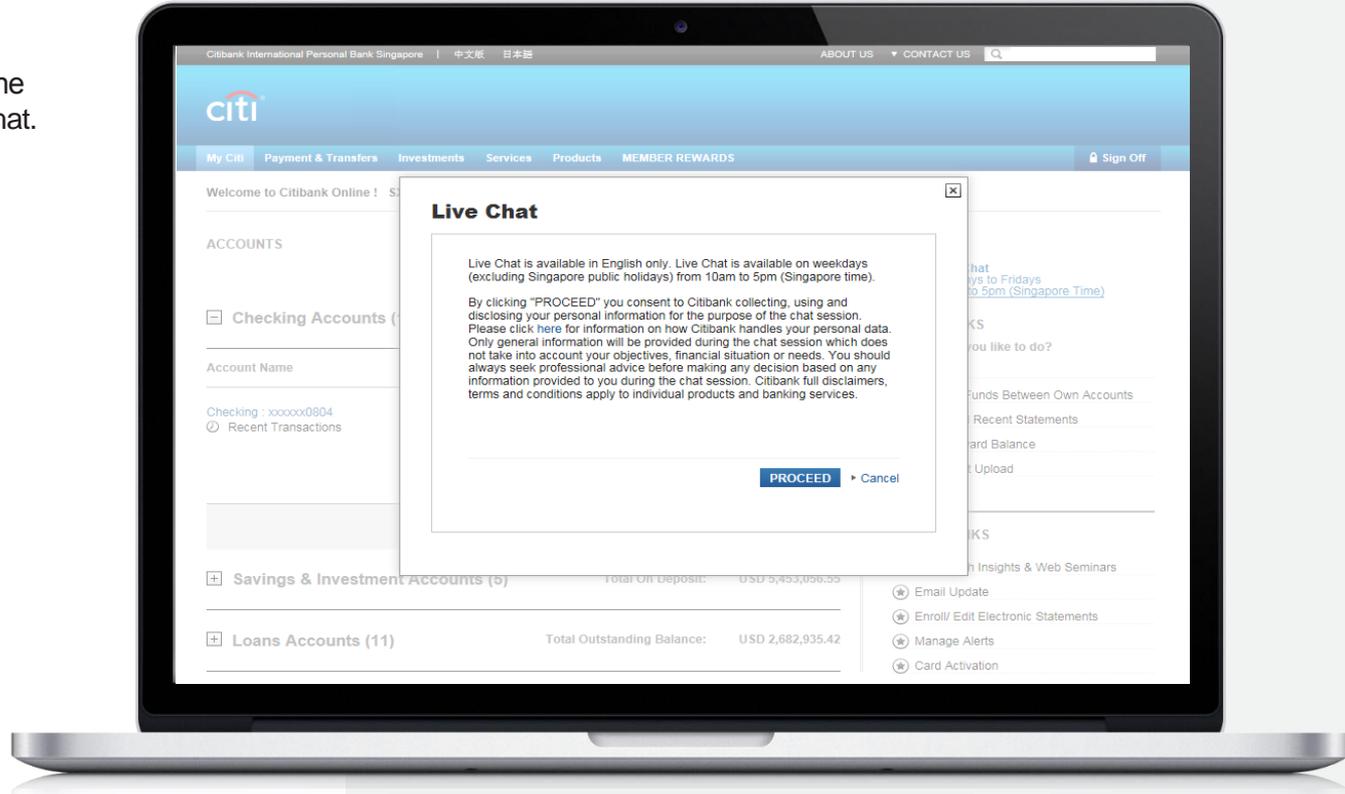


Live Chat



5

Click on “Proceed” to accept the Terms & Conditions of Live Chat.

