



View of Citi Australia account balance disabled in Global View of Accounts dashboard

Dear customer:

On 24 April 2022, you will no longer be able to view your Citi Australia account balance in Citibank Online' s account dashboard using the Global View of Accounts (GVA) feature.

You can still continue viewing your local account balance, as well as Citi account balances in 12 countries and regions using GVA in Citibank Online. To view your Citi Australia account balance, please visit www.citibank.com.au and login to Citibank Online using your Citi Australia username and password. Alternatively, you may download the Citi Australia Mobile App.

Yours sincerely,

The Citi Team

Q & A

Which overseas Citi accounts am I still able to view in Citibank Online?

On 24 April 2022 you will no longer be able to view your Citi Australia account balance in Citibank Online' s account dashboard using GVA. You will still be able to view your Citi accounts in the following countries and regions in Citibank Online:



- Hong Kong, China
- Indonesia
- Malaysia
- Vietnam
- Philippines
- Singapore,
Singapore IPB
- Taiwan, China
- Thailand
- United Arab Emirates
- United States
- India NRI
- United Kingdom,
United Kingdom IPB

Can I still view my local accounts in Citibank Online?

Yes, you can still continue viewing your local accounts in Citibank Online after 24 April 2022.

Why am I not able to add my Citi Australia accounts to GVA in Citibank?

On 24 April 2022 you will no longer be able to view your Citi Australia account balance in Citibank Online's account dashboard using GVA. To view your Citi Australia account balance, please visit www.citibank.com.au and login to Citibank Online using your Citi Australia username and password. Alternatively, you may download the Citi Australia Mobile App and login using your Citi Australia username and password.