

## Notice of Change in Payment Instructions to Citibank Singapore Limited accounts from 15 April 2019

Please be advised that with effect from 15 April 2019, Citibank Singapore Limited will operate under a new SWIFT Bank Identifier Code ("BIC") and Bank Code for SGD payment instructions.

More information about the change can be found at <https://www.citibank.com.sg/gcb/otherservices/payments-transfers.htm> under the 'New BIC/Bank Code' tab.

### What you need to know

Citibank Singapore Limited's new BIC and Bank Code are set out in the table below.

You will need to select the respective Citibank's BIC when you initiate new fund transfer to Citibank Singapore Limited accounts. The changes are relevant to transactions involving a transfer of funds to Global Consumer Banking, CitiBusiness or Citi International Personal Bank accounts and is applicable to all Fast and Secure Transfer (FAST), inter-bank GIRO, MAS Electronic Payment System (MEPS) and SGD Telegraphic Transfers.

### Citibank's banking details applicable from 15 April 2019

Citibank's details	Citibank Singapore Limited (Payment instructions to these accounts should contain the new SWIFT BIC and Bank Code)	Citibank, N.A. (No change to bank identifier codes)
<b>Applicable businesses</b>	<ul style="list-style-type: none"> <li>Global Consumer Banking*</li> <li>CitiBusiness#</li> <li>Citi International Personal Bank</li> </ul>	<ul style="list-style-type: none"> <li>Corporate and Investment Banking</li> <li>Citi Private Bank</li> <li>Citi Commercial Bank</li> </ul>
<b>SWIFT Bank Identifier Code (BIC):</b>	CITISGSL <sup>(New)</sup>	CITISGSG
<b>Bank Code :</b>	9201 <sup>(New)</sup>	7214
<b>FAST bank description:</b>	CITIBANK SINGAPORE LIMITED	CITIBANK, N.A.
<b>Bank dropdown list selection in Velocity@ocbc and Business Mobile Banking</b>	CITIBANK SINGAPORE LIMITED	CITIBANK NA

\* Wealth management products and services, unsecured and secured products,

# Business Banking accounts with Citibank Singapore Limited

## What you need to do

To ensure that your transactions are processed successfully, you will need to select the correct banking information when you initiate payment instructions for fund transfers to the two different types of Citi accounts.

### For Fast and Secure Transfer (FAST) transactions

#### To be made from 15 April 2019:

You will need to take note of and select the correct Citibank entity from the drop-down list selection in Velocity@ocbc/Business Mobile Banking when you make any FAST payment or collection using manual entry/template/favourite beneficiary list or upload file functions.

Before making a FAST Payment to a Citibank account from 15 April 2019	Before making a FAST Collection from a Citibank account from 15 April 2019
Select (as the case may be) the correct Bank Full Name   Bank Code   SWIFT BIC   FAST Bank description	Select (as the case may be) the correct Bank Full Name   Bank Code   SWIFT BIC   FAST Bank description

#### Prepared before 15 April 2019:

<p>A. If you have previously set-up FAST payment/ collection template or favourite beneficiary list in Velocity@ocbc/Business Mobile Banking and <u>have used the template or list to send</u> either FAST payment or collection transaction to a Citibank account from July 2018 till 10 April 2019</p>	<p>We will convert to the new bank name for the Citibank account(s) in your set-up(s).</p> <p><b>Please verify your setup(s) in Velocity@ocbc/Business Mobile Banking on 15 April 2019 <u>before</u> you send any new FAST payment or collection transaction to a Citibank account.</b></p>
<p>A. If you have previously set-up FAST payment/ collection template or favourite beneficiary list in Velocity@ocbc/Business Mobile Banking and</p> <p>I. <u>have not sent</u> any FAST payment or collections transaction to a Citibank account using the template or list</p> <p>II. <u>have sent</u> a FAST payment or collections transaction to a Citibank account using the template or list <u>only on or after 11 April 2019</u></p> <p>B. If you have set-up a new FAST payment or collection template, or favourite beneficiary list in Velocity@ocbc/Business Mobile Banking from 11 April 2019 to pay/collect to/from a Citibank account</p>	<p>Please select the correct bank name for the Citibank account from the bank dropdown list selection in Velocity@ocbc/Business Mobile Banking for your FAST transactions and update your FAST payment/ collection templates or favourite beneficiary list.</p>

