

Revisions to Citi Priority features

Dear Valued Customers,

As part of Citi's on-going strategy and digital transformation to simplify banking interactions, we have modified our engagement model to create the ideal banking experience for our customers via Citi Mobile® App.

With this modification, we will no longer offer the service of Personal Bankers to our Citi Priority customers effective 28th October 2021.

Frequently Asked Questions:

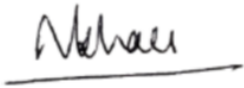
Q	A
<p>1. What are the changes happening for Citi Priority?</p>	<p>Effective 28th October 2021, Citi will no longer have the service of Personal Bankers for Citi Priority customers. Our suite of services and product offerings remain available to Citi Priority customers, including simple banking with instant payment & transfers and real-time balance updates with Citi Mobile® app, global privileges (Complimentary Citibank Global Transfer and ATM withdrawals at Citibank ATMs worldwide), and exclusive Citi Priority lifestyle privileges with Citi Priority Debit Mastercard®.</p>
<p>2. Why is Citi making these changes?</p>	<p>As our customers' transactional requirements and banking interactions are becoming more digitised, there is a need to simplify and rationalise our customer engagement model to create the ideal banking experience for our customers. We will continue to provide our customers with access to our suite of digital banking capabilities, and work towards availing even more digital enhancements for a better banking experience.</p>
<p>3. Will any of my accounts / product fees change?</p>	<p>There will not be any changes to the banking fees and charges. Click here for more information.</p>
<p>4. Who can I contact in future for my banking queries?</p>	<p>a) For Product service assistance, you may login to Citi Mobile® App and click on "Get More" to submit a request. Our team will get in touch with you within 3 working days.</p> <p>b) For Basic Banking Service assistance, you may login to Citi Mobile® App and click on "Help". We have a series of Basic Banking frequently asked questions that can address your enquiries.</p>

Click [here](#) for the step-by-step guide.

Alternatively, you may contact Citi via Citibank Online secured email or CitiPhone Service Line.

We remain committed to ensuring that you receive the required attention and quality service. Thank you for banking with Citi.

Yours sincerely,



Nimit Khare
Country Head - Retail Banking,
Mortgages & Wealth Management

Dated 7th October 2021