



Citi China Business Update

In view of the evolving Novel Coronavirus (2019-nCov) situation, Citi China wants to take this opportunity to further update clients.

We continue to operate effectively, but with heightened vigilance. Precautionary measures have been put in place to help safeguard employees and clients, with contingency plans in place to ensure continuity of business.

Corporate and Institutional Clients

Treasury and Trade Solutions' services and platforms, including CitiDirect BE®, are operating as usual. Transaction requests and supporting documents will need to be sent to Citi through our digital platforms. Thank you for your understanding and cooperation. Please feel free to contact your Relationship Manager or Sales Representative for any specific queries and assistance. You may also call our Service Hotline 800-820-1268 or (+8621)-6860-4588 (Corporate) or 800-820-1080 (Financial Institution) for general inquiries.

Consumer Banking Customers

In compliance with the guidelines from relevant government authorities and regulators, other than Tianjin Branch, Guiyang Branch, Changsha Branch, Nanjing Branch, and Hangzhou Huanglong Sub-Branch, all of our branches are open, but with reduced staffing levels. We plan to resume full services across all branches nationwide from February 17.

Please be noted that consumer banking service across our network will be closed on February 15 (Saturday).

During this period, we would advise clients to use the Citi China WeChat service accounts, Citi China mobile banking, and Citi China personal Internet banking (www.citibank.com.cn) where possible. If you do not have access to these services, we can assist you to gain access to Citi China's digital banking services. Please call the Citibank 24-Hour Service Hotline at 400-821-1880 or 800-830-1880 (For landlines within mainland China) for further information. If you are overseas, please call (+8620)-3880-1267.

Thank you for your understanding and support.

Citibank (China) Co., Ltd.

花旗中国业务运营调整更新

为了进一步配合新型冠状病毒的疫情防控工作，花旗银行（中国）有限公司在此更新业务运营公告。我们将继续为客户提供高效的服务，积极采取预防措施，维护员工与客户的安全健康，保障业务连续性。

企业及机构客户业务

财资与贸易金融服务运营如常，企业客户可以通过电子银行平台 **CitiDirect BE®**进行国内外付款交易。请通过电子渠道发送您的交易申请与相关文件。非常感谢您的理解与支持。如有具体需求，请联络客户经理或销售代表，亦可拨打企业服务热线 **800-820-1268** 或 **(+8621)-6860-4588**，以及金融同业客户服务热线 **800-820-1080** 垂询详情。

个人银行业务

根据各省市政府部门的疫情防控工作要求并结合我行营运的实际情况，除了天津分行、贵阳分行、长沙分行、南京分行及杭州黄龙支行，我行个人银行全国网点已安排部分员工上岗恢复运营。自 2 月 17 日起，我行计划将全面恢复运营。

请注意，我行个人银行所有网点 2 月 15 日（星期六）不对外营业。

同时，我行个人网上银行、手机银行也已全面优化，您可以直接登录花旗网上银行 **www.citibank.com.cn**、手机下载“花旗掌上银行 APP”或关注我行微信公众号“花旗银行财富管理”，信用卡用户亦可关注“花旗银行信用卡”，或通过我行电话银行业务更为便捷地完成个人业务的办理。如需帮助，请联系您的客户经理或拨打花旗 24 小时服务热线**400-821-1880 / 800-830-1880** (限中国大陆固话拨打)。境外请拨打**(+86)-(20)-3880-1267**。

感谢您的理解与支持。

花旗银行（中国）有限公司