



## Citibank (China) Debit Card ATM PIN Mailer Service Sunset Notice

Dear Customer(s),

To provide a more secure, convenient debit card ATM PIN change/reset service, since June 15, 2018, Citibank China will stop sending ATM PIN mailer to cardholders through mail.

If you need to modify/reset the ATM PIN, cardholders can use the following methods:

- (1) Reset/modify the ATM PIN from online banking at [www.citibank.com.cn](http://www.citibank.com.cn) or mobile banking.  
(Click on <http://citi.cn/wd.html> to download Citi Mobile Banking App now)
- (2) Modify the ATM PIN from Citi ATM Machine.
- (3) Visit branches in person to fill in the debit card application form, check the “reset PIN” option, and set the PIN with help from the branch staff once identification verified.

Thank you for your understanding and support!

Thanks for your attention,

Citibank (China) Co., Limited

June 2018



## **“Terms and Conditions for Products and Services” Content Adjustment Notice**

Dear Customer(s),

To provide a more secure, convenient debit card ATM PIN change/reset service, Since June 15, 2018, Citibank China will stop sending ATM PIN mailer to cardholders through mail. Thus the following change will be made to the content of “Terms and Conditions for Products and Services”

33.10 Citibank China, at its own discretion, delivers the password to Card Holder face to face or provide Card holder with proper equipment to set password by himself/herself. Card Holder may change the password for his/her own Citibank Debit Card through proper equipment at any time.

Updated “Terms and Conditions for Products and Services” will be publicized on our website ([www.citibank.com.cn](http://www.citibank.com.cn)) for your reference. Should you have any questions about the above adjustments, please call 24-hour customer service hotline at 400-821-1880. Thank you for your support and attention.

Thanks for your attention.

Citibank (China) Co., Limited

June 2018