



Dear Valued Customer

At Citibank, we strive to bring you a host of unparalleled wealth management services to help you stay ahead of your financial needs.

As an esteemed Citibank customer, you will be privy to the latest market insights to keep you abreast of the latest global market developments. Our team of Relationship Managers and Treasury Services Managers will also be on hand to assist you with your wealth planning needs.

In our efforts to provide you premium service, we would like to highlight the various rights, obligations and other important information circumscribing your relationship with Citibank.

### **Terms & Conditions**

We enclose the Terms and Conditions for Banking, Custodian, Investment and Credit Services, and various documents listed in the attached Account Opening Package checklist to be returned to us with your signature. The terms and conditions as well as the transaction documents you receive will govern both your rights and obligations over your account as well as Citi's respective rights and obligations. We encourage you to read these documents thoroughly and to raise any queries you have with your Relationship Manager.

### **Investment responsibility**

As part of our services, subject to the laws in your home country, we may from time to time avail to you, information including recommendations, on various investments (including Investment Linked Insurance). Please note the following in such situations:

- The information and recommendations do not constitute investment advice and you are not obligated to accept them.
- You should only make investments that you understand and that are consistent with your financial circumstances and needs, investment objectives and risk tolerance.
- If you have questions relating to a specific investment, you should speak with your Relationship Manager or product specialist assigned to your account. You should invest in products and sign documents only after you have read and understood all product and account disclosures and account statements provided to you.
- If you require legal or tax counsel, we recommend that you consult your own independent legal and tax advisors as necessary.
- All investment decisions relating to your account are yours solely.
- Unless otherwise agreed and we have your written authorization, Citi will not have any discretionary trading authorization in relation to your account. We will seek your authorization prior to executing any transaction.

### **Risk Profiling**

Before you make any investment decisions, your Relationship Manager will conduct an investment risk profile session with you. Essentially, your Relationship Manager will ask a series of questions to help determine your overall financial situation, investment objectives, risk attitudes, risk tolerance levels and your investment experience.

The information that you provide (or choose not to provide) is important in order for us to assess the suitability of our broad range of investment offerings to your personal financial circumstances and preferences. On completion of your risk profile, you will receive an advice of the information that you have provided which will confirm information that you have provided to us about your overall financial situation, investment objectives, risk attitudes, risk tolerance levels, your investment experience as well as the investment experience of your investment advisor/authorized agent (if any) for your account. We ask that you review the information set out in the advice carefully and let us know immediately if you have any questions, have noted any information specified that is inaccurate, or if your financial or personal circumstances have changed. When you do so, your Relationship Manager will discuss with you appropriate changes to be made to your investment profile and these will be incorporated in an updated Risk Profile. It is important that such information about you is accurate and kept current, as this will form the basis for bringing to your attention appropriate investments with the objective of ensuring that your portfolio is commensurate with your investment profile. Nonetheless, please note the following:

- We undertake no obligation to analyze the past performance nor monitor the future performance of your portfolio against the investment objectives attributed to it.

- As a result of our assessments of your investment profile, we may from time to time recommend to you that you do not execute any given transaction. Should you for any reason elect to proceed nonetheless, we will note the transaction appropriately and you should note that this may affect our assessment of your investment profile and also investment recommendations that may be made to you as a result. We also reserve the right, however, to decline to execute the transaction for you.
- Our recommendations will take into account all portfolio holdings, including those holdings purchased directly by you without any RM involvement. If you have a credit facility(ies) secured against your investment portfolio, an ongoing assessment will be conducted to evaluate if such facility(ies) are subject to a higher risk of margin call by the Bank and notifications may be sent to you.

The Bank's suitability assessment and recommendations for transactions in your Joint Account will be made in accordance with the key account decision maker's investment objectives and risk tolerance, and any investment advice given to any one joint account holder shall be deemed to have been given to all joint account holders.

### **Joint Accounts**

For ease of account management, the Bank shall recognize only one Investment Risk Profile ("IRP") duly completed for any Joint Account. Such IRP will apply irrespective of the signing mandate stipulated by the Joint Account holders.

