

Citigold

Your relationship  
with Citi

# Contents

Welcome to Citigold What this guide covers.	3
Accessing your account safely How you can do so.	4
Joint accounts How you can manage this account.	5
Linking your accounts How we help you manage your funds easily.	5
Following your instructions How we act on them.	6
Making payments from your account How we may do so.	6
Keeping each other informed How we can update each other.	7
Sending you information Your statements and advices.	7
Changes to terms and conditions How we may inform you.	7
Fees and taxes Fees and taxes that apply to our banking services or products.	8
Our roles and obligations Our duties to you.	9
Unauthorised/erroneous transactions If you find any unauthorised transactions.	9
Setting off Our rights to set off your liabilities.	10
Privacy at Citi How we use the data you provide.	10
Closing your account When we end our relationship.	11
Your feedback How you can share your feedback.	12

## Welcome to Citigold

We want to personally welcome you to Citigold and to thank you for banking with us. You now have access to our personalised advice and service for each aspect of your financial well-being.

This document will give you general information on how we can work together effectively. You will need to read the Terms and Conditions for Accounts and Services and the terms and conditions applicable to the relevant products and services, which are available separately. Please note that this guide is only meant to be part of the welcome pack whereas the Terms and Conditions for Accounts and Services and the terms and conditions applicable to the relevant products and services would be binding on you and us.

The 'You' mentioned in this guide could refer to:

- one or more individuals,
- a sole proprietorship,
- partnership,
- corporation or unincorporated association or body.

'We' refers to Citibank NA, Hong Kong Branch ('CitiHK') or Citibank (Hong Kong) Limited ('CHKL') or both.

All our products and services are governed by the laws of the Hong Kong Special Administrative Region of the People's Republic of China ('Hong Kong').

## Accessing your account safely

You have easy access to your account electronically via ATMs, CitiPhone Banking, Mobile Phone Banking or Citibank Online.

You can do so with a card, a personal identification number (PIN) or physical device we've provided or with a user ID and password you've selected.

To protect your account, you need to take some simple precautions:

- keep your card safe and your card number and PIN secret
- do not share your Citibank online user ID and password
- tell us immediately if your card has been lost or stolen
- notify us if there are any unauthorised transactions

If you do not take the above precautions and a transaction was made without your consent, you will be liable for the loss incurred.

However, you will not be held responsible for unauthorised transactions on your account if they were caused by:

- a computer crime that our security system failed to prevent
- a human or system error we should reasonably be responsible for which results in an improper transaction leading to money being lost or misplaced
- a missed or misdirected payment which we should be reasonably responsible for

We may change, withdraw or discontinue the use of any or all electronic banking services at any time, without providing any prior notice.

## Joint accounts

Here is what you need to know if you have an account with one or more individuals.

- Unless it has been stated that all holders are required to give instructions jointly, any account holder can initiate a transaction.
- All communications will be sent to any or all of you at the correspondence address on our records.
- The person we contact is responsible for sharing this information with all the other account holders.
- Upon the death of any account holder, the survivor(s) continue to retain all legal rights and obligations to this account, subject to applicable law.

## Linking your accounts

If you have more than one account with us - be it alone or joint - we may without your request, link them together to help you manage your funds easily.

You may also instruct us to link your accounts with accounts other people hold with us or with other banks, so that you can easily transfer funds.

We would highlight for your attention that the consequence of the linkage of your accounts is that any person who has or knows your access, credit or ATM card and the relevant code will be able to access or withdraw funds from your linked accounts.

Please note that we may transfer money from any of these linked accounts to pay off any outstanding amount owed to us.

## Following your instructions

Here are the ways you can give us instructions regarding your account:

- in person at any branch
- in writing - by mail or fax
- by phone
- electronically - internet banking

To ensure that we act correctly and promptly, we need your instructions to be clear and complete. We may contact you to confirm the instructions given.

