



Important Notice: Citi China Credit Card Repayment Service Termination and Transfer of Accounts Receivable to Fubon Bank China

Dear Valued Clients,

Thank you for your continued support and trust in Citi China.

We are writing to inform you that **starting from 9 pm on July 3, 2024, Citi China's Personal Credit Card business will cease repayment services, and will provide you a last Citibank credit card statement with account information as of July 5, 2024.**

In January 2024, Citi China announced the plan to transfer its personal credit card Accounts Receivable, which includes outstanding balance and installment balance on your credit cards after the time when Citi China ceases its repayment service, to Fubon Bank (China) Co., Ltd. ("Fubon Bank"). The closing of this transfer is planned to take place on July 5, 2024 ("Closing Date").

- **If your Citi credit card outstanding balance has been fully settled before the cessation of the repayment service provided by our bank, your last credit card statement will state "Not Applicable" on the transferrable amount, and you will not be included in the scope of this transfer.**
- **If you still have an outstanding balance on your credit card, including any credit card installment balance after the cessation of the repayment service provided by our bank, your last credit card statement will list the relevant amounts and the corresponding transferable amount, and you will be included in the scope of this transfer. You will need to make repayments to Fubon Bank after the Closing Date. Details are subject to the last Citibank credit card statement. You will be informed if there is any change on the Closing Date.**
- **Please note that this transfer only involves accounts receivable that have not yet been settled after the cessation of Citi China's personal credit card repayment services. Citi China personal credit card accounts, Citi points/miles and privileges, etc. are not included in the scope of this transfer.**





Starting from July 6, 2024, Citi China will adjust/stop credit card related service channels and terminate all Citi China personal credit card accounts. Citi points/miles redemption service will continue to be available until September 30, 2024 (inclusive), and you can complete the remaining Citi points/miles redemption through the Citibank Credit Card WeChat official account. After the cessation of redemption service, unredeemed Citi points/miles will become invalid and cannot be redeemed.

Citi China Credit Card Repayment Service Cessation

Citi China has ceased its transaction function starting from May 6, 2024. **Starting from 9 pm on July 3, 2024, Citi China will cease its repayment services. Before the cessation of the repayment service, you can choose to repay in full or the minimum payment amount according to the repayment due date on your credit card statement.** After the repayment service cessation, you will not be able to make any repayment and any attempt to repay to your Citi China Personal Credit Card will not be processed.

The Last Citibank Credit Card Statement

Starting from July 6, 2024, **Citi China will provide you a last Citibank Credit Card Statement**, which contains the account information as of July 5, 2024, **through the Citibank Credit Card WeChat official account and by mailing a letter to your billing address registered with our bank**, so that you can view the details of the outstanding balance, credit balance, installment balance, unbilled transaction details, transfer amount (if applicable) and remaining Citi points/miles after repayment service cessation. The monthly credit card statements will no longer be provided after this last Citibank credit card statement is sent. Please update your contact information in our bank in a timely manner so that you can receive your last Citibank credit card statement and other important information related to transfers.



Adjustment of Citi China Service Channels

Please note that the following service channels will be discontinued or adjusted from July 6, 2024.

- **The service hours of Citibank's 24-hour customer service hotline 95038 / 400-821-1880 / 021-38969500 will be adjusted to 9:00am-6:00pm Monday to Friday, with effect from July 6, 2024 (No service on holidays).**
- **Citibank Online Banking and Citibank Mobile Banking will cease to provide services with effect from 6 July 2024. For more details, please refer to the announcement on Citibank's official website <Citibank Digital Channels Service Changes>.**
- **The "Citibank Credit Card" WeChat official account is expected to cease from October 1, 2024.**

At this stage, we recommend that you consider the following and make appropriate arrangements:

- **Please pay attention to whether there is any overpayment balance in your Citibank Credit Card account, and you can claim it through the "Citibank Credit Card" WeChat official account [My Card] - [Claim Overpayment] before September 30, 2024 (inclusive) or contact our customer service hotline to arrange for overpayment refund.**
- **If your credit card account has been repaid and has no outstanding balance, you can request cancellation of your Citi credit card through the "Citibank Credit Card" WeChat official account and click [My Card] - [Cancel Card].**

Transfer of Accounts Receivable to Fubon Bank

The following are included in the transfer :