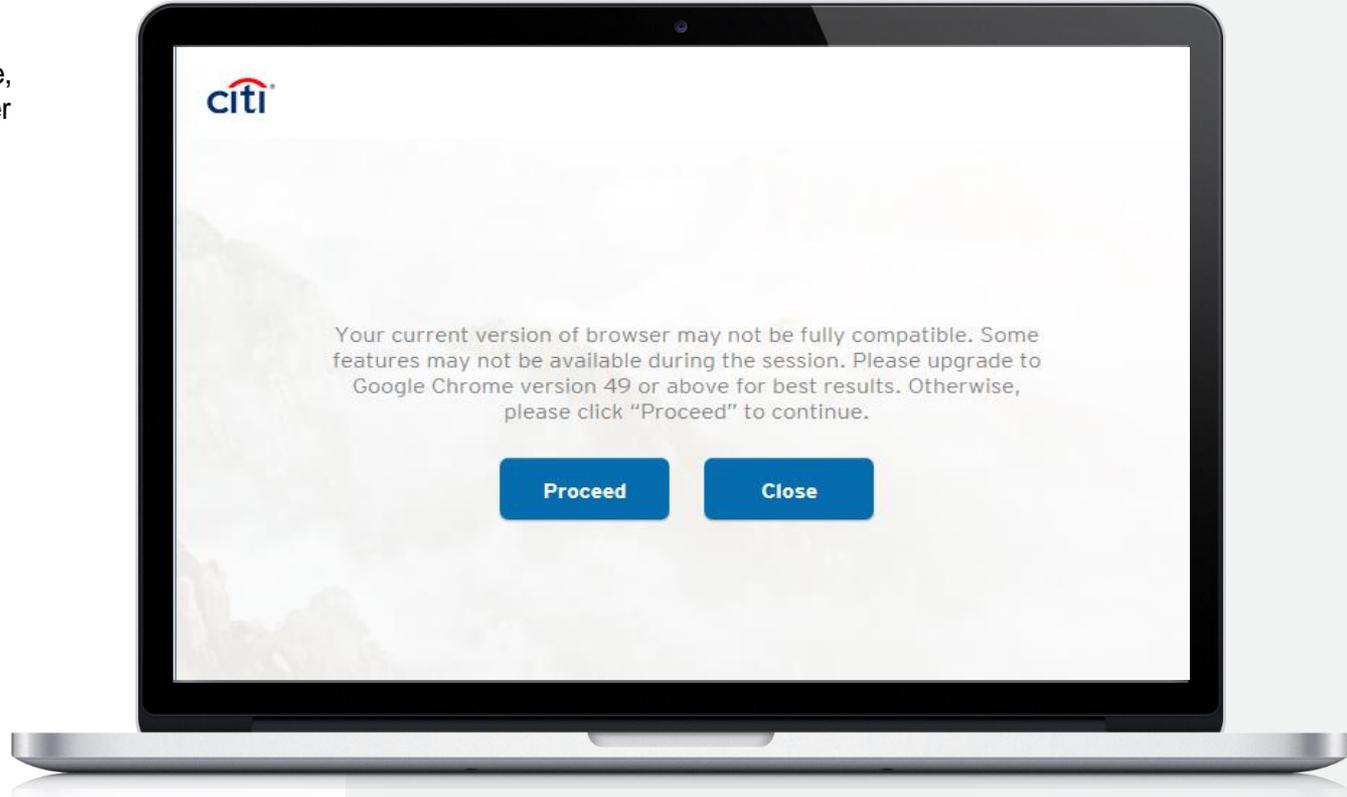


Live Chat



6

Click on “Proceed” to continue, if using any web browser other than Chrome.