**For Inter-Bank GIRO, MAS Electronic Payment System (MEPS) and Telegraphic Transfers (TT) transactions**

- **No action** is required from you at this point. You may continue to use the existing bank identifier code/name. Citibank will continue to honour the payments for Citibank Singapore Limited received via CITISGSG.
- If you wish, you may proceed to update your templates, favourite beneficiary list, manual entry or file upload transactions with the correct bank identifier code /name (whichever is relevant) of your payees if they have a Citibank account.

For more information, please refer to the appended Frequently Asked Questions.

**On FAST Payment page in Velocity@ocbc**

Ensure you select the correct Citibank name under **Payee Bank**:

***Citibank NA*** or ***Citibank Singapore Limited***

### Transfer to a bank locally [Load Template](#)

FAST Payment

**Important Notice**

(1) Enjoy a special promotional fee of S\$0.20 per FAST transaction from 1 May 2018 @6am till 31 Dec 2018. With FAST, you can pay/receive SGD funds of up to S\$200,000 per transaction anytime. New standard fee of S\$0.50 will apply from 1 Jan 2019.

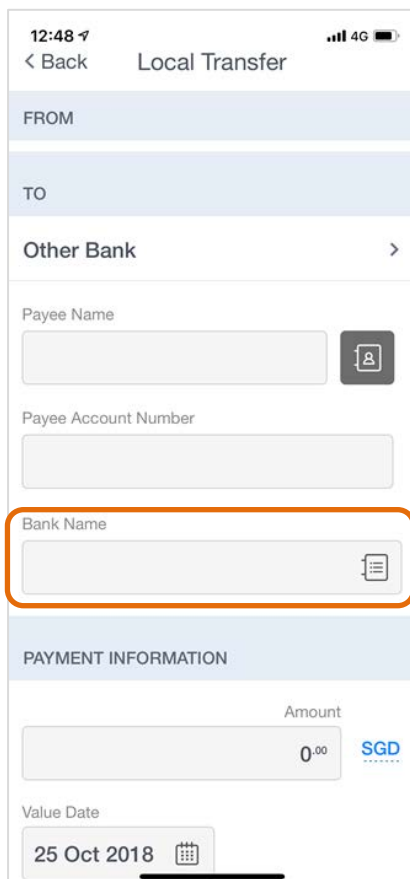
(2) Please check this up-to-date [list of scheduled maintenance](#) of the participating banks before you make any FAST transfer.

From	To
<p>Your Account <input type="text"/></p> <p>Value Date ⓘ 25 Oct 2018</p> <p>Amount <input type="text"/> SGD</p> <p><input checked="" type="checkbox"/> Same day payment Value Time 25 Oct 2018 IMMEDIATE</p>	<p>Where are you transferring money to? <a href="#">Load From List</a></p> <p><input checked="" type="radio"/> Bank Account <input type="radio"/> Mobile No. <a href="#">see more options</a></p> <div style="border: 2px solid orange; padding: 5px;"><p>Payee Bank * <input type="text"/></p></div> <p>Payee Account No. ⓘ <input type="text"/></p> <p>Payee Name <input type="text"/></p>

## On FAST Payment page in Business Mobile Banking

Ensure you select the correct Citibank name under **Bank Name**:

***Citibank NA*** or ***Citibank Singapore Limited***



12:48 4G

< Back Local Transfer

FROM

TO

Other Bank >

Payee Name

Payee Account Number

Bank Name

PAYMENT INFORMATION

Amount

0.00 SGD

Value Date

25 Oct 2018

**On FAST Payroll page in Velocity@ocbc**

Ensure you select the correct Citibank name under **Employee Bank**:

***Citibank NA*** or ***Citibank Singapore Limited***

### FAST Payroll

**Important Notice**

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(2) Please check this up-to-date [list of scheduled maintenance](#) of the participating banks before you make any FAST transfer.

