

Learn how to deactivate your Card via our Mobile App. Click [Here](#).

To deactivate your card via Citibank Online, please follow these steps:

- A) Post logging in with your online credentials, please click on Services > My Profile > Card Activation.

The screenshot shows the Citibank Online interface. At the top, there is a navigation bar with 'CITIBANK SINGAPORE', 'LOCATIONS', 'IMPORTANT NOTICES', and 'CONTACT US'. Below this is the Citibank logo and a menu with 'My Citi', 'Payments & Transfers', 'Wealth Management', 'Services', and 'Rewards & Offers'. A red arrow labeled '1' points to the 'Services' menu item. Below the navigation bar, a welcome message reads 'Welcome to Citibank Online! Customer XX | Last Login: 04 May 2019 at 4:57 PM | My Profile | Messages'. The main content area is titled 'MY PROFILE'. On the left, a dropdown menu is open, showing options like 'Change Password', 'Change User ID', 'Change ATM PIN', 'Sign Off Preferences', 'Card Activation', 'Overseas Card Activation', and 'De-enroll Citi Mobile(R) Token'. A red arrow labeled '2' points to the 'MY PROFILE' dropdown, and a red arrow labeled '3' points to the 'Card Activation' option. The main content area features a 'My Profile' header with a photo of a couple and a 'Services for My Profile' section. This section includes four tiles: 'My Profile' (with a description of changing passwords and user IDs), 'ATM Card Services' (with a description of activating new cards), 'Citi Alerts' (with a description of managing alerts), and 'E-statements & e-advice' (with a description of enrolling for paperless statements).


B) You will be prompted to enter your One-Time-Pin ('OTP').

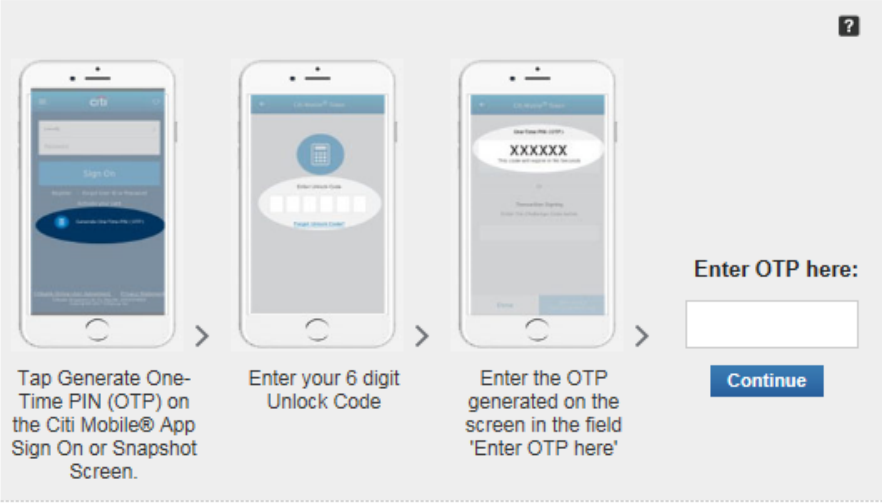
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One-Time PIN (OTP)

Please authorize by entering the OTP (One-Time-PIN) below:

 **OTP Authentication via Citi Mobile Token**



Enter OTP here:

Continue

Tap Generate One-Time PIN (OTP) on the Citi Mobile® App Sign On or Snapshot Screen.

Enter your 6 digit Unlock Code

Enter the OTP generated on the screen in the field 'Enter OTP here'

Use Online Security Device (OSD)

Send an OTP via SMS

Need Help? Cancel

Card Se

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C)

your transactions are process and approved for you own

easy reference to your banking transaction:

D) Select the Card(s) you'd wished to have deactivated then click on the "Deactivate" button.