- **The amount of accounts receivable includes but is not limited to the outstanding balance, instalment balance, service fee, interest and late fee (if any) on your Citibank RMB Credit Card and USD Credit Card.**
- **The related statement detail of accounts receivable includes but is not limited to your current statement date, repayment due date, monthly instalment amount, instalment interest, minimum repayment, revolving interest rate and revolving interest, etc. Please note that if your current statement date is on the 4th or 5th of each month, your statement date will be adjusted to the 6th of each month starting from July 2024.**
- **Personal information related to this transfer of accounts receivable, including necessary personal information for credit card customers to fulfill their repayment obligations (including but not limited to name, ID type, ID number, mobile phone number, email address, billing address and credit card account number, etc.). The relevant personal information will be transferred to Fubon Bank during the pre-closing preparation process and during the closing process and will be used for Fubon Bank to provide repayment notices or collection to you.**
- **The rights under the Articles of the Credit Card and the Personal Credit Card Agreement transferred by Citi China to Fubon Bank.**

Please visit <https://www.citibank.com.cn/sim/english/pdf/CFTC.pdf>

Repayment services provided by Fubon Bank post-Closing Date

Fubon Bank will provide repayment services to you if you are in the scope of this transfer and will notify you in advance if there is any change.

- **Fubon Bank will provide a new repayment account and you can obtain the account number and enquire about the balance details through the WeChat official account of "Fubon Bank". Fubon Bank will notify you of the enquiry steps separately after the Closing Date, and you can make subsequent repayments to your new repayment account.**



- If you want to know more about the repayment channels provided by Fubon Bank or make an appointment to open a Fubon Bank account, please visit <https://ebanking.fubonchina.com/EnPlanA> or scan the QR code below for more details.



Please note that we will send you this announcement through the mobile phone number and email address you have registered with us.

This announcement shall supersede all relevant current terms of service with the above products or services. If you have any questions, please reach out to Citibank Online Banking (www.citibank.com.cn) or dedicated hotline 400-921-6888 (Monday to Friday 9:00am-6:00pm) or Citibank Service Hotline 95038 for more information.

Warmest Regards!

Citibank (China) Co., Ltd
May 10th 2024

Disclaimer: The information in relation to Fubon Bank contained in this letter (including the terms and conditions that will apply between you and Fubon Bank with respect to your Citi products after the Closing Date) is provided by Fubon Bank. Citi China accepts no liability for any loss or damage arising from the accuracy or otherwise of such information.

In case of any discrepancy between the English and Chinese versions of this official notification, the Chinese version shall prevail.



FAQs

Questions related to the transfer of accounts receivable

1. What impact will this transfer have on me?

If your Citi credit card outstanding balance has been fully settled before the deadline for the repayment service provided by our bank, your last Citi credit card statement will state "Not Applicable" on the transferable amount, you will not be included in the scope of this transfer and you will not be affected by this transfer.

If you still have outstanding balance on your credit card, including a credit card installment balance after the deadline for the repayment service provided by our bank, your last statement will list the relevant amounts and the corresponding transfer amount. Citi China will, in accordance with the terms and conditions of the creditcard and the agreement signed with Fubon Bank, transfer the accounts receivable as well as rights/information related thereto, to Fubon Bank. You will need to make repayments to Fubon Bank after the Closing Date.

2. Does this transfer require my consent? On what basis?

According to the provisions of Article 12 (Others), Clause 8 of the "Citibank (China) Co., Ltd. Credit Card (Personal Card) Agreement", you have agreed and accepted that "the Bank may notify you at any time by method to transfer the Bank' s rights and/or obligations under this contract, application form, articles of association and other documents to any other entity/person (including domestic or foreign entities/persons, as permitted by applicable laws and regulations), and such transfer does not require your consent or approval. Despite such transfer, this contract, application form, articles of association and other documents will continue to be effective for you, and you agree to be and continue to be bound by this contract, application form, articles of association and other documents constraints."

This transaction is a transfer of creditor's rights. According to the "Civil Code of the People's Republic of China" and other relevant laws, the creditor (that is, our bank) can transfer all or part of its creditor's rights (that is, the accounts receivable involved in this transaction) to a third party. Such transfer becomes effective against the debtor upon notification to the debtor.

3. Will I be informed that I have been transferred to Fubon Bank and will an additional notice of transfer be sent to me?

After July 6, 2024, you will receive your last credit card statement from Citi China, which you can use to check if you have any accounts receivable that will be transferred to Fubon Bank. If your account is not allowed to be transferred to Fubon Bank due to an order or judgment of a court or government agency or other reasons before the Closing Date, such amount will not be counted as the amount of accounts receivable transferred. If the outstanding balance in your last credit card statement is less than RMB 10 or USD 2, such amount will not be counted as the amount of accounts receivable transferred. Details are subject to the last Citibank credit card statement. If it is stated in the statement that your accounts receivable has been transferred, you will also receive a relevant notice from Fubon Bank after the Closing Date.

