



Financial Services Guide.

1 January 2018

This Financial Services Guide (FSG), and other disclosure documents (described on page 6 and 7 of this FSG) that we may give you, are important documents. These documents are all written in English. You need to ensure that you read and understand these documents before you make an investment decision. If you are unable to read English you should get help from an independent translator to interpret this material.

中文简体 - Simplified Chinese

本《金融服务指南》(Financial Services Guide, 简称FSG)及我们可能向您提供的其他披露文件(详见FSG第6、7页内容)都是重要文件; 这些文件全部用英语写成。作出投资决定前, 请一定阅读并明了这些文件内容。如果看不懂英语, 请向独立翻译人员求助, 由其帮助您理解本材料。

中文繁體 - Traditional Chinese

本《金融服務指南》(Financial Services Guide, 簡稱FSG)及我們可能向您提供的其他披露檔(詳見FSG第6、7頁內容)都是重要文件; 這些文件皆用英語寫成。作出投資決定前, 請一定閱讀並明瞭這些文件的內容。如果看不懂英語, 請向獨立翻譯人員求助, 由其幫助您理解本材料。

한국어 - Korean

귀하에게 제공되는 이 금융서비스 안내서 (Financial Services Guide, FSG)와 기타 공시 문서 (본 FSG의 6,7쪽에 명시됨)는 중요한 문서들입니다. 이들 문서는 모두 영어로 되어 있습니다. 투자 결정을 하시기 이전에 이들 문서들을 읽고 이해하셔야 합니다. 영어를 이해하실 수 없을 경우, 이 자료를 해석할 독립된 번역사로부터 도움을 받아야 합니다.

Bahasa Malaysia - Malaysian

Panduan Perkhidmatan Kewangan (Financial Services Guide - FSG) ini, dan dokumen pendedahan lain (yang diterangkan pada halaman 6 dan 7 dalam FSG ini) yang mungkin kami berikan kepada anda, adalah dokumen penting. Semua dokumen ini ditulis dalam bahasa Inggeris. Anda hendaklah memastikan bahawa anda membaca dan memahami semua dokumen ini sebelum membuat keputusan pelaburan. Jika anda tidak dapat membaca dokumen dalam bahasa Inggeris, anda perlu mencari bantuan seorang penterjemah bebas untuk menterjemahkan dokumen-dokumen ini.

Bahasa Indonesia - Indonesian

Panduan Pelayanan Keuangan (Financial Services Guide - FSG) ini, dan dokumen-dokumen pengungkapan lainnya (yang diuraikan dalam halaman 6 dan 7 dari FSG ini) yang mungkin kami berikan kepada anda, adalah dokumen-dokumen penting. Semua dokumen ini tertulis dalam bahasa Inggris. Anda perlu memastikan bahwa anda membaca dan memahami dokumen-dokumen ini sebelum anda membuat keputusan berinvestasi. Jika anda tidak dapat membaca dokumen dalam bahasa Inggris, sebaiknya anda meminta bantuan seorang penerjemah independen untuk menerjemahkan dokumen-dokumen ini.

日本語 - Japanese

当金融サービスガイド [Financial Services Guide (FSG)] および私どもがお渡しする可能性のある、その他の開示文書(当 FSG の 6 ページおよび 7 ページに説明)は、重要書類です。これらの文書は全て英文です。あなた様が投資の意思決定をされる前に、これらの文書をお読みになり、内容を理解された事を確認する必要があります。もし英文をお読みになることが困難な場合には、この資料の内容を把握するために、独立した翻訳者の手助けをご依頼させていただきますようお願いいたします。

What is a Financial Services Guide?

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services offered by Citigroup Pty Limited ABN 88 004 325 080 AFSL No. 238098 (Citibank).

Citibank holds an Australian financial services licence (AFSL) issued by the Australian Securities and Investments Commission (ASIC).

This FSG outlines the types of financial services that Citibank provides, and indicates how you can receive advice from a Citibank representative, the remuneration that may be paid to your Citibank representative and other relevant entities in relation to the services offered and how complaints are dealt with.

Who is Citibank?

Citibank is a part of Citigroup Inc. (Citi), one of the world's largest and best-known global financial service companies, operating in over 100 countries. Citibank and its related companies issue some - but not all - of the financial products that may be recommended to you. Citibank is responsible for the provision of the advisory services described in this FSG.

