



Nov 16, 2021

### **Statement on Fraudulent email/ SMS**

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

Below is the content of the phishing email:

Dear Customer,

During your last purchase, we noticed unusual activity on your credit card.  
For security reasons, we are temporarily suspending your bank card.

We invite you to refer to your account to reactivate it so as not to risk limiting your future card purchases.

**The procedure is very simple:**

1. **Click on the link below to open a secure browser window**
  2. **Confirm and follow the prompts.**
- **[SIGN ON to Citibank Online](#)**

We thank you for your cooperation in this matter.

NOTE: If your card is not activated, it will be suspended

We thank you for your cooperation in this matter.

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By pressing the "I agree and accept the Terms & Conditions" checkbox, you will be deemed to have read, fully understood and accepted all relevant provisions in such terms and conditions as binding on you and agree unconditionally to be bound by the terms and conditions and all amendments, revisions and additions which you may at your absolute discretion effect from time to time. Citigroup.com is the global source of information about and access to financial services provided by the Citigroup family of companies.  
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Below is the email format of the phishing email:

XXXXXXXXX@hongkong-system.com



Below is the content of the phishing SMS from phone number 8525122887050499:

Message: Citionline: your account has been temporary block, please click <https://bit.ly/30y4zlk>

Citibank is not the sender of these emails/ SMS and we are not in any way associated with the email/ SMS. We would like to remind the public to be alert of any email or SMS 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).