



## **IMPORTANT INFORMATION: Citi China onshore Consumer Wealth business transfer to HSBC China**

Dear valued customer,

Thank you for your continued support of Citi China.

In October 2023, Citibank (China) Co., Ltd. ("Citi China") entered into an agreement to transfer its China onshore consumer wealth management business ("Transfer") to HSBC Bank (China) Co., Ltd. ("HSBC China"), including customers' deposits, mutual fund accounts and QDII (Qualified Domestic Institutional Investor) accounts and relevant accounts. The Transfer does not include insurance products or customers' accounts or investment remained in Guiyang where HSBC China does not have a presence.

We are writing to let you know that Citi China and HSBC China are now working on arrangements related to the Transfer. We expect that the Transfer will be completed in **the latter part of 2nd quarter of 2024**. The exact date ("Closing Date") will be communicated to you once it is finalized. Until completion of the transfer, you will be able to continue using all your existing Citi China accounts and services. Our wealth management business operations, Citibank service teams including our Relationship Managers, branches, CitiPhone<sup>®</sup>, Citibank Online and mobile banking services, will continue to serve you as usual.

**Please read this letter thoroughly to understand how the Transfer will impact you and make arrangements accordingly.**



## What you need to do about the Transfer

The arrangements involved in the Transfer are as follows:

- To transfer the Citi issued or distributed products and services you hold ("Citi Products"), including:
  - Deposits - Checking Account / Savings Account / Time Deposit / Certificate of Deposit
  - Local Mutual Fund / Asset Management Scheme
  - QDII Product - QDII Mutual Fund / QDII Structure Notes / QDII Bonds
- To transfer the applicable customer agreements between you and Citi China, including the rights and obligations under such customer agreements.
- To transfer your personal information held by Citi China, including those obtained for account opening and necessary for performing such contracts.

**According to relevant provisions in Citi China's Terms and Conditions, we have sent an SMS to your phone number registered with Citi China since December 22, 2023, to inform you of the arrangements for this Transfer:**

- **If you agree to transfer, no SMS reply or other action is required. We will take this as consent of the Transfer from March 23, 2024, and the consent is irrevocable.**
- **If you refuse to transfer, please reply "N" before March 22, 2024 (inclusive).**
- **If you are holding any Citi investment product, our Relationship Managers will arrange a call to further confirm the transfer details with you. To avoid any delay in the Transfer, please pay attention and respond to the incoming call from Citi China.**



- **We will take the SMS reply as the final confirmation. If you have not received the SMS or have any enquiries, please contact CitiPhone® or your Relationship Manager.**

If you have subscribed to any Citi China wealth management products through non-electronic channels after October 9, 2023, following the announcement of Citi China Onshore Wealth Management Business Transfer, then we have obtained your consent for the Transfer through the Subscription Form.

### **What happens if you refuse the Transfer**

If we receive your rejection by March 22, 2024 (inclusive), please make arrangements to transfer your accounts to another financial institution, as we would cease normal operations and limit servicing primarily to dealing with the customers' request for redemption, transfer out and account closure after the Closing Date, in line with Citi's winddown plan of consumer banking business. The affected Citi products and services include but are not limited to:

1. Account services including fund-in, exchange settlement, deposit and withdrawal of local and foreign currencies, auto debit of credit card, auto debit of insurance renewal premium payment, etc.
2. Products and services including debit cards, time deposit (including auto rollover), subscription, switch and regular savings plan.
3. Service for online banking, mobile app, WeChat service window, etc.

The residual Citi accounts will be transferred to Citi Shanghai Branch for centralized management. Citi China will no longer maintain the consumer business in other cities. We will send you relevant notification via your contact information registered with Citi China. A special phone service hotline will be made available for the residual accounts.



## **Other important information related to the Transfer**

### **1) Transition Period for Transaction Services**

To ensure a smooth Transfer, we will set up a Transition Period for transaction services, approximately 15 working days before the Closing Date, and suspend or cease some products and services as follows:

- Before the Transition Period, we will officially terminate the Regular Savings Plan service for Local Mutual Fund and QDII-Mutual Fund. The Regular Savings Plan whose debit date set on or after the service termination date will not be executed.
- During the Transition Period, we will suspend the subscription, switch, regular savings plan, and redemption services of all the rest of the investment products and the booking and withdrawal services of all deposit products, and close the debit card service gradually until the completion of the Transfer.
- The exact dates of the Transition Period and relevant service termination will be communicated to you once it is finalized.

### **2) Products and Services Excluded in the Transfer**

Your affected Citi Products may not be transferred to HSBC China on the Closing Date under any of below circumstances, regardless of your consent indication:

- The Deposits, Local Mutual Fund, Asset Management Scheme and QDII Product accounts have a total balance of zero for over three months.
- The accounts are restricted due to, among others, Citi policy or regulatory requirements.

Please note that the following Citi services will be terminated:

- The authorized agreement attached to customer's POA (Power of Attorney) at Citi China will cease automatically after the account is transferred.
- Any insurance policies will not be transferred and will continue with the relevant insurance provider. Please kindly make alternative arrangements for your renewal premiums as the auto debit service will cease from March 31, 2024, after our partnership with the insurance company ends. For updated insurance product information, please reach out to the insurance company directly.
- The RMB cross-border remittance service for individuals from Hong Kong, Macau and Taiwan, and the inward remittance service will cease one month before the Closing Date. If you still have an unspent RMB balance that needs to be refunded, please make the arrangement before the service termination date.
- The exact dates of relevant service termination will be communicated to you once it is finalized.

