

Updates in view of Movement Control Order (MCO)

In view of the MCO period and to ensure the safety and well-being of our customers and employees, please take note of the following updates:

No	Description	Effective Date
1.	<p>Temporary Closure of Puchong Branch</p> <p>Effective 30-March 2020, our Puchong branch will be temporarily closed until the MCO is lifted. Our Automated Teller Machines (ATMs), Cash Deposit Machines (CDMs) and Cheque Deposit Machines (CQMs) will continue to be available.</p> <p>Should you need assistance with any Over-The Counter services, kindly visit our Jalan Ampang Branch.</p>	30 March 2020
2.	<p>Temporary Closure of Damansara Perdana and Klang Branch</p> <p>Effective 25 March 2020, the Damansara Perdana and Klang branch will be temporarily closed until the MCO is lifted. Our Automated Teller Machines (ATMs), Cash Deposit Machines (CDMs) and Cheque Deposit Machines (CQMs) will continue to be available.</p> <p>Should you need assistance with any Over-The Counter services, kindly visit our Jalan Ampang Branch.</p>	25 March 2020
3.	<p>Cash Deposit and Cash Withdrawals Services</p> <p><u>Cash Deposits</u> With immediate effect, all cash deposits in Ringgit Malaysia should be performed at our Cash Deposit Machines (CDMs). Cash deposit services in Ringgit Malaysia will not be available at our teller counters.</p> <p><u>Cash Withdrawals</u> All cash withdrawals of less than Ringgit Malaysia Five Thousand (RM5,000) must be made through our Automated Teller Machines (ATMs).</p>	24 March 2020

Updates in view of Movement Control Order (MCO)

No	Description	Effective Date
4.	<p>Statement and Transaction Advice Delay</p> <p>Kindly expect a delay in the delivery of your hardcopy account statement/ transaction advice during this period.</p> <p>We encourage you to enroll for eStatement/ eAdvice at https://www.citibank.com.my/english/citi-online/citi-online-electronic-statement.htm</p>	23 March 2020
5.	<p>Change of ATM hours and Branch Operation hours</p> <p><u>Change of ATM hours</u> All Citi self-service terminals, e.g. ATMs, Cash, Cheque and Coin Deposit Machines' operating hours will be from 7:00 a.m. to 10:00 p.m. with immediate effect until the MCO is lifted.</p> <p><u>Change of Branch Operation hours</u> From 23-March 2020 until the MCO is lifted, all Citibank branch operating hours will be changed to 9.30am -3.00pm (Monday – Friday)</p>	23 March 2020
6.	<p>Delivery of Rewards Redemption Items (Citi Rewards Catalogue).</p> <p>Kindly expect a delay in the delivery of your redemption item(s) during the MCO period.</p> <p>We would like to assure you that our team and our partner at the fulfillment house are doing their best to process and have your redemption item(s) delivered to you as soon as possible.</p>	18 March 2020

Our branches will be offering reduced services during this period. Citi services continue to be accessible through our digital banking channels, including Citibank Online at www.citibank.com.my and the Citi Malaysia Mobile® App.

We apologize for any inconvenience caused.

Thank you for your understanding and for supporting our efforts.