



### **Implementing 2FA for logins to the Citi Mobile® App and Citibank Online**

At Citi, we are committed to continuously enhancing the security of our digital platforms. Therefore, we will be implementing Two-Factor Authentication (2FA) for logins to the Citi Mobile® App and Citibank Online. This is in line with the strengthening of requirements for online security by the Monetary Authority of Singapore (MAS).

From 12 September 2025, if you are accessing the Citi Mobile® App and Citibank Online with your User ID and Password, you will be prompted to enter a One-Time-Password (OTP). You will not be able to access your digital banking account without completing your 2FA.

Please ensure your contact details are updated on the Citi Mobile® App and Citibank Online to receive notifications and/or SMS OTP.