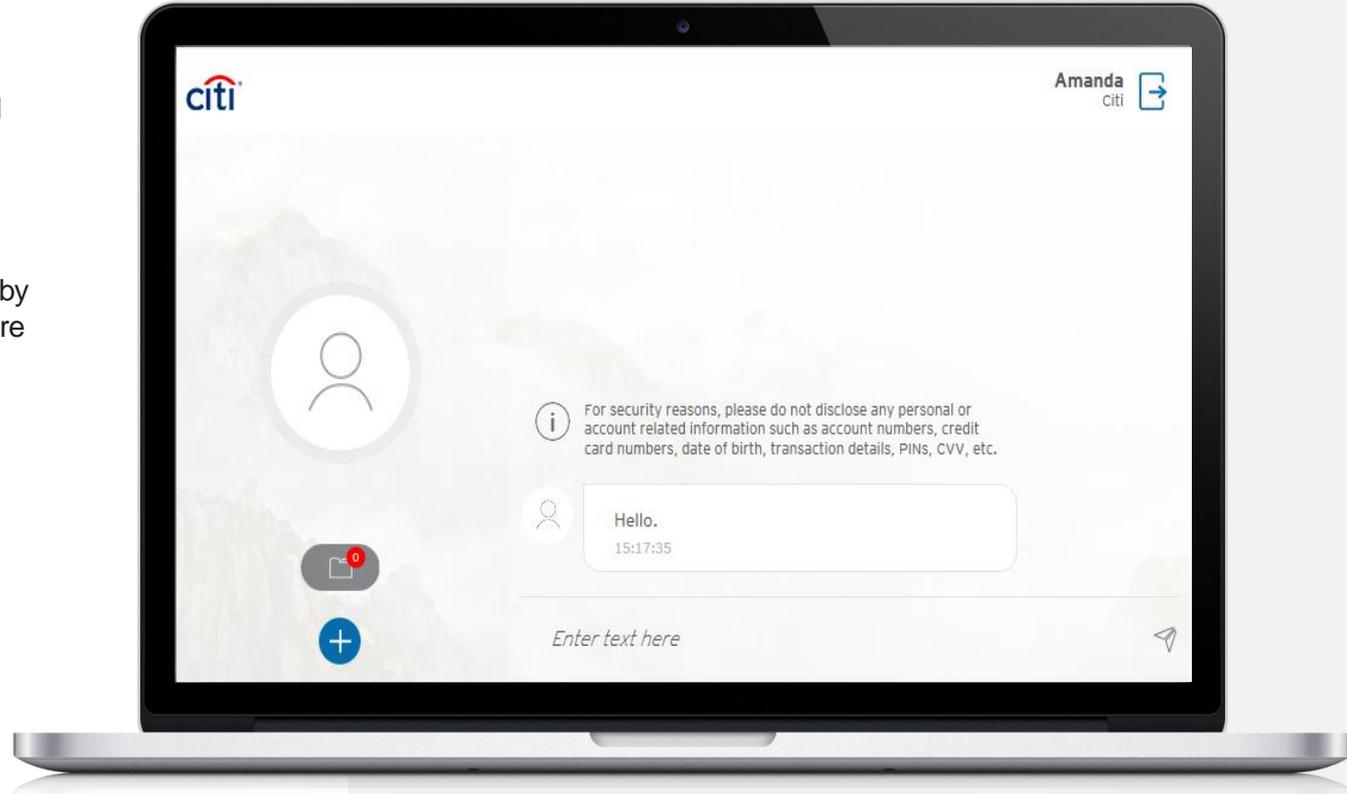


Live Chat



7 Wait for a chat connection to be established with the Digital Client Care Team.

8 Once established, you will be greeted with a chat message by the assigned Digital Client Care Manager.



Live Chat - Audio Call

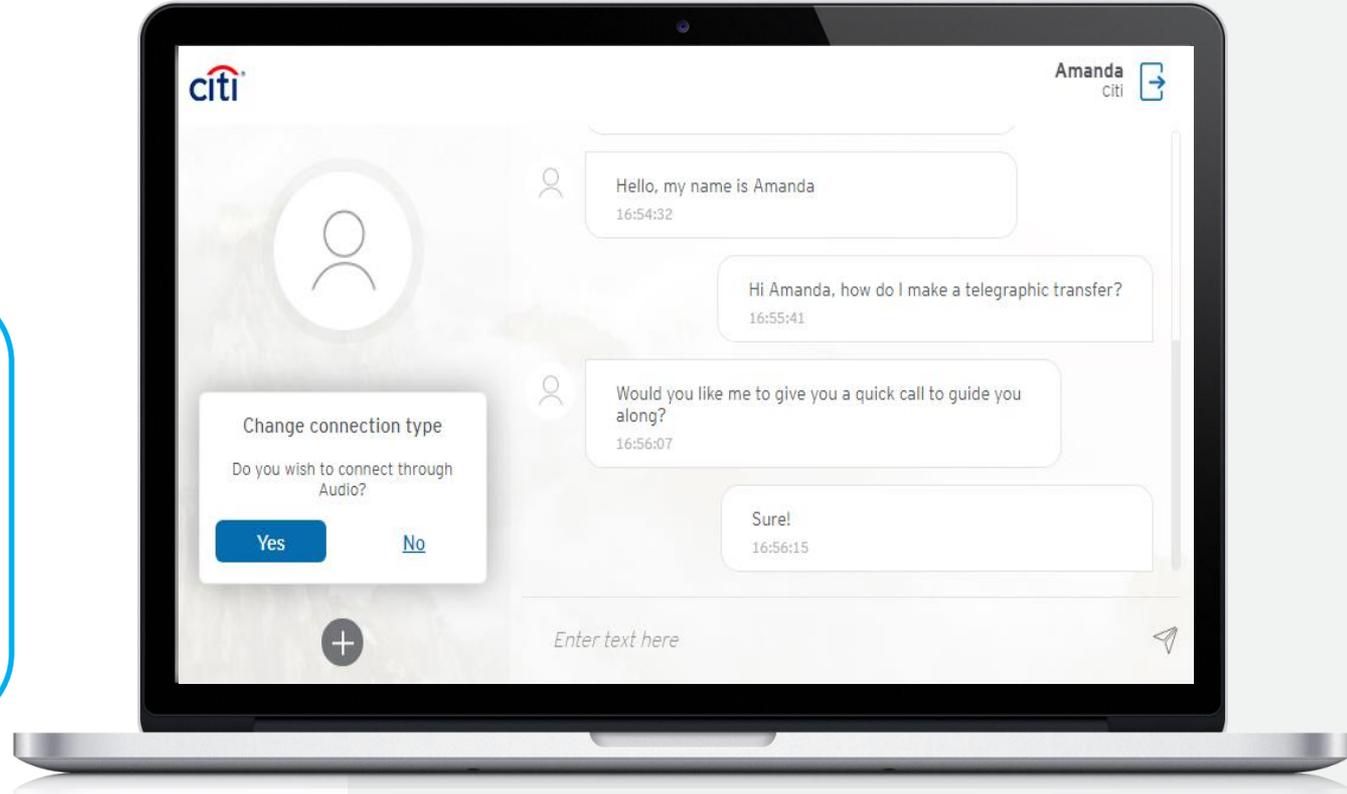


- 9 Click on “Yes” to accept the audio call initiated by the assigned Digital Client Care Manager.

Note:

Audio call, file transfer and screen sharing can only be initiated by the Digital Client Care Manager.

