

Citibank Mobile Banking

Smart Text Messaging

SMS

stands for Short Messaging Service or commonly known as "text". To perform the different bank and credit card transactions in Citibank's Mobile Banking facility, follow the easy steps below:

Change MPIN



Key in ?CHG M<MPIN> B<BANK CODE> C<NEW MPIN> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
New MPIN: 456789
Send to: 212
Text Msg: ?CHG M123456 BCTB C456789

List Accounts



Key in ?LIS M<MPIN> B<BANK CODE> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Send to: 212
Text Msg: ?LIS M123456 BCTB

Balance Inquiry



Key in ?BAL M<MPIN> B<BANK CODE> F<ACCT POINTER> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Acct Pointer: 1
Send to: 212
Text Msg: ?BAL M123456 BCTB F1

Prepaid Reloading



Key in ?RLD M<MPIN> B<BANK CODE> A<AMOUNT> F<ACCT POINTER> and send to 213.

For Example:
MPIN: 123456
Bank Code: CTB
Amount: 300
Acct Pointer: 1
Send to: 213
Text Msg: ?RLD M123456 BCTB A300 F1

Bills Payment



Key in ?PAY M<MPIN> B<BANK CODE> A<AMOUNT> I<INSTITUTION ID> S<SUBSCRIBER NO> F<ACCT POINTER> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Amount: 500
Institution ID: SMART
Subscriber No.: 1
Acct Pointer: 1
Send to: 212
Text Msg: ?PAY M123456 BCTB A500 ISMART S1 F1

Funds Transfer



Key in ?TRAM<MPIN> B<BANK CODE> A<AMOUNT> F<FROM ACCT> T<TARGET ACCT> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Amount: 100
From Acct: 1
Target Acct: 2
Send to: 212
Text Msg: ?TRAM123456 BCTB A100 F1 T2

Checkbook Request



Key in ?CHK M<MPIN> B<BANK CODE> F<ACCOUNT POINTER> N<NO OF CHECKBOOKS> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Acct Pointer: 1
No. of checkbooks: 1
Send to: 212
Text Msg: ?CHK M123456 BCTB F1 N1

Statement Request



Key in ?STM M<MPIN> B<BANK CODE> F<ACCT POINTER> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Acct Pointer: 1
Send to: 212
Text Msg: ?STM M123456 BCTB F1

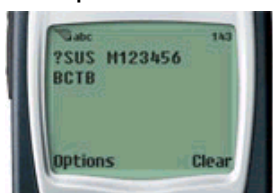
List Transactions



Key in ?MIN M<MPIN> B<BANK CODE> F<ACCT POINTER> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Acct Pointer: 1
Send to: 212
Text Msg: ?MIN M123456 BCTB F1

Suspend Service



Key in ?SUS M<MPIN> B<BANK CODE> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Send to: 212
Text Msg: ?SUS M123456 BCTB

Activate Service



Key in ?ACT M<MPIN> B<BANK CODE> and send to 212.

For Example:
MPIN: 123456
Bank Code: CTB
Send to: 212
Text Msg: ?ACT M123456 BCTB

Help



Key in ?HLP Transaction key word and send to 212.

For Example:
Transaction: Balance Inquiry
Key Word: BAL
Send to: 212
Text Msg: ?HLP BAL

a whole new banking convenience at your fingertips

Glossary

MPIN - is a 6-digit Personal Identification Number to be used for Mobile Banking transactions.

ACCTKEY - (Account Key) code used to mask the real account number.

BANK CODE - Citibank code to be used for Mobile Banking

INSTITUTION - corresponding code of the institution.