Our relationship with you

With our global reach, we offer quality investment opportunities within Australia and around the world. Our team of specialists can provide you with advice to help you make informed, strategic financial decisions about your investments.

How you can contact us

You can contact Citibank by:

- **Visiting our website citibank.com.au and selecting 'Contact Us' from the bottom of the homepage**
- **Mailing GPO Box 40, Sydney NSW 2001**
- **Calling CitiPhone Banking 13 24 84 (within Australia) or + 61 2 8225 0615 (from overseas)**

What financial products and services do we offer?

Citibank is able to provide a range of financial products and solutions, ranging from investment and market information, to more comprehensive financial advice.

Depending on factors including the financial service or product sought by or provided to you, Citibank may provide you with one of or a combination of factual information, general financial product advice (general advice) and personal financial product advice (personal advice). Citi also offers access to wholesale investment solutions to investors that meet certain criteria.

Citibank can assist with:

- **Wealth creation and accumulation**
- **Investment portfolio construction**
- **Strategic asset allocation**
- **Budget and cashflow management**
- **Debt management**
- **Retirement Planning**

Citibank provides retail clients with financial product advice and dealing services for the following products:

- **Bonds**
- **Derivatives**
- **Managed investment schemes**
- **Superannuation products**
- **Insurance products, such as life, disability, trauma, income protection insurance and mortgage protection insurance**
- **Deposit and payment products, including at-call accounts and fixed term deposits**
- **Foreign currency accounts and Foreign Exchange**
- **Securities**

Services not provided by Citibank

- **Advice on margin lending**
- **Discretionary account services (Citibank will only act in accordance with your instructions prior to executing a transaction within your account).**
- **Advice on direct equities**
- **Ongoing portfolio monitoring**

Portfolio Reviews

Citibank offers, on request, a portfolio review service where a Wealth Specialist can review your investments and provide you with updated portfolio information and recommendations.

Our Wealth Specialists will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you. This includes the frequency of contact between us, any service standards and fees that apply and how the service can be terminated.

How will we provide personal advice that is appropriate to your financial needs and circumstances?

If you require personal advice, we have dedicated Wealth Specialists that will ask you questions about your objectives, financial situation and needs. Advice will be based on the information you provide to us. You have the right not to provide us with this information, but if you do not, the advice we provide may be inappropriate for your needs. We will warn you about the consequences of providing incomplete or inaccurate information and you should consider this warning and the appropriateness of the advice before acting on the advice. The documents provided to you under personal advice are as outlined on page 6 of this document.

How will I pay for the service?

Citibank is remunerated through the fees charged directly to you and commissions paid, where permissible, by issuers or other service providers in connection with advice given to you and executing transactions on your behalf. If necessary, this commission may be paid at your direction. The nature of the fees and commissions will depend on the type and level of service required, the type of financial product being acquired, and the type and the size of your transaction. Some rates may be subject to negotiation prior to transacting any business.

How do we provide information and advice?

Financial product advice (whether general advice or personal advice), compared with factual information, includes an opinion or recommendation. Personal advice involves an opinion or recommendation that takes into account your objectives, financial situation or needs. General advice does not factor in these considerations.

If you are an investor who would like access to the wholesale products and services Citibank offers, speak with one of our staff on the requirements to qualify as a 'wholesale client'.

Not all our staff are qualified to give you financial product advice. Some staff are authorised only to give general advice or personal advice on a limited range of financial products. If a Citibank staff member cannot help you or provide you with advice, they will, where appropriate, refer you to another staff member who can.

If you choose to use our services and you receive personal advice (and depending on the product type), you may receive from us a Statement of Advice (SoA) or a Record of Advice (RoA) and a Product Disclosure Statement (PDS).

Depending on the product type a retail client may receive an SoA when they receive personal advice. The SoA will contain items including:

- **the advice, and the basis on which it was given,**
- **a description of any relevant advice that has not been given,**
- **any information which, acting reasonably, we believe is required that has not been disclosed by you or not disclosed accurately,**
- **how the duty to act in your best interests has been fulfilled,**
- **information about fees, commissions and benefits payable,**
- **any associations which may have influenced the advice.**

Where you maintain the advice relationship with us and we provide further personal advice, an RoA may be provided instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since the last SoA was provided. Retail clients may request an ROA by contacting their wealth specialist.