### **About HSBC China**

HSBC is among the world's leading banking and financial services organisations. HSBC China's Wealth and Personal Banking ("WPB") business has a wide geographical coverage with wealth centres in more than 20 cities in mainland China. HSBC China offers two flagship brands, "**HSBC Global Private Banking**" and "**HSBC Premier**", to meet the wealth management needs of the high-net-worth and mass affluent families at all stages of life. HSBC China is confident to seize the long-term growth opportunities for its clients. (Source: HSBC China)

## **For more information**

Citi is committed to serving you with excellence and keeping you informed as we progress through the Transfer. Please ensure your contact details with Citi China are up to date. You may also refer to the attached FAQs for more detailed information. For any further questions about the Transfer, please reach out to us via the following channels:

- Citibank Online ([www.citibank.com.cn](http://www.citibank.com.cn)),
- CitiPhone® (95038) or contact your Relationship Manager

HSBC China's communication on this Transfer should be reviewed by visiting <https://www.hsbc.com.cn/en-cn/misc/move-to-hsbc-notice/> or scanning the QR code below. This contains important information that you should read in relation to the Transfer and the operations of the transferring products that will apply with effect from completion of the Transfer.



Warmest Regards,  
Citibank(China) Co., Ltd.  
December 22<sup>nd</sup>, 2023

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

## FAQs

### **1. Can I continue using my existing products and services leading up to the Closing Date?**

You will be able to continue using all your existing Citi China products and services, until the Transition Period for transaction services, approximately 15 working days before the Closing Date.

- Before the Transition Period, we will officially terminate the Regular Savings Plan service for Local Mutual Fund and QDII-Mutual Fund. The Regular Savings Plan whose debit date set on or after the service termination date will not be executed.
- During the Transition period, we will suspend the subscription, switch, regular savings plan, and redemption services of all the rest of the investment products and the booking and withdrawal services of all deposit products until the completion of the Transfer.
- The exact dates of the Transition Period and relevant service termination will be communicated to you once it is finalized.

Till then, our wealth management business operations, Citibank service teams including our Relationship Managers, branches, CitiPhone<sup>®</sup>, Citibank Online and mobile banking services, will continue to serve you as usual. We will keep you informed if there is any change.

### **2. Will my existing Relationship Manager continue to provide services leading up to the Closing Date?**

Yes. There is no immediate change in the way Citi serves its clients before the Closing Date. We will inform you of any changes in advance.

### **3. What are the channels through which I can express my opinion about the Transfer?**

We have sent an SMS to your phone number registered with Citi China since December 22, 2023, to inform you of the arrangements for this Transfer. If you accept the Transfer, then no further action is needed. If you refuse to transfer, please reply "N" to the SMS, by March 22, 2024 (inclusive). If you have not received the SMS or have any enquiries, please contact CitiPhone® or your Relationship Manager.

### **4. How much time do I have to consider whether to accept the Transfer? If I decide not to accept the Transfer now but change my mind later, can my Citi Products be transferred separately then?**

Please consider and decide whether to accept the Transfer by March 22, 2024 (inclusive). If we receive your rejection by the due date, your affected Citi Products and relevant information will not be transferred to HSBC on the Closing Date or after. After the Closing Date, Citi China will only provide limited wealth management services or proceed to cease its services due to Citi's consumer banking business winddown plan. We suggest you make arrangements at your earliest convenience.

### **5. Will there be any circumstance where my Citi Products will not be transferred to HSBC?**

Your affected Citi Products may not be transferred to HSBC China on the Closing Date under any of below circumstances, regardless of your consent indication:

- The Deposits, Local Mutual Fund, Asset Management Scheme and QDII Product accounts have a total balance of zero for over three months.
- The accounts are restricted due to, among others, Citi policy or regulatory requirements.



Please note that the following Citi services will be terminated:

- The authorized agreement attached to customer's POA (Power of Attorney) at Citi China will cease automatically after the account is transferred.
- Any insurance policies will not be transferred and will continue with the relevant insurance provider. Please kindly make alternative arrangements for your renewal premiums as the auto debit service will cease from March 31, 2024, after our partnership with the insurance company ends. For updated insurance product information, please reach out to the insurance company directly.
- The RMB cross-border remittance service for individuals from Hong Kong, Macau and Taiwan, and the inward remittance service will cease one month before the Closing Date. If you still have an unspent RMB balance that needs to be refunded, please make the arrangement before the service termination date.
- The exact dates of relevant service termination will be communicated to you once it is finalized.

## **6. What happens if I have a joint account to be transferred?**

If you hold a joint account, we will seek opinions on the Transfer from all the account holders, including you. Only when no objection from all account holders, will the joint account be transferred to HSBC China on the Closing Date. We will keep you informed on further arrangements.

## **7. After the Transfer, will my account and service fee be changed?**

Before the Closing Date, the account maintenance fee will be waived by Citi China. For account segment and service fee after the Closing Date, please refer to HSBC China's communication on this Transfer.