CITIBANK SINGAPORE LOCATIONS IMPORTANT NOTICES CONTACT US

citibank

My Citi Payments & Transfers Wealth Management **Services** Rewards & Offers [Sign Off](#)

Welcome to Citibank Online ! Customer xx | Last Login: 06 May 2019 at 3:00 PM | My Profile | [Messages](#)

MY PROFILE

MY PROFILE ▾

- Change Password
- Change User ID
- Change ATM PIN
- Sign Off Preferences
- Card Activation**
- Overseas Card Activation
- De-enroll Citi Mobile(R) Token

CITI ALERTS ▸

GLOBAL VIEW OF ACCOUNTS ▸

E-STATEMENTS AND E-ADVICES ▸

MY MESSAGE ▸


UPDATE CONTACT DETAILS ▸

PAYMENT & TRANSFER PREFERENCES


DOCUMENT UPLOAD ▸

Card Activation

Step 1 of 3: Input Activation Details

Select All	Customer Name	Product Name	Card Number	Status
<input checked="" type="checkbox"/> 	Customer xx	Rewards Card	XXXXXXXXXXXX555	Active
<input type="checkbox"/>	Customer xx	Citi PremierMiles Visa Card	XXXXXXXXXXXX7890	Active

IMPORTANT:
Activate your card only after you have received your new, replacement or renewal card.
By clicking "ACTIVATE", you confirm (a) your receipt of the card; (b) your agreement to be liable for the transactions on the card upon activation; and (c) your agreement to the relevant terms and conditions/agreement governing the account.

▸ Cancel **DEACTIVATE** **ACTIVATE** 

E) Click confirm to validate your request


Step 2 of 3: Validation

Card Activation

Customer Name	Product Name	Card Number	Status
Customer xx	Rewards Card	XXXXXXXXXXXX555	Active

IMPORTANT:
Activate your card only after you have received your new, replacement or renewal card.
By clicking "ACTIVATE", you confirm (a) your receipt of the card; (b) your agreement to be liable for the transactions on the card upon activation; and (c) your agreement to the relevant terms and conditions/agreement governing the account.

[▶ Back](#) [▶ Cancel](#) [CONFIRM](#)



F) Deactivation confirmation page:

Step 3 of 3: Confirmation

Card Activation

Card Number	Status
XXXXXXXXXXXX 555	Success

IMPORTANT:
Activate your card only after you have received your new, replacement or renewal card.
By clicking "ACTIVATE", you confirm (a) your receipt of the card; (b) your agreement to be liable for the transactions on the card upon activation; and (c) your agreement to the relevant terms and conditions/agreement governing the account.

[▶ View Record](#) [DONE](#)

A SMS will be triggered to your registered mobile no. with us citing this deactivation as well.

G) To check, simply click on “Card Activation” again. You will see the recently deactivated card in red.

Should you locate your misplaced card, you can follow step C → E and clicking on the “Activate” button instead to switch on your Card(s) for usage.

The screenshot displays the Citibank Singapore online banking interface. At the top, there is a navigation bar with the Citibank logo and menu items: My Citi, Payments & Transfers, Wealth Management, Services, and Rewards & Offers. A search bar is located on the right. Below the navigation bar, a welcome message reads: "Welcome to Citibank Online! Customer xx | Last Login: 06 May 2019 at 3:00 PM | My Profile | Messages".

The main content area is titled "MY PROFILE" and features a sidebar menu on the left with options: Change Password, Change User ID, Change ATM PIN, Sign Off Preferences, Card Activation (highlighted), Overseas Card Activation, and De-enroll Citi Mobile(R) Token. Below these are sections for CITI ALERTS, GLOBAL VIEW OF ACCOUNTS, E-STATEMENTS AND E-ADVICES, MY MESSAGE, UPDATE CONTACT DETAILS, and PAYMENT & TRANSFER PREFERENCES.

The "Card Activation" section is titled "Step 1 of 3: Input Activation Details". It contains a table with the following columns: Select All, Customer Name, Product Name, Card Number, and Status.