4. How will I repay my USD balance after the Closing Date?

You can click on the link of Fubon Bank or scan the QR code to know more about the USD repayment channels provided by Fubon Bank.

5. Will Fubon Bank provide monthly repayment reminder service after the Closing Date?

After July 7, 2024, Fubon Bank will send repayment notices to the transferred customers via SMS and email, and provide services such as account information enquiry through the WeChat official account of "Fubon Bank". In order to avoid the possible impact on your personal credit record caused by failure to repay in time, please visit the WeChat official account of "Fubon Bank" as soon as possible after the Closing Date, check your repayment account and transfer the repayment, or open a bank account bound to the automatic deduction service for repayment. You can click on the Fubon Bank link or scan the QR code to make an appointment to open a Type I bank card account of Fubon Bank in advance.

6. I only have one credit card, can I request to transfer my Citibank credit card to Fubon Bank as well? Will Fubon Bank issue me a new credit card?

Citibank China only transfers accounts receivable to Fubon Bank, and cannot transfer credit cards. You can apply for a Fubon Bank credit card by yourself if necessary, subject to the approval of Fubon Bank. You can click on the Fubon Bank link or scan the QR code to apply or call Fubon Bank customer service hotline: 86-21-962811 for more information.

Questions related to credit card service adjustments

7. What should I do if my card has a merchant refund?

If you have a merchant refund posted to your account before the Citi repayment service deadline, the merchant refund will be offset directly to your credit card bill. If you have a merchant refund credited after the Citi repayment service deadline, please refer to the following:

- If the refund transaction is made by credit card payment or online payment (including USD online payment, UnionPay online payment, UnionPay App etc.), the refund will be credited to the Citibank credit card as an overpayment. You can call Citibank's customer service hotline to request a refund after the merchant refund has been posted to your account. Please note that if your last credit card statement shows that you have an outstanding balance and it has been transferred to Fubon Bank, you will need to repay Fubon Bank according to the outstanding balance in your statement. Your merchant refund will not offset the outstanding balance that has been transferred to Fubon Bank.
- If the refund transaction is paid through a third-party payment platform (e.g. Alipay, WeChat, JD.com, Suning, Meituan), the merchant refund will be refunded to your payment platform wallet or other refund route provided by the payment platform, instead of returning to Citi Credit Card, which you can check on the respective platform. To avoid inconvenience, we recommend you complete the refund transactions as early as possible.

8. Can I still redeem Citi points/miles after the Closing Date?

The Citi points/miles redemption service will be available until September 30, 2024 (inclusive), and you can still redeem it through the Citibank Credit Card WeChat official account [My Services] – [Rewards Mall] before the deadline for redemption. Starting from Oct 1, 2024, unredeemed Citi points/miles will become invalid and cannot be redeemed.

9. How can I check my historical bill details?

Please note that Citibank Online Banking and Citibank Mobile Banking will cease to provide services from 6 July 2024, and you can download your historical statements via Citibank Online Banking or Citibank Mobile Banking in advance before the service is discontinued. After the cessation of Citibank Online Banking and Citi Mobile Banking services, you can call Citibank's customer service hotline for more information.

10. I still have an overpayment balance on my credit card account, how can I claim a refund?

You can go to the Citi Credit Card WeChat official account [My Card] – [Claim Overpayment] to check whether there is any overpayment, or call our customer service hotline for more information. Please note that if there is an overpayment in your account before the Closing Date, your overpayment will be paid off or offset against your credit card balance or instalment balance first. Starting from October 1, 2024, you will not be able to request a refund of the overpayment through the "Citibank Credit Card" WeChat official account; please arrange for the refund as soon as possible. If you need help, please call Citi's customer service hotline.

11. My current statement date is the 4th or 5th of each month. The statement date will be adjusted to the 6th of each month starting from July 2024. In addition to the last statement provided by Citi China, will I also receive the statement for the current month with the statement date of July 6?

Citi China will provide you with the last Citi credit card statement starting from July 6, 2024. The account information in this statement is as of July 5, 2024. If your last statement shows the transfer amount as "Not Applicable", this statement will be the last statement sent to you by Citi China, and Citi China will no longer send you a statement for the month of July. If your last statement shows the corresponding transfer amount, in addition to the last statement provided to you by Citi China, Fubon Bank will send you an additional statement for the month with the statement date of July 6, 2024 and indicate the outstanding balance amount and repayment due date of that month. Fubon Bank will send you subsequent monthly statements.