Audio calls are not supported by Safari and Internet Explorer.



Live Chat - Audio Call

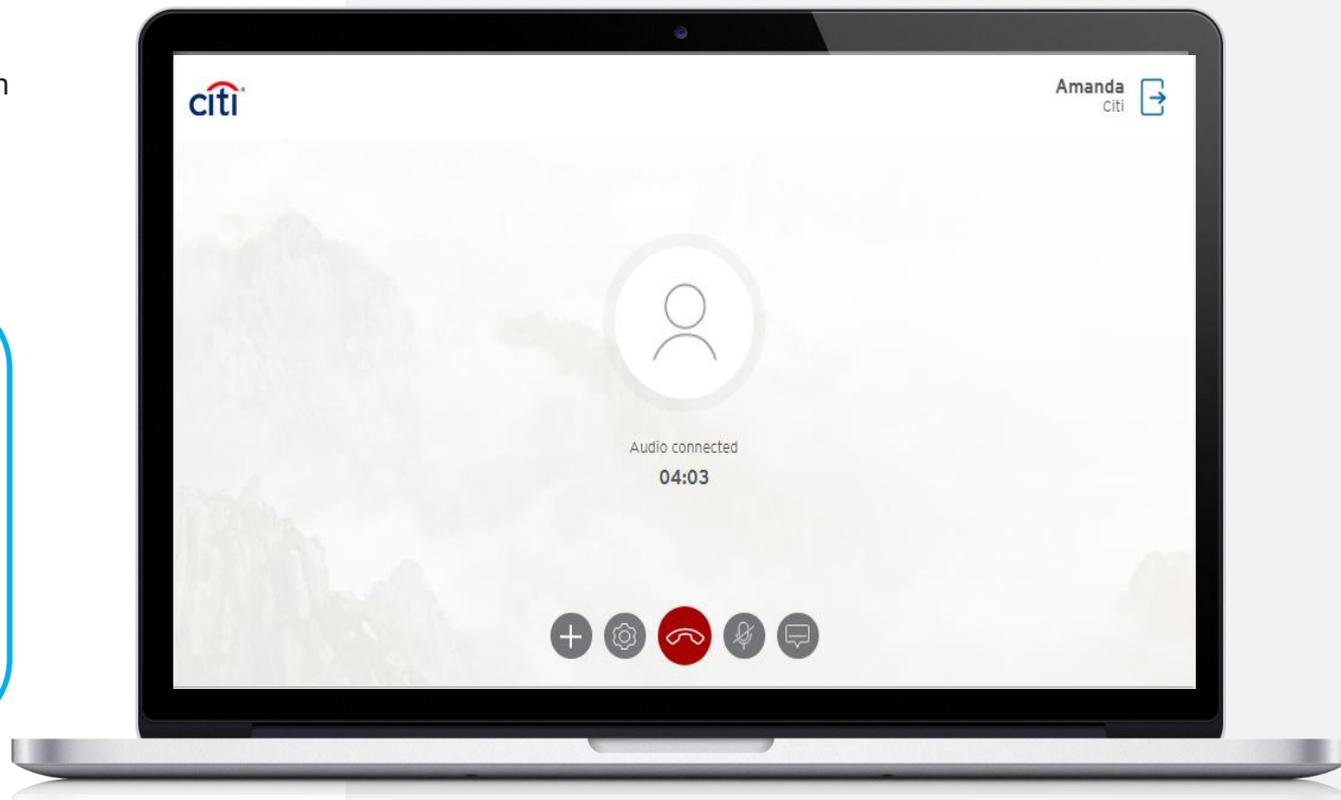


- 10 Click on the red “End Call” icon to hang up.

Note:

Audio call, file transfer and screen sharing can only be initiated by the Digital Client Care Manager.

Audio calls are not supported by Safari and Internet Explorer.