However, we cannot follow your instructions if we believe that we may break a law, regulation or internal policy by following them.

## Making payments from your account

To act on your payment instructions, make sure there is enough money in your account to make the transfer.

You will be informed on the processing time required for your instructions. Instructions may have different cut-off times. If your instructions are received before the cut-off time, it will be processed on the same day. Instructions received after the cut-off time will be processed on the next working day.

To complete a payment out of your account, we may have to do the following:

- convert your funds into another currency
- charge fees on the overdraft amount
- transfer money via various modes such as telegram, telex transfer, draft or others
- reveal your personal information to comply with anti-money laundering laws or other regulations

You may instruct us to change or cancel your payment orders at any time. We will refund the money within a reasonable time only if the payment has not been completed. If your funds have been converted into another currency for the transaction, you may experience a loss in amount when we convert the funds back to credit your account.

If we are unable to process a payment order, we may notify you as soon as possible.

## Keeping each other informed

We will keep you informed on your account and our banking services on a regular basis. To help us do this, you need to tell us of any change to your personal details as soon as possible.

We will update any changes to your address, telephone, email address, mobile phone or fax number within a reasonable amount of time after we receive the information.

## Sending you information

Every month, you will receive a statement listing your account activity. You can expect to receive an advice within 14 days of any transaction unless for transaction conducted electronically or otherwise required or permitted by any statutory or regulatory requirement.

You may also enroll for e-Statement, e-Advice and e-Alert Services. You must maintain appropriate internet and telecommunications services and equipment to enjoy these services. It is important that you check your statements and advices to ensure that they are accurate. You should contact us within 90 days of receiving the document if you find any inconsistency.

## Changes to terms and conditions

The terms and conditions which apply to the banking products and services provided by Citi may change from time to time. You will be informed of any material changes in writing through channels such as written notices, statement inserts, statement messages, notices at our branches, notices on our ATMs or notices on our website.

## Fees and taxes

We may charge you for some of our services. Details are available in our fee schedule. You can ask us for a copy at any time or you can obtain a copy from [https://www.citibank.com.hk/english/banking/pdf/service\\_fee.pdf](https://www.citibank.com.hk/english/banking/pdf/service_fee.pdf)

Examples of information you will find in the fee schedule include:

- Minimum balance fee
- Deposit and check related service fee
- Remittance fee
- ATM card service fee

We will let you know of any changes to our fees at least 30 days in advance.

We may withhold or deduct any amount from your account for tax purposes or as required by law or regulation.

If any tax was paid on your behalf, you must pay us back along with any applicable interest and penalties.

If you have not paid back money you owe us, we may clear your outstanding debt by:

- using money in any account you hold with us
- selling part or all of your investments from any of your accounts

We do not give any legal, tax or accounting advice in relation to any of the products and services we offer. You are responsible for ensuring that you meet all legal and regulatory requirements.



## Our role and obligations

Our obligation is limited to all deposits and investments made under CitiHK or CHKL - each of which shall be severally liable depending on which is the relevant legal entity. For deposits and investments made with any other Citigroup branches or entities, those branches and entities are responsible.

We may transfer or delegate some rights and obligations to any person or organisation we appoint in or outside Hong Kong. They will have the same powers and obligations we have in our agreement with you.

If you are a US person\*, we may find it necessary to meet the US laws and regulations that apply. This could include not accepting your instructions regarding any investment product you may have with the bank.

For an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between you and us out of the selling process of any insurance product, retirement plan and investment product by us as agent for third party service providers or the processing of the related transaction, we will enter into a financial dispute resolution scheme process with you in accordance with the applicable rules. For products which we sell as agent for third party service providers, any dispute over the contractual terms of the product should be resolved directly between you and such third party service provider.

