



How do you tell the fraud of the fake bank?

Recently, we found out criminals in name of Citibank staff to sell fake Citi credit products, wealth management products and Citi "shadow" products to customers, or sending false Citi credit card customer service hotline to ask customers to provide identity information and card number, expiration date, verification code and other card information.

Here are some common scams listed, you must pay attention.

- Asking you to enter your ID, card number, etc. by online form via fake bank email ID.
- Through the Internet or WeChat and other social platforms, promising high return financial products in order to cheat the customer's funds.
- Pretend to be bank staff or in the name of the bank, for the lack of funds to handle loans, without 3rd party guarantee. It is fraudulent in the name of advance payment of interest, bond or commission.
- To upgrade your bank online banking, you are required to log in to a fake bank's phishing website and obtain information on your bank account, online banking password, and mobile transaction code.

How to "tell the trick" to ensure that the account is safe to use? Do not worry, here are some tips to teach you.

1. Keep in mind the official channel

1) customer service hotline:

No matter where you are, day and night, you only need to dial Citigroup 24 hour service hotline 400-821-1880 / 800-830- 1880 (mainland China's fixed phone call) to enjoy the none close service of Citibank phone bank.

Overseas call, (+86) - (20) -3880-1267 (personal bank and Citigroup business customer) or (+86) - (21) -3896-9500 (credit card customer).

2) Official website:

Citibank's official website: <https://www.citibank.com.cn> / <https://www.citi.com.cn>

All the products and charge standards can be inquired on our official website.

3) WeChat account

Citibank wealth management: account - Citiwealth

Citibank credit card: micro account - CitiCard

4) Financial product query

For all the financial products that I have issued, you can also query the system registration code for all products on the <http://www.chinawealth.com.cn>.

5) The way to inquire about the Consignment products:



2. Strengthening the awareness of personal safety and Prevention

1) Received a fraud call, do not believe, do not disclose personal information, but do not transfer remittances. If inadvertently deceived, please report to the local police.

2) Pay attention to the protection of personal information, do not register on untrusted site, and carefully fill in your name, phone number, bank card number and other private information.

3) When you hear of any high-yield financial products, considering carefully. You may contact Citi Bank via official website or 24-hour client hot line for verification.