Live Chat - File Transfer



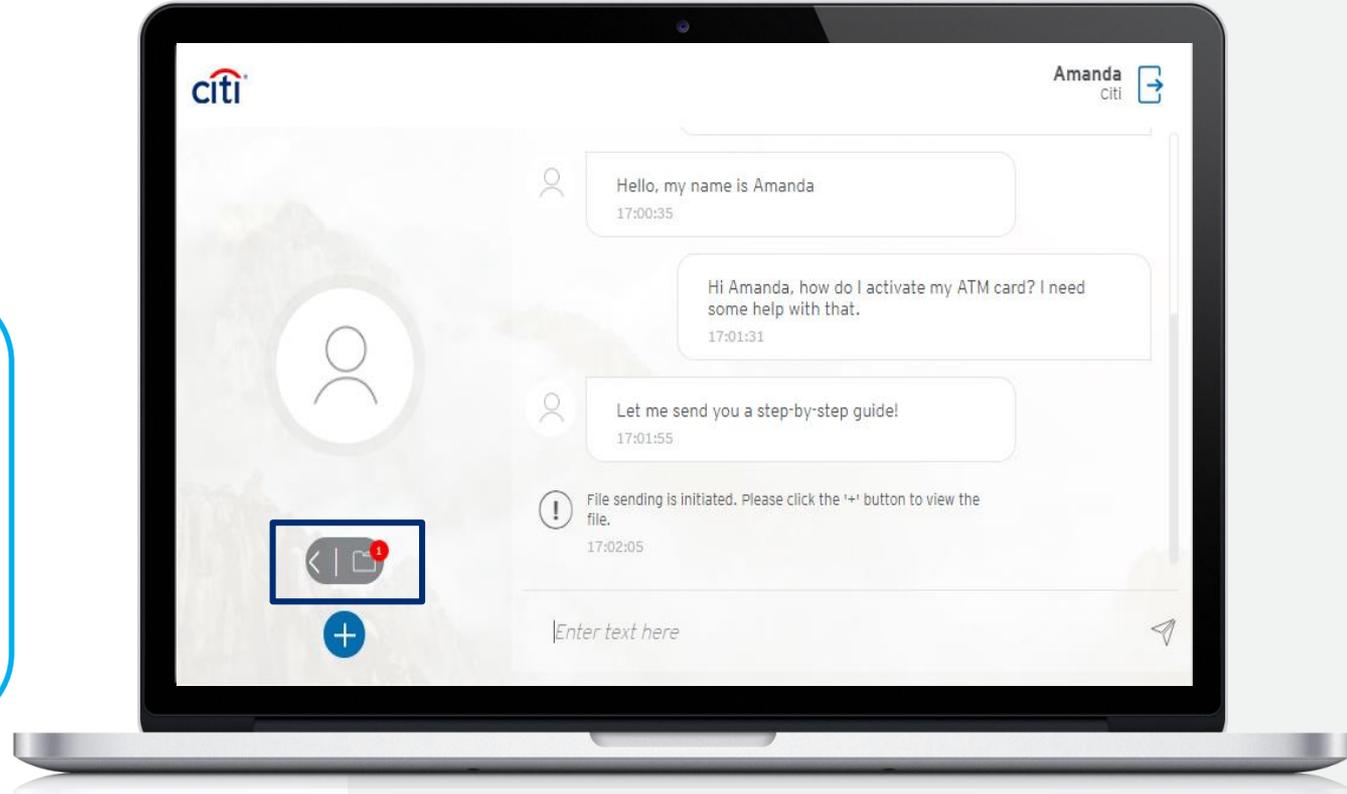
11

Once a file transfer has been initiated, click on the folder to view the file(s) delivered.

Note:

Audio call, file transfer and screen sharing can only be initiated by the Digital Client Care Manager.

Audio calls are not supported by Safari and Internet Explorer.



