

Notice on Citi China Deposit & Debit Card Products and Services

Dear Valued Customer,

Citibank (China) Co., Ltd. ("Citi China") expects to transfer its retail wealth management business to HSBC China on 7th June 2024 ("Closing Date"), including deposits held by retail customers, but excluding retail debit cards. To ensure a smooth completion of the Transfer, a Transition Period for transaction and services before the Closing Date is scheduled. During the Transition Period, Citi China will suspend retail services, including the opening and withdrawal services of deposit products and remittance business, and gradually cease retail debit card services. The specific business adjustment arrangements are as follows. If there are any changes, we will notify you in advance.

Deposits

Related products and services	Adjustments
Transfer and remittance of RMB and Foreign currencies (including inward and outward remittance)	Transfer-out of foreign currencies is ceased from June 5, 2024.
	The RMB cross-border remittance service for individuals from Hong Kong, Macau and Taiwan is ceased from June 6, 2024, and the inward remittance service is ceased from May 7, 2024.
	Fund arrival of inward remittance of both RMB & FCY and outward remittance of RMB is ceased from June 7, 2024.
	From June 8, 2024, the transfer-out of RMB and foreign currencies is only allowed for non-transferring customers (i.e. Residents can only apply for domestic outward remittance under the same name; Non-residents can only apply for domestic and overseas outward remittance under the same name). Customers may reach Citi China through CitiPhone® or email to raise any remittance requests within the transfer limit or visit branches for remittance services.
Notice deposit	New booking of notice deposit is ceased from May 20, 2024.
Hold Fund Certificate	Issuance of Certificate is ceased from May 20, 2024.
Time deposit (including Certificate of Deposit)	New booking of time deposit is ceased from May 26, 2024.
	Auto-rollover of time deposits is ceased from June 8, 2024.
	Customers may reach us through CitiPhone® or email to raise the early withdrawal request.
Certificate of Account Balance	Issuance of Certificate is ceased from June 7, 2024.
Letter of Reference	Issuance of Letter of Reference is ceased from June 7, 2024.

Deposit currencies including RMB/USD/HKD/EUR/JPY/GBP/AUD/NZD/CAD/SGD/CHF.

Debit Cards

Related products and services	Adjustments
Debit Card	<p>Quick payment service using Citi Debit Cards through Tenpay, Alipay, JDPay, SuningPay, UnionPay app and UnionPay Online Payment is ceased from April 1, 2024.</p> <p>Pre-authorization service is ceased from April 1, 2024.</p>
	<p>Overseas Citibank managed ATM services are terminated in the United States of America, Hong Kong, Singapore, the United Arab Emirates and the United Kingdom, including cash withdrawal and enquiry from April 1, 2024.</p>
	<p>From April 14, 2024, customers are not charged an annual fee for debit cards or dispute intermediation fee.</p>
	<p>Services including debit card application, activation, card replacement, spending at Point of Sales, ATM enquiry, ATM deposit and cash withdrawal are ceased from May 27, 2024.</p>
	<p>Services including debit card closure, reporting of lost cards, certificate of debit card holder, ATM withdrawal password resetting, security lock for overseas transactions, are ceased from June 7, 2024, and the debit card accounts will be closed accordingly.</p>

We sincerely apologize for any inconvenience this may cause. Should you have any questions, you may reach out to us via the following channels before the Closing Date:

- Consumer.China@citi.com,
- CitiPhone® 400-821-1880 (+86-21-3896-9500 for overseas customers), or contact your Relationship Manager

Thank you for your understanding and support!

Citibank (China) Co., Ltd.
May 23rd, 2024