



RE: Revision of Branch and Self-Service Terminals Operating Hours

Dear Valued Customers,

We would like to inform you that our Branch Services in the Klang Valley, Johor and Penang are as follows:

Branch Operating Hours

Our branches operating hours will be revised to the following **effective 1 November 2021**:

Teller Counter : **9:30AM-4:00PM**

Customer Service Counter : **9:30AM-5:00PM**

Self-Service Terminal Hours

Citi self-service terminals e.g. ATMs, Cash and Check Deposit Machines' operating hours is operating for **24 hours** for all the branches.

Check Collection Time

Our check collection will be revised to **4.00pm (Monday – Friday)** effective **1 November 2021**. Any checks deposited after 4.00pm will be processed on the next business day. This changes is applicable to all the branches.

Branch Services

Please note that customers visiting the branch to meet a Citi sales officer or Relationship Manager must be fully vaccinated and make a prior appointment. Walk-ins for services such as Account Opening and Safe Deposit Box access will be by appointment only. To make an appointment, please contact CitiPhone at:

Kuala Lumpur: 03 - 2383 0000

Penang: 04 - 296 0000

Johor Bahru: 07 - 340 6000

The National Security Council announced that only individuals categorised as 'Low Risk' status, including "Casual Contact Low Risk" in the MySejahtera app will be allowed into any public premises. In line with the announcement, only individuals categorised as "Low Risk" and "Casual Contact Low Risk" in the MySejahtera app will be allowed to enter Citi branches. Please note that children aged 12 and below are not allowed to enter Citi branches.

As an alternative to visiting our branches, customers can also choose to perform various essential banking via www.citibank.com.my or on our Citi Mobile App. If you need more information, please reach out to your Relationship Manager or alternatively contact our CitiPhone Banking.

Thank you for your understanding.