Live Chat - File Transfer

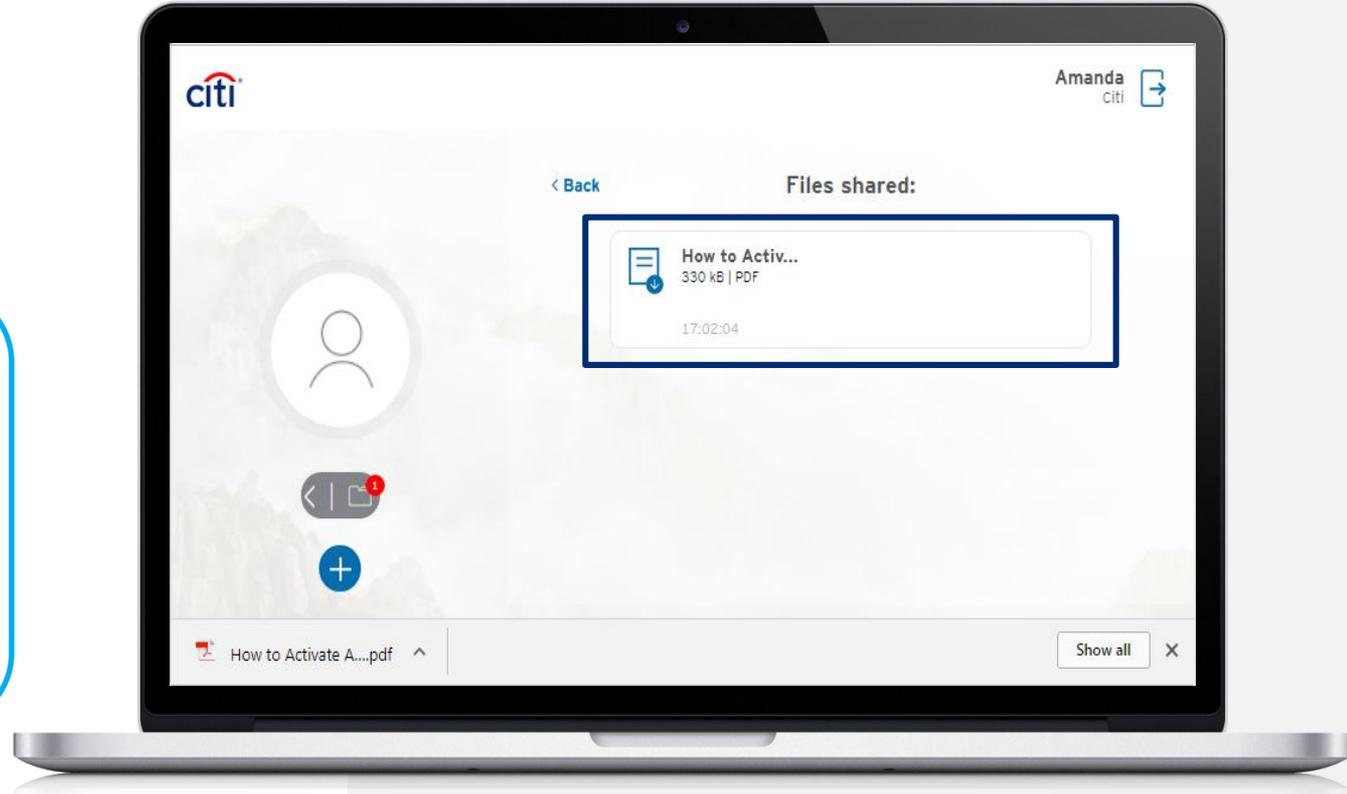


12 Click on the file to download it.

Note:

Audio call, file transfer and screen sharing can only be initiated by the Digital Client Care Manager.

Audio calls are not supported by Safari and Internet Explorer.



Live Chat - Screen Sharing

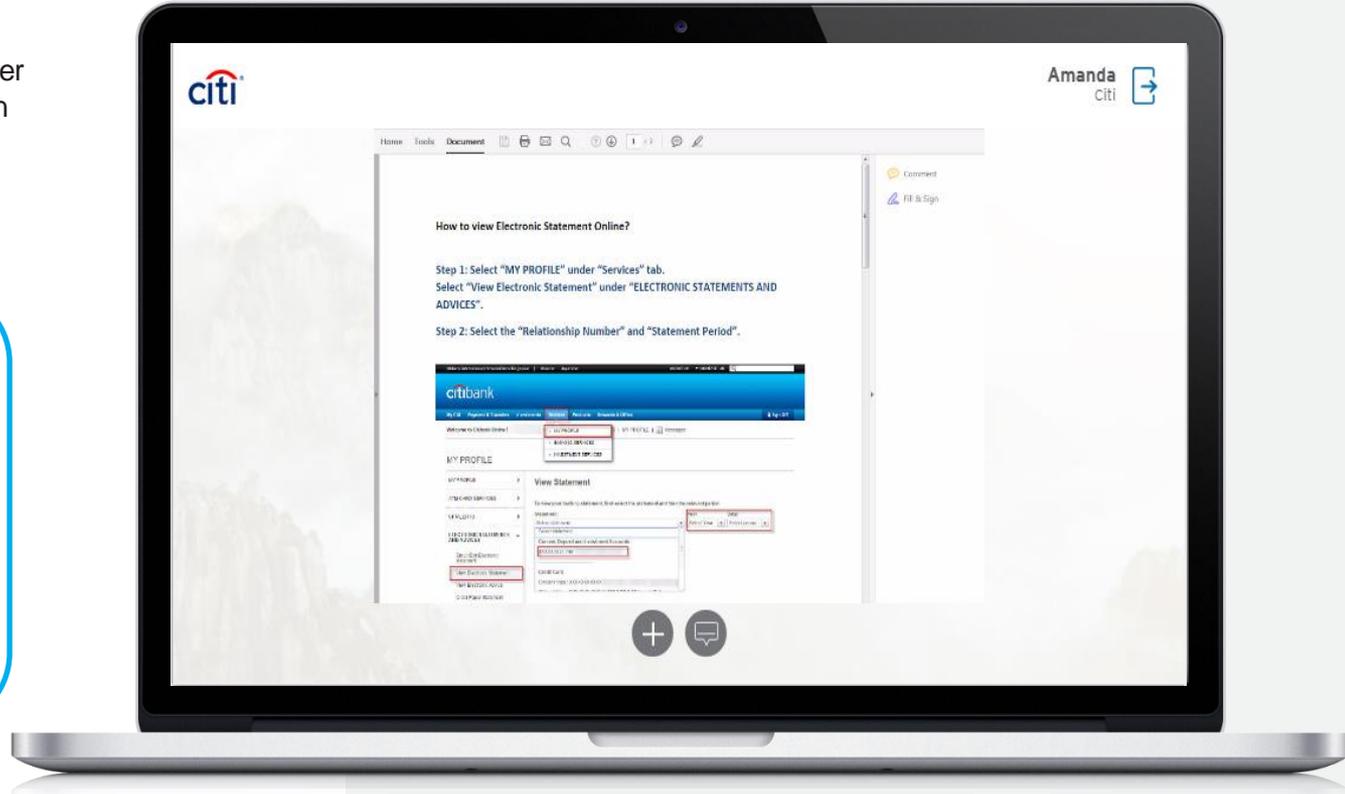


- 13 If the Digital Client Care Manager chooses to share his/her screen with you, his/her screen automatically appears on your screen upon initiation.