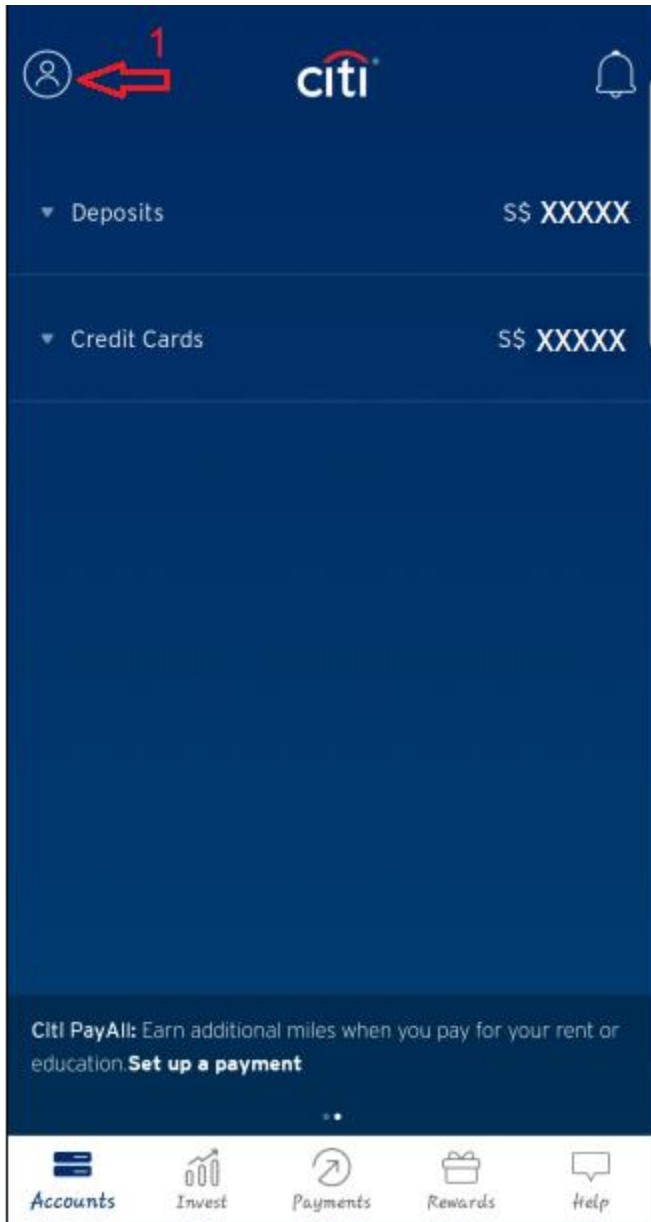
Select All	Customer Name	Product Name	Card Number	Status
<input type="checkbox"/>	Customer xx	Rewards Card	XXXXXXXXXXXX555	In-Active
<input type="checkbox"/>	Customer xx	Citi PremierMiles Visa Card	XXXXXXXXXXXX7890	Active

IMPORTANT:
Activate your card only after you have received your new, replacement or renewal card.
By clicking "ACTIVATE", you confirm (a) your receipt of the card; (b) your agreement to be liable for the transactions on the card upon activation; and (c) your agreement to the relevant terms and conditions/agreement governing the account.

