



# Barrier-free Banking Services

Last update on Jul 1, 2019

Citi is committed to ensuring our banking services address the different needs of our customers, including people with disabilities. Here is a summary of services available:

## Branch

- Permanent or temporary ramps are located at selected branches. Click [here](#) for the branch locations.
- A phone number is displayed at each branch to facilitate customers seeking assistance from bank staff.
- Guide dogs are welcome at all branches.
- Wheelchair users and other customers in need can enjoy our banking services via barrier-free access routes leading to services counters / meeting rooms.

## ATM

- Customer with visual impairment can use headphones at Citibank ATMs with Voice Assistance services to complete certain banking transactions, namely:
  - ✓ Cash withdrawal
  - ✓ Balance enquiry
  - ✓ Fund transfer between own Citi accounts (credit card accounts excluded)
- Click [here](#) for the locations of Citibank ATMs with Voice Assistance services & Citibank ATMs with wheelchair access.

## CitiPhone Banking

- Third parties are permitted to report lost or trapped credit / debit / ATM cards on behalf of persons with hearing impairment.

## Our commitment

Beyond Citi's barrier-free services, another of our commitments is the training we provide our employees with so that they are attentive to issues affecting people with disabilities. This enables us to react effectively & efficiently to your banking needs.

If you have a concern about, or experience difficulty in accessing any of our facilities, please contact CitiPhone Banking Hotline (Banking\* and Card Services) at 2860 0333.

*\*The manned service hours of CitiPhone Banking Hotline for Citibanking services is from 8am to 8pm, Monday to Sunday.*

# 無障礙銀行服務

最後更新日期：2019 年 7 月 1 日

花旗致力確保我們的銀行服務能滿足不同客戶（包括殘疾人士）的需求。以下是可用服務的摘要：

## 銀行分行

- 指定分行設有永久斜道／臨時斜道。有關無障礙通道的資料，請參考[花旗銀行分行位置](#)
- 每間分行均顯示分行的電話號碼以便客戶尋求分行職員協助
- 所有分行均歡迎導盲犬進入
- 輪椅人士和其他有需要的客戶可以通過分行的無障礙通道前往服務櫃檯／會客室以使用我們的銀行服務

## 自動櫃員機

- 視障人士可使用耳機於設有語音導航功能的 Citi 自動櫃員機完成以下銀行交易：
  - ✓ 提取現金
  - ✓ 查詢結餘
  - ✓ 轉賬至閣下的 Citi 戶口（信用卡戶口除外）
- 有關設有語音導航功能及輪椅通道的 Citi 自動櫃員機地點，請參考[自動櫃員機網絡](#)

## 電話理財服務熱線

- 有關報失／報告使用櫃員機後未能取回信用卡／扣賬卡／提款卡的問題，聽障人士可透過第三方代表聯絡我們

## 我們的承諾

在致力提升無障礙銀行服務的同時，我們亦承諾為員工提供足夠培訓，為有特別需要的客戶提供適當的協助。

如您對我們的設施有任何意見，請致電 2860 0333 電話理財服務熱線（銀行戶口及信用卡服務\*）

\*電話理財服務熱線 (Citibanking 服務) 之專人接聽服務時間為星期一至日早上 8 時至晚上 8 時。