Note:

Audio call, file transfer and screen sharing can only be initiated by the Digital Client Care Manager.

Audio calls are not supported by Safari and Internet Explorer.



Live Chat - Screen Sharing

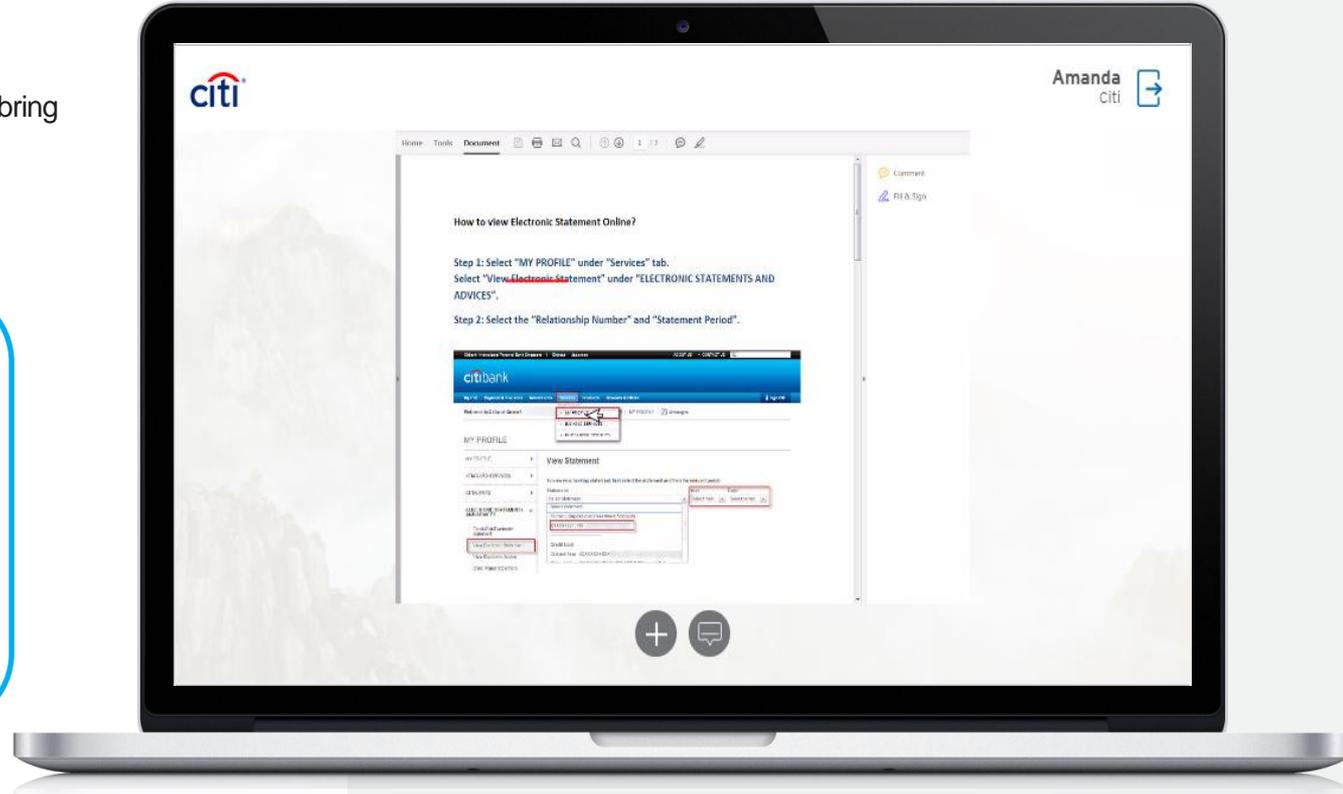


- 14 Click on the “+” icon to draw or paste cursors on the screen to bring attention to a particular section.

Note:

Audio call, file transfer and screen sharing can only be initiated by the Digital Client Care Manager.

Audio calls are not supported by Safari and Internet Explorer.