## Unauthorised/erroneous transactions

You are responsible for verifying the correctness of each statement, advice or confirmation. You should notify us within 90 days of the receipt of a statement, advice or confirmation, of any unauthorised or erroneous transactions. If we do not receive any such notification within 90 days, the contents of the statement, advice or confirmation shall serve as conclusive proof of the details of the transactions made through your account(s).

Generally, you are responsible for any unauthorised transactions made through your account(s). However, we will be responsible in cases where we have not taken reasonable care such that we have allowed the fraudulent transactions to be completed by:

- our employees or agents, or
- your employees or agents

Please note that we are not deemed negligent in the following situations:

- Errors by any broker, agent, correspondent, custodian or anyone else involved in any transaction
- Breakdown or delay in any systems, software, telecommunication or other equipment
- Decline in the value of your funds or investments due to taxes, deductions, withholdings, market factors or any cause beyond our control
- Any error, misunderstanding, fraud or forgery in the contents of the instructions we receive from any person we believe to be you or who is authorised to give instructions on your behalf

\* 'US person' generally includes US citizen, US green card holder, US tax resident or person meeting the Substantial Presence Rule. Please refer to the Terms and Conditions and/or sales materials of the relevant product.

## Setting off

In addition to any general lien or similar right, we may combine or consolidate any or all of your accounts maintained with any member of Citigroup Organisation (i.e. Citigroup Inc. or any subsidiary, affiliated or associated companies or related entities or its branches from time to time inside or outside Hong Kong) with your liabilities and set off against the same.

## Privacy at Citi

Our goal is to maintain your trust and confidence when handling your personal information. This includes information we may obtain at the time of account opening or from your subsequent interactions with us.

Your personal and account information or records may be used or disclosed for:

- opening and maintaining any of your account(s)
- providing or promoting our services
- conducting credit checks and maintaining your credit history
- keeping to any relevant law or regulation
- the purpose of any court, legal process, audit or investigation by any regulatory authority

If you do not want us to use your data for direct marketing purposes, you may opt-out by notifying us through the channels listed at the end of this guide.

You can obtain a copy of our policy statement relating to the Personal Data (Privacy) Ordinance from [citibank.com.hk](http://citibank.com.hk).

## Closing your account

You may write to us to close your account, stop any service or end our agreement at any time. Once this action is taken, you will no longer be able to use your account or any services linked to it. For your safety, it is recommended that you destroy your card and checkbook.

If there is any outstanding payment from you, your account will remain open until the money has been repaid. You will need to cancel any instructions or other arrangements related to payments to and from the account you are closing.

### **When we close your account**

We may close your account or end our services and agreement at any time by giving you notice.

When this happens:

- any outstanding amount will have to be paid immediately
- your investments may be sold off
- any fee or amount paid in relation to any product will not be refunded
- all provisions relating to claw backs, indemnities, limitation of liability, exclusion of liability, disclosure of information, set off, currency conversion, tax, choice of law and jurisdiction for the resolution of disputes will remain applicable

Your account can be closed immediately if we believe that it may lead us to break any law, regulation or internal policy.

## Your feedback

We welcome your feedback so we can make continuous improvement to better serve your needs. You can share your feedback through the following channels:

- 24-hour Citigold Service Hotline: 2860 0111
- Citibank branches
- Email: [clientservice.cbhk@citi.com](mailto:clientservice.cbhk@citi.com)
- Mail: To PO Box 20151 Hennessy Road Post Office Hong Kong

You will receive an acknowledgement once we receive your feedback. We will seek to address your concerns to our best effort. If despite our efforts, you are still not completely satisfied, you may refer the matter to the Hong Kong Monetary Authority (HKMA) (Address: 55/F, Two International Financial Centre, 8 Finance Street, Central, Hong Kong). For monetary disputes, you may refer your case to the Financial Dispute Resolution Centre (FDRC) (Address: Unit 3701-4, 37/F, Sunlight Tower, 248 Queen's Road East, Wan Chai).

We value your input and we may check in with you periodically to get feedback about your Citigold experience.