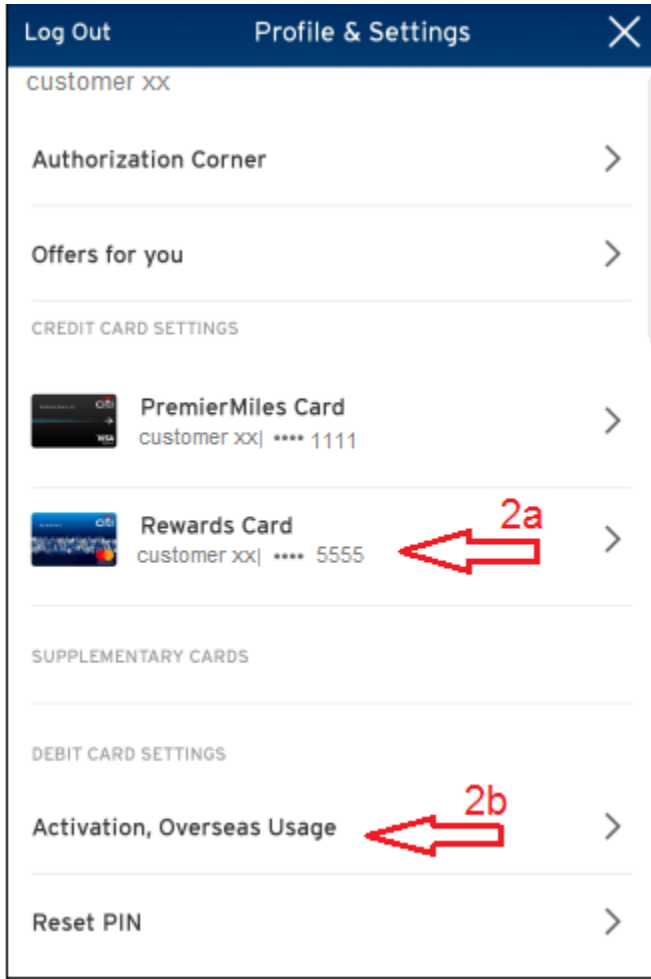
At the bottom right of the activation section, there are three buttons: "Cancel", "DEACTIVATE", and "ACTIVATE".

To deactivate your card via our Mobile App, please follow these steps:

- A) Post logging in with your Mbol App credentials, please click on the top-left icon to expand the menu-column.

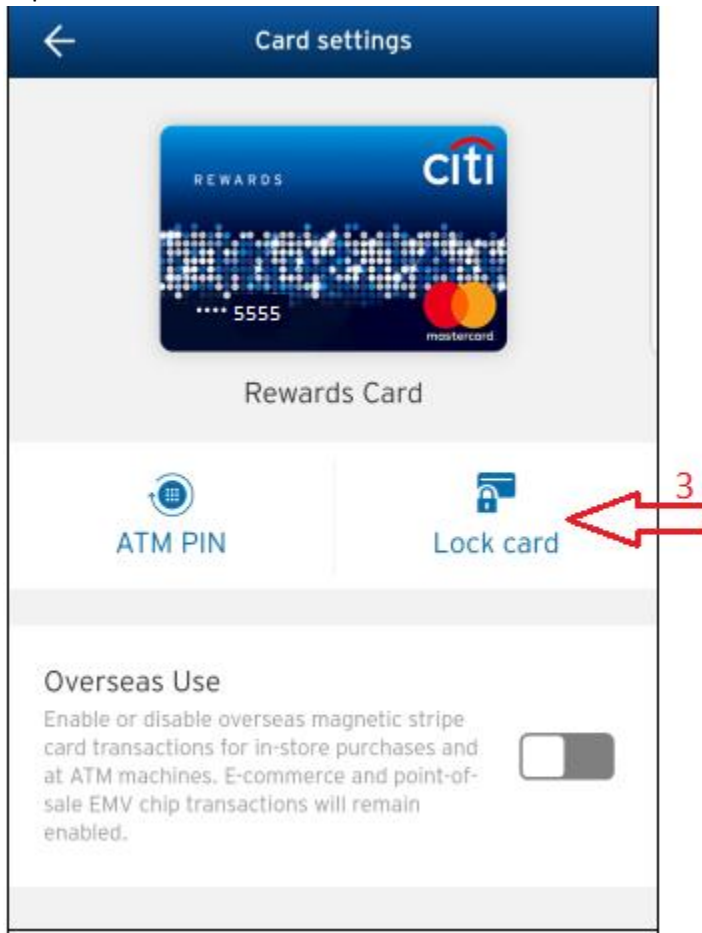


- B) There are 2 ways you can use to deactivate your card:
[2a](#) – click on the card you wished to deactivate directly
[2b](#) – click on “Activation, Overseas Usage”

