



Aug 29, 2023

### Statement on Fraudulent email

Citibank would like to alert its clients and the public of a case of phishing email with a link to an unauthorized Citibank website which requests client to provide their banking information.

Below is the content of the phishing email:

**Citi Mobile® Token**  
看來您的帳戶尚未啟用花旗行動電子權杖 (Citi Mobile® Token) 。  
為確保您能夠持續不斷地存取我們全面的網路和移動服務，我們  
誠懇建議您儘早啟用花旗行動電子權杖 (Citi Mobile® Token) 。  
這個步驟對於您的安全和無縫體驗至關重要。

**啟用花旗行動電子令牌 (Citi Mobile® Token)**

**Citi Mobile® Token**  
It appears that the Citi Mobile® Token has not been activated on your account.  
To ensure uninterrupted access to our comprehensive web and mobile services,  
we kindly urge you to activate the Citi Mobile® Token at your earliest convenience.

**Activate Citi Mobile® Token**

**Citi Mobile® Token**

- 安全：**透過您選擇的6位數解鎖密碼保護，並限制於一部移動設備。
- 即時：**無需再等待短信，即可立即進行身份驗證。
- 方便：**輕觸您的移動設備上收到的通知，然後輸入您的解鎖密碼以進行身份驗證。

Thank you for your continued trust in Citi.

Best regards,  
Your Citi Team

**citi**

Download the Citi Mobile® App

Add your Card

Connect with us Online



Below are the email format of the phishing email:

[E9INFO@ONECO.NE.JP](mailto:E9INFO@ONECO.NE.JP)

[info@tsx-com.co.jp](mailto:info@tsx-com.co.jp)

[Crawford.Brown@meter-u.com](mailto:Crawford.Brown@meter-u.com)

[usan11@mail.c-5.ne.jp](mailto:usan11@mail.c-5.ne.jp)

[amadou.diawara@edhec.com](mailto:amadou.diawara@edhec.com)

Below are the unauthorized websites:

<https://eichhorn-gems.com/device/cn>

<https://eichhorn-gems.com/device/en>

<http://drlashmd.com/cn.html>

<http://drlashmd.com/en.html>

<https://asigurari-online.md/en.html>

<https://asigurari-online.md/cn.html>

<http://www.monre.gov.la/cli/cn/>

<https://pfm.kebbistate.gov.ng/token/en/username.php>

Citibank is not the sender of these emails and we are not in any way associated with the email. We would like to remind the public to be alert of any email that contains an embedded hyperlink or a request to enter personal information. Clients should under no circumstances disclose their personal data or bank account details to unsolicited senders. If clients are concerned that they may have disclosed their information to this unauthorized email, please contact our CitiPhone Banking at (852) 2860 0333 and report to the Hong Kong Police. For more information about email or information security, please visit Citibank homepage at [www.citibank.com.hk](http://www.citibank.com.hk) .