#### Transaction Details

Your Account

Your Reference No. (Optional)

*This will appear on your bank statement*

Value Date ⓘ  
25 Oct 2018

Same day payment  
Value Time 25 Oct 2018 IMMEDIATE

Set as recurring payment

#### Employee Details

Where are you transferring money to? [Load From List](#)

Bank Account  
 Mobile No.  
[see more options](#)

Payroll Details (Optional)

*This field will be sent to the employee bank.*

Employee Bank

Notify Employee

On FAST Management Payroll page in Velocity@ocbc

Ensure you select the correct Citibank name under **Employee Bank**:

***Citibank NA*** or ***Citibank Singapore Limited***

### FAST Management Payroll

[Load Template](#)

**Important Notice**

(1) Enjoy a special promotional fee of S\$0.20 per FAST transaction from 1 May 2018 @6am till 31 Dec 2018. With FAST, you can pay/receive SGD funds of up to S\$200,000 per transaction anytime. New standard fee of S\$0.50 will apply from 1 Jan 2019.

(2) Please check this up-to-date [list of scheduled maintenance](#) of the participating banks before you make any FAST transfer.

#### Transaction Details

Your Account

Your Reference No. (Optional)   
*This will appear on your bank statement*

Value Date

Same day payment  
Value Time 25 Oct 2018

Set as recurring payment

#### Employee Details

Where are you transferring money to? [Load From List](#)

Bank Account  
 Mobile No.  
[see more options](#)

Payroll Details (Optional)   
*This field will be sent to the employee bank.*

Employee Bank

Notify Employee

**On FAST Collection page in Velocity@ocbc**

Ensure you select the correct Citibank name under **Payer Bank**:

***Citibank NA*** or ***Citibank Singapore Limited***

### FAST Collection

**Important Notice**

(1) Enjoy a special promotional fee of S\$0.20 per FAST transaction from 1 May 2018 @6am till 31 Dec 2018. With FAST, you can pay/receive SGD funds of up to S\$200,000 per transaction anytime. New standard fee of S\$0.50 will apply from 1 Jan 2019.

(2) Please check this up-to-date [list of scheduled maintenance](#) of the participating banks before you make any FAST transfer.

#### Transaction Details

Your Account

Your Reference No. (Optional)

This will appear on your bank statement.

Value Date

Same day payment  
Value Time 25 Oct 2018 IMMEDIATE

Set as recurring payment

#### Payer Details

Payer Bank [Load From List](#)

Collection Reference No.

Payer Account No.

Collection Details (Optional)



## On Upload file page in Velocity@ocbc

Before you upload FAST payment or collection transaction instructions, ensure your OCBC file format is updated with the new Citibank banking information:

### For new file format (GIROFASTWITHINV), please key in the correct 'Bank Code' (BIC):

- Citibank, N.A. : CITISGSG
- Citibank Singapore Limited : CITISGSL

### For all other file formats, please key in the correct 'Bank Number':

- Citibank, N.A. : 7214
- Citibank Singapore Limited : 9201

### Upload file

**Important Notice**

(1) Enjoy a special promotional fee of S\$0.20 per FAST transaction from 1 May 2018 @6am till 31 Dec 2018. With FAST, you can pay/receive SGD funds of up to S\$200,000 per transaction anytime. New standard fee of S\$0.50 will apply from 1 Jan 2019.

(2) Please check this up-to-date [list of scheduled maintenance](#) of the participating banks before you make any FAST transfer.

