



## Important Notice

### Unauthorized Citibank Telesales Activities

It has been brought to our attention that there have been several unauthorized telesales calls from callers who claim to be from Citibank, inviting applications for personal loan products. We would like to reiterate that Citibank has no association with these calls. Citibank has not authorized or appointed any company to conduct random telesales marketing activities on behalf of the bank. Citibank does not conduct cold-calling activity to non-Citibank clients for promotion of personal loan products.

We have seen an increase in the number of these unauthorized telesales marketing activities and are aware that these calls may cause great inconvenience to the general public. The bank has been working closely with relevant regulatory body and the Hong Kong Police in order to protect the interests of clients and the public. We reiterate that:

- Citibank does not make cold calls to non-Citibank clients for promotion of personal loan products
- When contacting our clients, Citibank will address clients by their name. Citibank's staff will also state the clients' relationship with the bank if needed

Citibank reminds the public to protect their personal data to prevent any unauthorized usage by third parties of such data for potentially fraudulent activities.

Should the public have any doubts regarding the identity of a caller claiming to be from Citibank, please obtain the caller's full name and direct contact number, and contact the 24-hour Hotline at (852) 2860 0370 to verify the caller's identity.

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