



Citi Security SMS service

Citi is committed to keeping your debit card and credit card safe and secure. As part of this, we are delighted to introduce our Two-Way communication service. It ensures a quick and easy two-way communication with Citi in the event of any suspicious activity being detected. To benefit from this service please ensure you have provided us with your current contact details. You can update your contact details via Citibank Mobile APP or Citibank Online. Shall you have any further query, please contact Citibank Hotline.

Two-Way SMS Service

The Two-Way SMS alert service is set up for all Citi credit and debit card holders. The service will immediately notify you of any transactions deemed to be suspicious and allow you to confirm by replying to our SMS:

Reply 1 to confirm the transaction as Genuine.

Reply 2 to confirm the transaction as Fraud.

An SMS will be sent from 1069036662 containing the transaction information. We will not ask for any further information other than a reply of either "1" or "2". By replying to our SMS you can confirm whether the transaction we are asking about was made by you (SMS cost will be as per charges by your telecommunication provider and SMS delivery/response turnaround time also depends on your network/telecommunication provider).

Citibank (China) Co., Limited

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