

**WELCOME TO CITIPHONE**

**LANGUAGE SELECTION**  
 Press **1** for English  
 Press **2** for Bahasa Malaysia  
 Press **3** for Mandarin

**CALLER IDENTIFICATION**

**Account Information**

**Credit Limit Inquiry, Other Offers**

**Funds Transfer**

**Rewards, T-Pin, E-statement Enrollment, SMS Alert**

**Application, Product Inquiry, General Info**

**Lost/Stolen Card**

**Repeat Menu, CitiPhone Officer**

**Banking Account Balance**

**For Loan Balance**

**For Time Deposit Balance**

**For Credit Card Balance**

**For credit line increase and other offer's you are selected for**

**For Funds transfer**

**For Credit card payment**

**For reward inquiry, card activation, telephone pin change request or E-statement and SMS alert enrollment**

**For application status, product inquiry or general information's**

**To report on lost or stolen card**

**1. If you would like me to repeat**

**2. To speak to a CitiPhone officer**

1. For saving account ending with (num)

2. For Checking account ending with (num)

3. For Premium Checking account ending with (num)

Please Key in your 4 digit telephone pin number

1. For Flexi Home loan ending with (num)

2. For Unsecured personal loan ending with (num)

Please Key in your 4 digit telephone pin number

1. For unfix deposit ending with (num)

Please Key in your 4 digit telephone pin number

Please Key in your 4 digit telephone pin number

1. For increase in credit line

2. For Dial For Cash

3. For Dial For Cash Plus

4. For Balance Transfer

5. To know more about the other offers you are selected for

1. To transfer funds to your own account

2. To transfer funds to another Citibank customer

3. To transfer funds to an account in another bank

Please Key in your 4 digit telephone pin number

Please Key in your 4 digit telephone pin number

1. For Reward Inquiry

2. For Card Activation

3. Telephone PIN change

4. E-statement Enrollment

5. SMS alert Enrollment

1. For Gold on call

2. To check on the status of your application

3. To apply for loan or credit card

4. For information on Citibank product

5. For information on Foreign exchange and Interest Rate

6. For Citibank Location

1. For Debit card

2. For Credit card