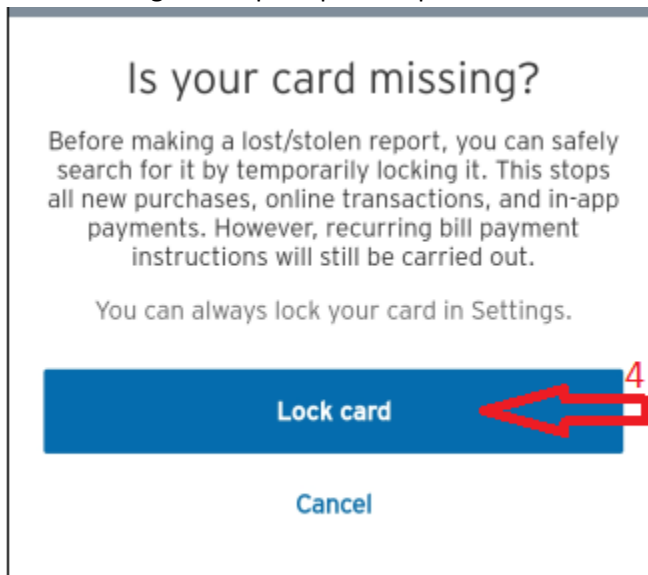


C) **Route 2a.**

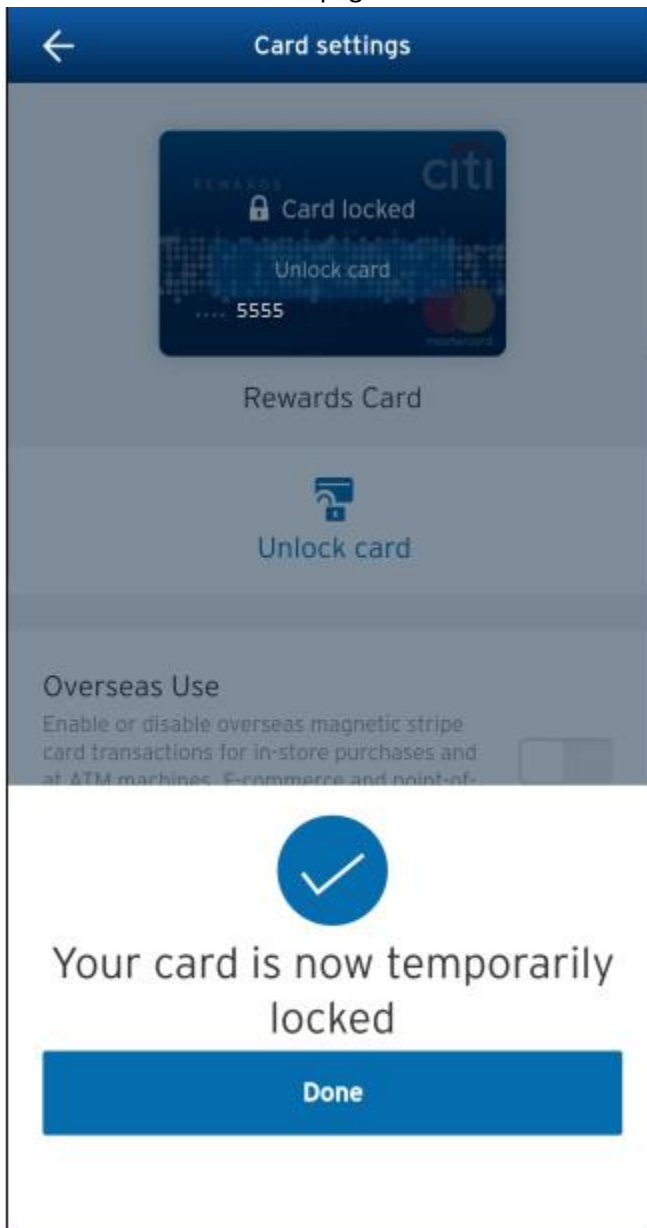
Tapping on the card you wish to deactivate directly will bring you to this page.
Tap on "Lock Card".



The following will be prompted. Tap on "Lock Card" to continue with deactivation.



D) Deactivation confirmation page:



A SMS will be triggered to your registered mobile no. with us citing this deactivation as well.

