



Important Notice – SMS One-Time-PIN (OTP) Discontinuation

Dear Valued Customers,

Effective 1 July 2023, SMS One-Time-PIN (OTP) will be replaced by Citi Mobile® Token for authentication method of all online banking transactions.

Citi Mobile® Token is a feature within Citi Mobile® App that can generate OTP for your online banking transactions. Citi Mobile® Token activation will be disabled effective 1 July 2023. Activate your Citi Mobile® Token on our app by 30 June 2023.

Visit www.citibank.com.my/app for more info on Citi Mobile® App.