**File Format**

Please Select ▼

No file selected

Choose File

Upload

**Search** ➤

**File Format**

Please Select

- ALLGIROWITHINV
- FASTCOLLECTION
- FASTMGTPAYROLL
- FASTPAYMENT
- FASTPAYROLL
- GIROFASTWITHINV
- GIROCOLLECTION
- GIROPAYMENT
- GIROPAYROLL
- GIROPAYWITHINV
- ALLWITHSWIFTFIXED

File Name

From 📅

To 📅

Search

## Frequently Asked Questions

### 1. Why is there a change in payment instructions to Citibank Singapore Limited?

Citi Singapore operates under two legal entities – Citibank, N.A. and Citibank Singapore Limited.

Citi Singapore has decided to maintain separate transaction settlement accounts for the two legal entities. As such, Citibank Singapore Limited will be issued a new SWIFT Bank Identifier Code (BIC) and a new Bank Code to be used for all its transactions.

Citibank, N.A. will continue to utilise the existing bank identifier codes.

Kindly take note of the correct corresponding banking information, as listed in the table below.

#### Citibank's banking details applicable from 15 April 2019

Citibank's details	Citibank Singapore Limited (Payment instructions to these accounts should contain the new SWIFT BIC and Bank Code)	Citibank, N.A. (No change to bank identifier codes)
<b>Applicable businesses</b>	<ul style="list-style-type: none"> <li>• Global Consumer Banking*</li> <li>• CitiBusiness#</li> <li>• Citi International Personal Bank</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate and Investment Banking</li> <li>• Citi Private Bank</li> <li>• Citi Commercial Bank</li> </ul>
<b>SWIFT Bank Identifier Code (BIC):</b>	CITISGSL <sup>(New)</sup>	CITISGSG
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<b>Bank dropdown list selection in Velocity@ocbc and Business Mobile Banking</b>	CITIBANK SINGAPORE LIMITED	CITIBANK NA

\* Wealth management products and services, unsecured and secured products,

# Business Banking accounts with Citibank Singapore Limited

### 2. What type of Citibank accounts are affected by this change in payment instructions?

All types of Citibank accounts are affected.

### 3. What are the payment types affected by this change in payment instructions?

Payments/Funds transfer via Fast and Secure Transfer ("FAST"), inter-bank GIRO, MAS Electronic Payment System ("MEPS") and Telegraphic Transfers are affected.

**4. When do I need to start using the new set of Citibank bank identifier code/name for Citibank accounts?**

You **MUST** use the new bank identifier code/name for Citibank account for **FAST** payments and collections **from 15 April 2019**, else your transactions may fail.

For the other payment types, you may continue to use the existing Citibank bank identifier code/name as Citibank will, for the time being, continue to honour the payments for Citibank Singapore Limited received via CITISGSG. However, you should start to use the correct bank identifier code as soon as possible.

**5. Am I able to differentiate between a Citibank, N.A. and a Citibank Singapore Limited account?**

There is no way to differentiate between a Citibank N.A. and a Citibank Singapore Limited account simply from the account number or beneficiary name. You are advised to check with your payer/payee if their Citibank account is under which entity.

**6. What if I am using both GIRO and FAST Collection to collect bills from my customers who have a Citibank account?**

From 15 April 2019 onwards, you **MUST** use the correct bank identifier code/name for FAST Collection. However, for the time being, for GIRO Collection, you may continue to use the existing bank identifier code as Citibank will continue to honour the collections for Citibank Singapore Limited received via CITISGSG. However, you should start to use the correct bank identifier code as soon as possible.

**7. What if I require more information regarding the Change in Payment Instructions to Citibank Singapore Limited accounts?**

More information can be found at <https://www.citibank.com.sg/gcb/otherservices/payments-transfers.htm> under the 'New BIC/Bank Code' tab.

**8. What should I do if I have previously set-up FAST payment or collection templates or favourite beneficiary list to pay/collect from a Citibank account?**

Please refer to *For Fast and Secure Transfer (FAST) transactions* section on page 2.

**9. When can I start to do this amendment?**

You may start to do the amendment from 15 April 2019.

**10. When will I see the new banking information in the bank dropdown list in Velocity@ocbc and Business Mobile Banking?**

You will see the new banking information for Citibank from 15 April 2019.