C) **Route 2b.**

Tapping on “Activation, Overseas Usage” will bring you this page where you will see the list of credit cards owned.

Select the correct card, then on “Deactivate”.

Activate Card

USE IN SINGAPORE OVERSEAS USE

Activate or Deactivate your card(s) by selecting one or more cards from the list below

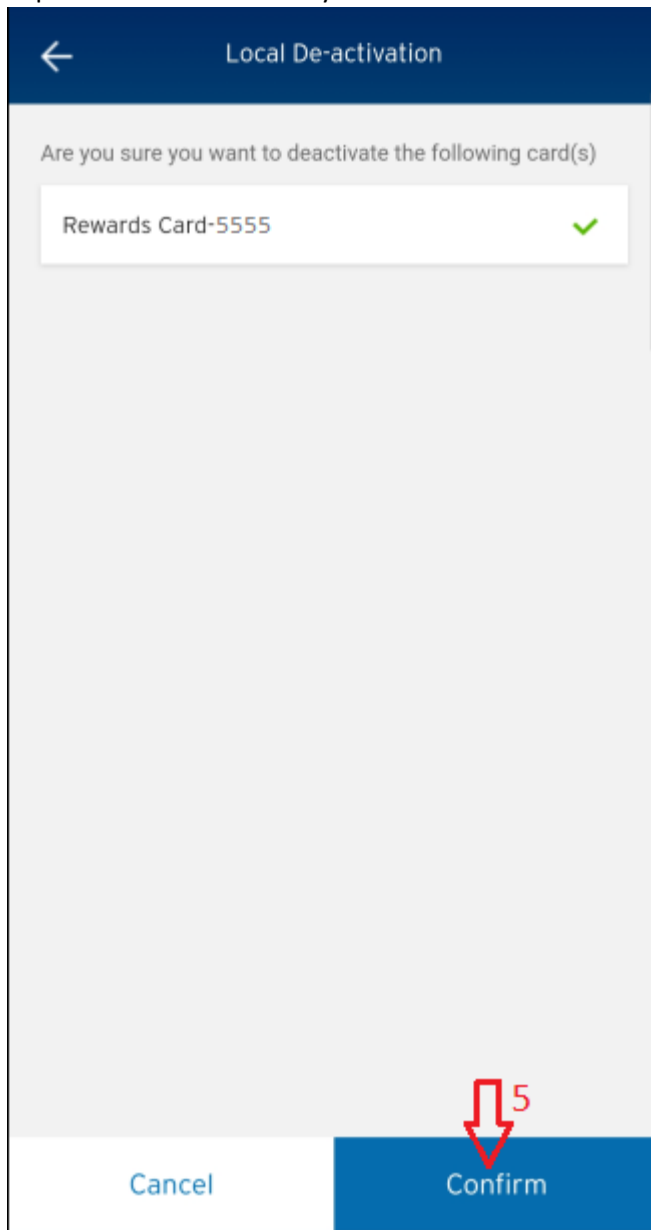
ACTIVE CARD(S)

Rewards Card-5555	← 3	✓
Citi PremierMiles Vi ...1111		

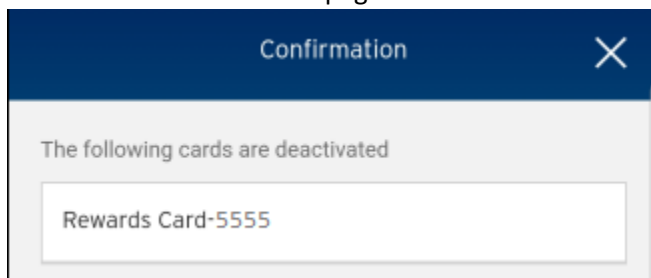
IMPORTANT NOTE -
Activate only if:
- You have received your New / Replacement / Renewal card
OR
- You want to activate a card you previously deactivated

Cancel Deactivate

D) Tap confirm to deactivate your card.



E) Deactivation confirmation page:



A SMS will be triggered to your registered mobile no. with us citing this deactivation as well.