



Important Updates to Customer Instruction Channels (Applicable to Citibank main cardmembers, Ready Credit account holders, Retail banking account holders)

Effective 1 November 2020, we will cease to act on mail-in* (via post) instructions for updates to contact details (including mailing and email addresses), requests for banking account closure, Credit card or Citibank Ready Credit account cancellation and fee waivers, card credit balance refunds, telegraphic transfer and enrolment or de-enrolment of E-statements/E-advice.

For a seamless and convenient banking experience, you may do so via one of the channels listed below.

Instruction	Citi Credit Card	Citibank Ready Credit	Citi Banking Account
Contact Details Update	Citi Mobile® App or Citibank Online		
Telegraphic Transfers			Citi Mobile® App or Citibank Online
E-statements/E-advice enrolment or de-enrolment	Citibank Online		
Account Closure	CitiPhone Banking [#]		
Credit card / Ready Credit Fee Waivers	CitiPhone Banking [#]		
Credit Balance Refund of Credit card	CitiPhone Banking [#]		

**Exclusion and exceptions applies*

[#]CitiPhone Banking hotline +65 6225 5225 is available from 8am to 8pm daily.