As joint account holders, you are required to confirm which individual's investment objectives and risk tolerance should be reflected on the IRP and thereby assigned to the Joint Account. This individual will be deemed to be the "key account decision maker". The questions for the IRP should be answered from the perspective of the key account decision maker(s).

The Bank's suitability assessment and recommendations for transactions in your Joint Account will be made in accordance with the key account decision maker's investment objectives and risk tolerance, and any investment advice given to any one joint account holder shall be deemed to have been given to all joint account holders.

The Bank reserves the right to refuse to accept investment instructions from a Joint Account holder (other than the key account decision maker), if such account holder does not provide the relevant information regarding his or her knowledge and experience.

The key account decision maker's investment objectives, risk tolerance and knowledge and experience may differ from other joint account holders and this may impact the types of products and services that the Joint Account will have access to.

You may change the individual that is nominated as per the key account decision maker by contacting your Relationship Manager and in such case the IRP will need to be completed again with the new key account decision maker's details.

You understand that you may contact your Relationship Manager to discuss this in more detail where you so require.

### **Portfolio Diversification**

Portfolio diversification is an important element for an individual to consider when making investment decisions. Concentrated positions may entail greater risks than a diversified portfolio.

Certain factors that affect the assessment of whether your overall investment portfolio is sufficiently diversified may not be evident from a review of only your Citi account. It therefore is important that you carefully review your entire investment portfolio to ensure that it meets your investment goals and is within your risk tolerance, including your objectives for asset and issuer diversification.

If you would like to discuss diversification, please contact your Relationship Manager.

### **Citibank Brokerage Account\***

Should you also decide to establish a Citibank Brokerage Account with us, you should note that for such accounts (and unlike your other investment accounts with us), Citi and its employees will not offer any recommendations and will only execute buy-sell instructions from you (save for where Citi is specifically required to provide advice in connection with the Customer Account Review under the Notice on the Sale of Investment Products (SFA 04-N12) (references to this notice include any amendments, variations or supplemental to the notice)).

Citibank Brokerage Account customers may receive research publications or market updates from us. For the avoidance of doubt, such material is provided solely by way for information only and for the purpose of general circulation. Any recommendation or advice that may be expressed in or inferred from such information, reports, publications therefore does not take into account and may not be suitable for your investment objectives, financial situation and particular needs and, bearing in mind the possibility of market volatility and changes, may not even comprise current information, opinions or market views.

Please be advised that such updates are provided for your information only and should not to be treated as investment or financial advice provided by Citi or any of its employees.

\* Use of the term "Citibank Brokerage Account" means a Securities Account as defined in the Agreement for Citibank Securities Services.

**Fees**

As you make investments in your account, Citi will be entitled to receive a transaction-related fee at a single price or rate communicated to you, part of which includes Citibank's and counterparty fees, charges or commissions. Fees vary by product type. The transaction documentation related to the product will more fully describe the terms and conditions of the product, including the fees and costs associated with the product and our obligations to you. If you have any questions relating to the fee structure, please call your Relationship Manager.

**Account Statements**

Account statements will be issued monthly and delivered to the most current mailing address you have provided us with. If you prefer to receive paperless electronic versions of these statements instead, we will provide you with the appropriate form to complete. You may also view your statement anytime by accessing your account at [www.ipb.citibank.com.sg](http://www.ipb.citibank.com.sg).

**Request of Information / Complaints**

Your Relationship Manager will be your contact point for any questions relating to your account. However, if you would like to discuss a concern or complaint relating to your account, you may contact:

Customer Service Director  
Citibank Singapore Ltd  
Robinson Road P.O. Box 0361  
Singapore 900711

Alternatively, you can email us at our website at [ipb.internet@citi.com](mailto:ipb.internet@citi.com) or call our 24-hour CitiPhone Banking at +65 6224 5757.

Despite all our best efforts in resolving your concerns, if you believe that we have not addressed your concerns satisfactorily, you may seek assistance of FIDReC (Financial Industry Disputes Resolution Centre Ltd). For further information and its contact details please refer to the following website: <http://fidrec.com.sg/website/index.html>

We look forward to receiving the enclosed documents with your signature to formalize and instate your account with us and being your preferred wealth management partner in the coming years.

Yours sincerely



Shyam Sambamurthy  
Global Head  
International Personal Bank

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