

Notice for all Citibank Customers with an ATM card

Discontinuation of ATM Card Usage at AXS Stations from 1 Jan 2015

With effect from 1st January 2015, Citibank ATM card cannot be used at AXS Stations due to mandatory EMV enhancement made by AXS. To continue to perform bill payments or fund transfers at AXS Stations, please use a Citibank Debit Card instead.

FAQs

1. Why can't I use my Citibank ATM card at AXS Stations from 1 Jan 2015?
AXS is going through a mandatory EMV system enhancement, in which Citibank ATM cards will no longer be compatible with the AXS Stations.

2. How do I continue with my bill payments or funds transfers at the AXS Stations?

You will need to use a Citibank Debit Card instead to complete your transactions.

3. What will happen if I use my Citibank ATM card at AXS Stations?

The AXS Station will not be able to read your Citibank ATM card and will prompt with an error message that the card is not supported. The transaction will not be able to go through.

4. How do I apply for a Citibank Debit Card?

You will need a checking account or a savings account which is compatible with a debit card.

* List of Citibank deposit accounts which can be linked to the Citibank Debit Card for point-of-sales debit payment:

- Citibank MaxiSave Account
- Citibank InterestPlus Savings Account
- Citibank MaxiSave Sweep Account
- Citibank Step-Up Interest Account
- Citibank Tap and Save Account (For this account, a Citibank SMRT ATM/Debit Card will be issued.)

Please note that it may take 10 working days for the processing of your debit card application.

5. How do I apply for a new checking account/savings account or a Citibank Debit Card?

You may visit your nearest branch at the banking hours to open your account and sign up for a debit card.