



# ATM Safety Tips

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**To help protect yourself when using an ATM, we've enclosed our annual ATM Safety Tips. Please take a few minutes to review the safety tips guide. It provides helpful information that you can use when visiting any ATM.**

## **Safety Tips**

We want you to be safe when you use any ATM or Debit Card. You can help prevent unauthorized access to your accounts by following these simple steps:

- Treat your Citibank Banking Card and other types of devices used to access your accounts like cash. Do not leave them where others can find them. Do not give them to anyone to hold as "security" for any reason and do not use them to show another customer how an ATM works.
- Keep your Personal Identification Number (PIN), Telephone Access Code (TAC) and other codes used to access your accounts secret. Do not tell them to anyone.
- Do not write them on your Citibank Banking Card or keep them in your wallet or purse.
- Change your PIN periodically.
- Review your account statements regularly and let us know right away of any discrepancies.
- Always be alert and aware of your surroundings when using ATMs, particularly later than a half hour after sunset.
- Consider having someone accompany you when using an ATM later than a half hour after sunset.
- Immediately report crimes and suspicious activity at ATM locations to local law enforcement officials as well as to the owners/operators of the ATMs.
- Be sure to completely close the door behind you when you enter or leave an ATM lobby.

- Be careful about giving information about your Access Device over the telephone.
- Never begin an ATM transaction if there is not enough light or you notice anything suspicious – go to a different location or come back at another time.
- Do not permit any unknown person to enter after regular banking hours.
- If you notice anything suspicious: Always cancel a transaction-in-progress, end your session, place your Citibank Banking Card in your pocket and leave the ATM location.
- Never display cash at ATM locations. Place cash and your Citibank Banking Card in your pocket as soon as you complete your transaction. Count cash in a safe location, such as a locked car, home or office.
- Always take your ATM receipt with you when you leave – do not leave it near the ATM.
- Be aware that many ATM machines record activity by a surveillance camera or cameras.

**Please address any questions or complaints concerning security at Citibank ATMs to CitiPhone Banking® at the number on the back of your Citibank Banking Card or on the back cover of your Client Manual.**

**For emergency assistance at any ATM, please call 911 or your local emergency authority, if you are outside the U.S..**

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