

Important Notice:

With effect from March 01st 2023, Citibank, N.A., - Hanoi Branch and Ho Chi Minh City Branch has transferred ownership of its consumer banking business to United Overseas Bank (Vietnam) Limited (Registered number 0314922220) ("UOB Vietnam").

UOB Vietnam is the issuer of "Citi" branded consumer banking products in Vietnam and Citibank, N.A., - Hanoi Branch and Ho Chi Minh City Branch is providing certain transitional support in respect of those products.

The trademarks "Citi", "Citibank", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under license by UOB Vietnam from Citigroup Inc. and related group entities.

Getting started with Citiphone® is easy with a few simple steps




You will be prompted to enter your details as below. Please listen carefully and follow the voice instructions.

At any point during the call, you will be requested to input your OTP (One-Time PIN) that will be sent via SMS, please input the correct details carefully.

When you are calling via your Registered Phone Number


For account related inquiry	Press		And Then	Enter only the last 4 digits of ATM card number, Credit Card Number, Savings Account Number or Ready Credit card number
For reporting a lost or stolen card or for emergency service	Press			



To get quick help and guidance on using the Citi Mobile App via SMS and Email	Press		And Then Press	 ①②③④⑤⑥ Download the Citi Mobile App ①②③④⑤⑥ Activate card ①②③④⑤⑥ Fund transfer ①②③④⑤⑥ Make payments ①②③④⑤⑥ Update personal information ①②③④⑤⑥ View e-statements
To continue with IVR Self-service banking	Press			



IVR Self-Service Banking Options

	For Account Information, Reward Inquiry	Press		And Then Press	①②③ Account Balance ①②③ Rewards Inquiry ①②③ For any other inquiries
	Recent Account Activities	Press			
	Card Activation & Change of Telephone PIN	Press		And Then Press	①②③ Card Activation ①②③ Change of Telephone PIN ①②③ For any other Inquiries
	For Any Other Enquiries or If You Wish To Speak With Our CitiPhone Officer	Press			
	To Listen Again	Press			

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