

Dear Customer,

Providing excellent service, building strong and lasting relationship are our commitment to customers. Should you have any questions, suggestions or complaints regarding service and product, you may contact us in any of the following ways:

- Visit our branches or sub-branches to talk to your PB/RM – ([Find your nearest Citibank branch](#))
- Call our 24/7 service hotline:  
Domestic: 400-821-1880; 800-830-1880 (China Mainland Fixed Line Only)  
Overseas: 86-20-3880-1267 (Citi Retail Banking & Citi at Work Clients);  
86-21-3896-9500 (Citi Credit Card Clients)
- Visit Citibank China Online Service – ([Contact us](#)) or send us email to (consumer.china@citigroup.com)
- Mailing (address: Shanghai Post 120080 mail box, Citibank (China) Co., Ltd Consumer Banking, Customer Care Unit)

We are committed to reach you within two working days and resolve your issue timely.

P.S: If any private financing, mis-selling or inappropriate sales detected, please call our 24/7 service hotline for escalation.

Citibank (China) Co., Ltd