Important Notice - Rebranding of Instant Transfer as DuitNow

Dear Valued Customers,
Effective from 19th January 2020, interbank ‘Instant Transfer’ will be rebranded as ‘DuitNow’ on the Citibank Online platform. Subsequently customers can perform fund transfers instantly to account numbers via DuitNow in addition to performing fund transfers with DuitNow IDs (mobile number, NRIC number or passport number).
There will be changes to the user on-screen navigation on the Citibank Online platform. For more details, please refer to the FAQ section below.

Note: Changes to the Citi Mobile® App will be announced soon.

Frequently Asked Questions:
1. Will there be any changes on the fees and charges?
   No, there will not be any changes to the fees and charges. Please refer to the ‘DuitNow’ fees and charges table on Citibank Malaysia’s website available here.

2. What are the changes if I want to perform fund transfers to account numbers instantly on the Citibank Online platform?
   You can now find DuitNow fund transfer using account numbers under the ‘DuitNow’ tab and accessed via ‘DuitNow Registered Payees Transfer’. Please refer to the screenshots below:
Figure 1.1: ‘Instant Transfer’ on Citibank Online platform **BEFORE** 19th January 2020

PAYMENTS & TRANSFERS

![Image of Transfer To Other Local Banks]

Figure 1.2: DuitNow Transfer to Account Number on Citibank Online platform **EFFECTIVE** 19th January 2020

![Image of DuitNow To Registered Payees]