

Citibank Representative Fee for Client Relationship Managers

The following information provides further details on the Citibank Representative Fee you have directed and authorised Citigroup Pty Limited (**Citibank**) to pay your Relationship Manager.

To understand how the Citibank Representative Fee will be paid to your Relationship Manager, you should read this information together with the 'Client Fee Direction Form' provided to you.

The Citibank Representative Fee will be paid to your Relationship Manager subject to their meeting the following performance criteria:

- adhering to all of Citibank's operating policies and compliance standards; and
- minimum financial target relating to the deposit products in their portfolio;

How and when the Citibank Representative Fee is paid

The Citibank Representative Fee is paid through quarterly and annual incentive payments which are determined by your Relationship Manager's performance against predetermined criteria. The quarterly and annual payments are determined as follows:

- Up to **75%** of the Citibank Representative Fee (specified in your Client Fee Direction Form) (less any deduction for tax or superannuation, or as otherwise required by law) will be paid as part of their quarterly variable remuneration. The amount they receive is dependent on whether they meet certain criteria relating to their overall customer satisfaction scores, compliance standards, customer contact and retention rates, and documentation quality.
- The remaining **25%** of the Citibank Representative Fee (less deduction for tax or superannuation, or as otherwise required by law) will be paid to your Relationship Manager at the end of the calendar year. The amount they receive will depend on whether they meet certain criteria relating to compliance and disciplinary standards, and an assessment on their full year performance.

Depending on your Relationship Manager's performance on the criteria outlined above, you have authorised and directed Citibank:

1. To pay the Relationship Manager between 0% and 100% of the of the Citibank Representative Fee; and
2. To the extent less than 100% is paid under point 1, to retain the balance of the Fee.