

**CITIBANK N.A. LONDON BRANCH AND CITIBANK EUROPE PLC (CEP), UK BRANCH  
COMPLAINT HANDLING PROCEDURES**

Citi Private Bank will always aim to provide the highest standard of service to its clients or potential clients but on occasions we may fall short of this goal and a client or potential client may express dissatisfaction.

**1. Receiving expressions of dissatisfaction**

When we receive any letter, e-mail, telephone call or personal communication which expresses dissatisfaction about our services, or failure to provide a service, we will resolve the matter in line with regulatory expectations.

**2. Is it a complaint?**

Any expression of dissatisfaction from a client will be treated as a complaint, even if it does not involve financial loss, material distress, or material inconvenience. Where such elements are present, the matter will be handled as a formal complaint in line with Citi's complaint handling procedure. Clients and potential clients can submit a complaint free of charge.

If we determine that it is not a complaint, we will advise you of this and of any action we propose to take.

Our complaints management function (the complaints team) aims to handle all complaints in an effective and independent manner and the way in which we do so is summarised in this note.

You may make your complaint directly to your Private Banker or to the complaints team using the contact details below:

**e-mail address:** [cpbukcomplaints@citi.com](mailto:cpbukcomplaints@citi.com)

**In writing:** Citi Private Bank, Citibank N.A., London Branch/Citibank Europe Plc (UK branch), Citigroup Centre, Canada Square, Canary Wharf, London E14 5LB

**By phone:** Telephone + 44 (0) 207 508 8975

**3. Responding to complaints**

If the complaint is resolved within three business days we will send you a 'Summary Resolution Communication' (SRC). This confirms the matter is considered resolved. The SRC details that you may be able to refer the complaint to the Financial Ombudsman Service free of charge, but you must do so within six months of the date of the SRC letter. Please see below for more information on the Financial Ombudsman Service.

If the matter is not resolved within three business days, we will acknowledge your complaint promptly, but no later than five business days from the date we have received your complaint. The written acknowledgement will confirm that we are in the process of investigating the complaint and notify you of the name/job title of the individual handling the complaint together with details of our internal complaint handling procedures.

**4. Complaints related to payment services**

If your complaint relates to your cash account and/or any payment services provided to you in connection with your cash account, we will send you a final response on paper or another durable medium (such as email) no later than within 15 business days of receiving the complaint. In exceptional situations, for reasons beyond our control, we shall send you a holding response, explaining the reasons for delay and indicating when we will make further contact (which will be within 35 business days of our receipt of the complaint).

## 5. All other complaints

We will keep you informed of the status of our investigation and if we are unable to resolve your complaint within four weeks, we will aim to write to you to explain why we are not in a position to do this. We will also give you an indication of how long we expect the process to take.

After eight weeks, we will send you either a final response in which we will detail whether or not we have resolved your complaint, the details of any redress we propose to offer you and the reasoning behind our decision; or an explanation as to why we have been unable to complete our investigations together with an indication as to when we expect to give you a final response and inform you that you may refer the complaint to the Financial Ombudsman Service.

## 6. Financial Ombudsman Service

- If you are unhappy with the outcome of our investigation you have the right to refer your complaint (payment service related or any other complaint) to the Financial Ombudsman Service if you are an eligible complainant, free of charge but you must do so within six months of the date of our final response letter.
- The Financial Ombudsman is a free and independent statutory dispute-resolution scheme for financial services. Further information including details of those who are eligible to complain can be obtained from the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or from your Private Banker.
- If you do not refer your complaint in time, the Financial Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. If the Financial Ombudsman Service notifies us of their intention to arbitrate on your behalf, we will no longer be able to discuss your complaint directly with you.
- You can contact the Financial Ombudsman Service by writing to them at the following address or visiting their website:

The Financial Ombudsman Service Exchange Tower  
Harbour Exchange London E14 9SR United Kingdom  
Tel: 0800 023 4567 or from abroad on +44 20 7964 0500  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

- For CEP UK Branch, non-UK residents may apply to the Financial Ombudsman Service (as above) who may accept your complaint or refer you to the Irish Financial Services and Pensions Ombudsman who may investigate your complaint if it is referred to them within six years of the date of our final response letter and if you are an eligible consumer (as defined in section 57BA of the Central Bank Act 1942). The Irish Financial Services and Pensions Ombudsman is a free and independent statutory dispute-resolution scheme for financial services. Details of who are eligible consumers can be obtained from the Irish Financial Services and Pensions Ombudsman's website at [www.fspo.ie](http://www.fspo.ie) and they can be contacted at:

The Financial Services and Pensions Ombudsman 3rd Floor Lincoln House  
Lincoln Place Dublin 2  
D02 VH29  
Ireland  
Tel: +353 1 567 7000  
Email: [info@fspo.ie](mailto:info@fspo.ie) Website: [www.fspo.ie](http://www.fspo.ie)

You may also apply to the Irish Financial Services Ombudsman directly instead.

7. **Records of complaints:**  
Records of complaints and their resolution will be retained in accordance with our internal retention and client confidentiality policies.
  
8. **Reporting & Monitoring:**  
The bank will perform monitoring and reporting of complaints as necessary.