

IMPORTANT NOTICE: SERVICE INTERRUPTION

CITIBANK PRODUCTS AND SERVICES

Please be informed that we will commence the migration of Citibank Malaysia's Consumer Banking business progressively to UOB Malaysia **from 14 July 2023 to 16 July 2023**.

To enable you to plan ahead of the migration period, please take note of the service interruption that will be impacting the following services:

From	To	Impacted services
Thursday 13 July 2023 4:00 p.m.	Sunday 16 July 2023 5:00 p.m.	Cheque Deposit Machines at former Citi branches*
Friday 14 July 2023 7:00 p.m.		<ul style="list-style-type: none">Automated Teller Machines (ATMs) and Cash Deposit Machines at former Citi branches*
Friday 14 July 2023 8:00 p.m.		<ul style="list-style-type: none">Citi Debit Card:<ul style="list-style-type: none">ATM local and overseas cash withdrawalsLocal and overseas retail transactionsRecurring payments (direct debit / standing instructions)Citi Credit Card:<ul style="list-style-type: none">ATM local and overseas cash withdrawalsMonthly card paymentsCiti Mortgage/Personal Loan: Monthly instalment payments
		Tuesday 18 July 2023 11:00 a.m.
Friday 14 July 2023 8:00 p.m.	Nil	<ul style="list-style-type: none">Discontinuation of Citibank Online and Citi Mobile® app access, including transaction alerts / eAdvice <i><u>Note:</u> All historical e-Statements will no longer be available from 14 July 2023, 8:00 p.m. Please do download and save your e-Statements if you require them for self-record keeping purposes.</i>From 17 July 2023 onwards, start using online banking via UOB TMRW app or UOB Personal Internet Banking.

From	To	Impacted services
Sunday 16 June 2023	Monday 17 July 2023	<ul style="list-style-type: none">• Citibank Retail Bonds temporary trade suspension:<ul style="list-style-type: none">– Interbank transfer of investment holding(s)
Tuesday 11 July 2023		<ul style="list-style-type: none">• Citibank Retail Bonds temporary trade suspension:<ul style="list-style-type: none">– Subscription– Redemption
Trade to resume after 17 July 2023. Any corporate action during the temporary trade suspension period will be processed after 17 July 2023.		
Friday 16 June 2023	Wednesday 19 July 2023	<ul style="list-style-type: none">• Citibank Unit Trusts temporary trade suspension:<ul style="list-style-type: none">– Interbank transfer of investment holding(s)– Inter-fund house switching– EPF subscription.
Wednesday 12 July 2023		<ul style="list-style-type: none">• Citibank Unit Trusts temporary trade suspension:<ul style="list-style-type: none">– Subscription– Redemption– Cooling-off– Intra-fund house switching.
Trade to resume after 19 July 2023. Any corporate action during the temporary trade suspension period will be processed after 19 July 2023.		

*Former Citi branches, now known as UOB listed [here](#).

We apologise for any inconvenience caused and should you require any assistance, please call CitiPhone at 03-23830000.

UOB PRODUCTS AND SERVICES

As part of the migration of Citibank Malaysia's Consumer Banking business to UOB Malaysia, existing UOB customers may face service interruption and/or downtime **from 16 July 2023 to 18 July 2023**.

To enable you to plan ahead of the migration period, please take note of the service interruption that will be impacting the following services:

From	To	Impacted services
Sunday 16 July 2023 6:00 a.m.	Sunday 16 July 2023 2:00 p.m.	<ul style="list-style-type: none">• UOB Debit Card:<ul style="list-style-type: none">– ATM local and overseas cash withdrawals– Local and overseas retail transactions• UOB Credit Card:<ul style="list-style-type: none">– ATM local and overseas cash withdrawals
	Sunday 16 July 2023 5:00 p.m.	<ul style="list-style-type: none">• Automated Teller Machines (ATMs) and Cash Deposit Machines at UOB branches
		<ul style="list-style-type: none">• UOB Personal Internet Banking• UOB Infinity• UOB TMRW app
Monday 17 July 2023		<ul style="list-style-type: none">• UOB Retail Bond temporary trade suspension: All investment transactions
Trade to resume after 17 July 2023. Any corporate action during the temporary trade suspension period will be processed after 17 July 2023.		
Monday 17 July 2023	Wednesday 19 July 2023	<ul style="list-style-type: none">• UOB Unit Trusts temporary trade suspension: All investment transactions
Trade to resume after 19 July 2023. Any corporate action during the temporary trade suspension period will be processed after 19 July 2023.		

We apologise for any inconvenience caused and should you require any assistance, please call UOB Contact Centre at 03-2612 8121.