



Two-Way Alerts 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 by calling Citi Bank 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 [1069044977659](tel:1069044977659) 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).

—Two-Way email Service

- The Two-Way email alert service is set up for all Citi credit and debit card holders. The service will notify you of any transactions deemed to be suspicious and allow you to confirm by replying to our email:
 - Click on the Green **Yes** button to confirm the transaction as Genuine.
 - Click on the Red **No** button to confirm the transaction as Fraud.
- An email will be sent from <Securityalert@security3.citi.com> containing the transaction information. We will not ask for any further information other than a reply of either "Yes" or "No". By replying to our email you can confirm whether the transaction we are asking about was made by you.

— Interactive Voice call Service

- The Interactive voice call service is set up for all Citi credit and debit card holders. It will notify you of any transactions deemed to be suspicious and allow you to confirm by following the voice prompts.
- The call and number displayed will be [02161976449](tel:02161976449).