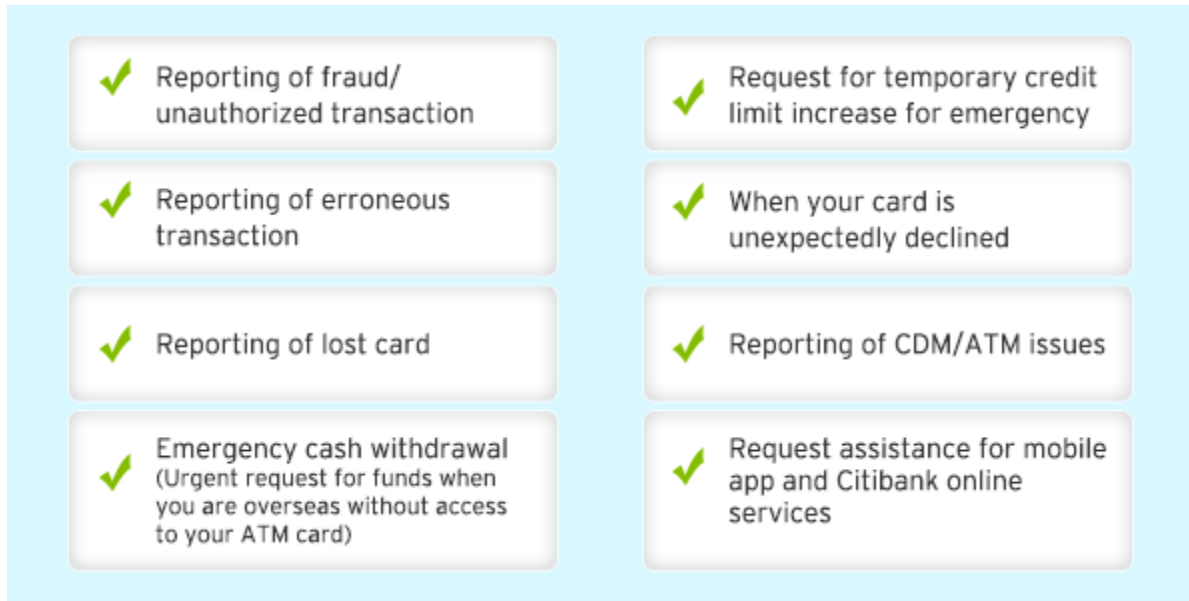


Effective 1st December 2019, our agent support hours will be from **8am to 8pm**.
Emergency assistance[^] will still be available **24/7 for the following services:**



✓ Reporting of fraud/ unauthorized transaction	✓ Request for temporary credit limit increase for emergency
✓ Reporting of erroneous transaction	✓ When your card is unexpectedly declined
✓ Reporting of lost card	✓ Reporting of CDM/ATM issues
✓ Emergency cash withdrawal (Urgent request for funds when you are overseas without access to your ATM card)	✓ Request assistance for mobile app and Citibank online services

[^]Press *1 for emergency assistance in our self-service automated phone banking.