



e-BANKING CHARTER

Citibank Online

At Citibank, we take security on Citibank Online very seriously and place an emphasis on prevention of unauthorized access and tampering of transactions and data. This is made possible by employing strong authentication control, idle session termination and encryption technology to ensure confidentiality and integrity of your online banking transactions. In the event that you are unhappy or that queries should arise, you may directly contact us via [email](#) or call [Citiphone](#). It is our policy that your concerns are promptly attended to by our staff. Your security is important to us and we are committed to the e-Banking Charter as follows:

Commitment towards Safe Operations

At Citibank, we constantly update our security technology to protect your privacy and confidentiality. Citibank utilizes secured encryption technology and solutions to safeguard your money and data. We also implement strict security controls and procedures to lessen the risk of unauthorized access to your banking details. You may visit our [Citibank Online Security](#) page section for more information on our security and safety operations; and the necessary control measures you can take to practice safe online banking.

Privacy of customer information

Your privacy is important to Citibank. This is why we are committed to the [Privacy Policy](#) for Consumers which is set in our website.

Reliable and Quality Services

Citibank is committed to provide reliable and quality services to our customers. Our staff involved in providing the Citibank Online services are equipped with the knowledge and has the expertise in this area in order to ensure the services rendered in Citibank Online are reliable and of quality.

Transparency of Products and Services

As Citibank Online was conceived to provide easier and more convenient banking, you can be assured of quality service in the area of transparency of products and services. We will use reasonable endeavors to ensure that our product descriptions and details offered online shall not be misleading but clear and easily understood.

For information of our Customer Service Charter, you may visit us [here](#).