



## **SGD & USD CHECK PROCESSING COST – FREQUENTLY ASKED QUESTIONS**

- 1. Why is there a check processing fee being charged? When will this take effect?**  
In line with Singapore's Smart Nation initiative to enable more efficient and secure e-payment methods, Citibank International Personal Bank Singapore will commence to charging a processing fee to customers who issue checks denominated in SGD and USD. This will take effect from 1 November 2023.

- 2. Who will be responsible for paying the check processing fee?**  
For Citibank International Personal Bank Singapore customers, the processing fee will be payable by issuers of checks denominated in SGD and USD.

- 3. Will I incur a processing fee if I deposit a check?**  
Customers who deposit a check into Citibank account will not be charged. However, the bank reserves the right to review and revise the fee structure in the future.

- 4. What is the check processing fee I will incur for every check issued?**  
You will have to pay S\$3 processing fee for every SGD-denominated check issued. For every USD-denominated check issued, the charge is US\$3.

For Citibank International Personal Bank Singapore customers, you may refer to the Important Notice Announcement section or the Citibank IPB Pricing Guide on the Citibank International Personal Bank Singapore website ([www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg)). Alternatively, you may also refer to your September 2023 Banking Statement.

- 5. Will there be any waivers for certain user groups, such as those facing difficulties transiting to alternative payment methods?**  
The bank is offering a rebate on check processing fees, incurred by customers aged 60 years old and above who issue SGD or USD denominated checks, till end 2025. This rebate is not available to customers aged below 60 years. If you have difficulties transitioning to an alternative payment method, you may call CitiPhone at +65 6224 5757 for assistance on setting up your Internet banking access.

6. **What are the alternative payment methods available to me if I do not wish to incur a check processing fee?**

With your Citibank Online Banking account, you can transfer funds or make payments securely via Citibank Online or via our Citi Mobile® App. Our payment and transfer functions include PayNow, Local and Overseas transfers, Cards and Bill payments and more.

If you do not have an existing Citibank Online Banking account, you can download the Citi Mobile® App and click on 'New? Get started' OR visit [www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg) and click on 'First Time User-Register' at the left side of the page to register. Refer to this link for more information. For further assistance, you may contact CitiPhone at +65 6224 5757.

7. **Apart from the check processing fees, are there any other charges associated with the use of checks?**

Yes, there are other charges associated with the use of checks. For Citibank International Personal Bank Singapore customers, you may refer to Citibank IPB Pricing Guide available on Citibank International Personal Bank Singapore website for more information.

8. **If my account is overdrawn as a result of a check processing fee being levied on me, will I incur any charges?**

If your account is overdrawn as a result of a check processing fee being levied on you, you will be subject to the prevailing overdraft fees and charges.

For Citibank International Personal Bank Singapore customers, you may refer to the Citibank IPB Pricing Guide on the Citibank International Personal Bank Singapore website ([www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg)) for more information.