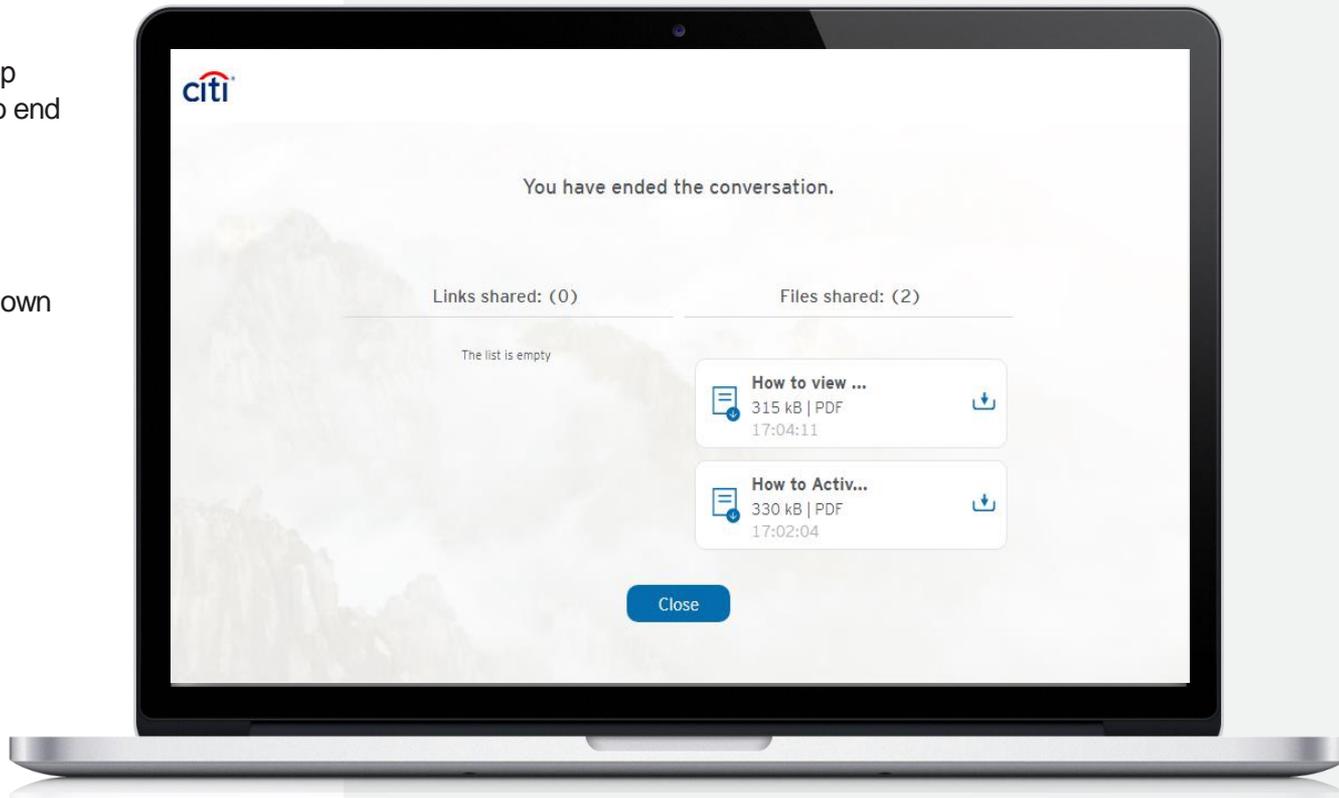


Live Chat - End



15 Click on the “Exit” icon at the top right-hand corner of the page to end the chat.

16 A summary of the activities performed during the chat is shown on screen for easier reference.



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 (SMSs) 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

The contents of this document are for general information and illustrative purposes only and are not intended to serve as financial, investment or any other type of advice. This document does not constitute the distribution of any information or the making of any offer or solicitation by anyone in any jurisdiction in which such distribution or offer is not authorized or to any person to whom it is unlawful to distribute such a document or make such an offer or solicitation. Some products and services may not be available in certain jurisdictions. You should consult your professional advisers as to whether you require any governmental or other consent or need to observe any formalities to enable you to utilize or purchase the products and services described in this document. The actual product and service may vary due to enhancements. Citibank Singapore Limited shall not be responsible for any loss or damage of whatsoever nature (including consequential loss or damage) suffered or incurred, directly or indirectly, by the customer or any other person resulting from access to, or use of this document or any information contained in it.

Citibank full disclaimers, terms and conditions apply to individual products and banking services. For more information, please visit www.ipb.citibank.com.sg.

Sign On Now

Explore these capabilities on Citibank Online & Citi Mobile®

Key Features Available Online



Servicing

Current Balances, Up to 7 years of Statements and 2 years of Banking and Investment Advices[^]



Investing

eFX, Brokerage, Investment Funds[^]



Banking

Telegraphic Transfers, Citibank Global Transfers



Citibank Online
www.ipb.citibank.com.sg

Citi Mobile® App



Note: Citi Mobile® App is available for download from the App store and Google Play store of the following countries and jurisdictions: Australia, China, Hong Kong, Korea, India, Indonesia, Japan, Malaysia, Philippines, Singapore, Thailand, Taiwan, United Arab Emirates, United Kingdom, United States of America and Vietnam.

[^]Only available on Citibank Online

Citibank Singapore Ltd



www.ipb.citibank.com.sg



24-Hour CitiPhone Banking
+65 6224 5757



8 Marina View
#21-00 Asia Square Tower 1
Singapore 018960



Banking Hours
Monday to Friday: 9:30am - 6:00pm
9:30am - 6:00pm (Cash Teller Service)