If you wish to acquire a financial product, you may be provided with a PDS (or terms and conditions). A PDS provides important information about the product, such as its features, benefits, costs and risks, to help you decide whether or not to buy that product. The PDS should be read carefully, and where provided, the SoA and RoA, before deciding whether to utilise the product.

You have the right to request copies of these documents at any time, which will be provided to you free of charge up to seven years after we provided the related advice.

How will I pay for the service, commissions, fees or other benefits received by Citibank?

You pay for the service through the fees and charges paid to Citibank, where for example Citibank provides you with advice or you acquire a Citibank product. You will also pay for the cost of acquiring a product issued by a third party financial product issuer (the issuer).

Citibank is, where permissible, remunerated through the fees charged directly to you and commissions paid by issuers or other service providers in connection with executing transactions on your behalf. If necessary, this commission may be paid at your direction. The nature of the fees and commissions will depend on the type of financial product being acquired, the type and level of service required and the size of your transaction. Some rates may be subject to negotiation prior to transacting any business.

The remuneration (including commissions) and other benefits relevant to the personal financial advice we provide retail clients may be included in the SoA or through other means as soon as practicable after that time.

Clients who do not receive personal financial advice may request particulars of remuneration (including commissions) and other benefits by contacting us within a reasonable time after receiving this FSG and before any financial service set out in this FSG is provided to you.

1. Personal advice fees

If you receive personal advice from Citibank, either on a once-off or ongoing basis, you may be required to pay a fee or fees to Citibank in relation to the service.

2. Acquisition of investment products

Citibank may receive, where permissible, upfront (e.g. establishment, entry, contribution, initial) and ongoing (e.g. administration/service/adviser/account) fees on the amount you invest in the following ranges, depending on the financial product:

- **upfront fees of between 0% - 5% of the initial amount invested,**
- **ongoing fees of between 0% - 2% of the investment balance each year.**

In addition, Citibank may, where permissible, receive rebates from certain product issuers and administration service providers. These amounts may be based on the total funds placed and may be paid out of fees charged by the issuer/administration service provider.

These rebates do not represent a direct additional cost to you.

3. Acquisition of Insurance products

- **upfront commissions of up to 80% (plus GST) of the first year premium,**
- **after the first year, ongoing commissions of up to 20% of the annual premium.**

In addition, Citibank may, where permissible, receive other additional payments from insurers (see 'Insurance Products' below).

How are fees and commissions calculated and deducted?

Fees and commissions are generally based on the nature and scope of the advice we provide to you and/or the amount you invest.

Investment Products

Where the fee or commission is based on the investment by you in a financial product, the fee or commission is, where permissible, generally deducted from your investment amount by the issuer at the time the issuer receives those funds. A portion of the entry/contribution/initial establishment fee charged by the issuer may be paid to Citibank as upfront commission. A portion of the ongoing management fee charged by the issuer may also be paid to Citibank as ongoing commission. Full details of fees and commissions relevant to the financial advice or service we provide you with will be included in the SoA, where one is provided, or through other means as soon as practicable after that time. Full details of any financial product fees will be detailed in the relevant PDS.

Where Citibank provides you with advice, you may be charged for that advice (if any), even if you do not take the steps (if any) recommended by the advice, such as making an investment.

Insurance Products

Citibank has agreements in place to distribute and administer insurance products on behalf of the following insurance providers:

Insurance Providers	Product Brand Used by Insurer
Chubb Insurance Limited Australia	Chubb
AIA Australia Limited	AIA
Allianz Australia Insurance Limited	Allianz
Challenger Life Company Limited	Challenger Life
MetLife Insurance Limited	MetLife
National Mutual Life Association of Australasia Limited	AMP
OnePath Life Limited	OnePath
AAI Limited, Suncorp Life & Superannuation Limited	Suncorp
Westpac Life Insurance Services Limited	BT
Hallmark General Insurance Company Limited Hallmark Life Insurance Company Limited	Hallmark

Under a distribution agreement that Citibank has with Metlife Insurance Limited until 2025, Citibank distributes consumer credit insurance products issued by MetLife Insurance Limited.

As part of or as a result of that agreement, in addition to receiving, where permissible, commissions for the sale of Metlife Insurance Limited insurance products, Citibank may receive set-up costs, marketing and management fees for the administration of these products.

Under a distribution agreement that Citibank has with AIA Australia until 2029, Citibank distributes life insurance products issued by AIA Australia.

As part of or as a result of that agreement (in addition to receiving, where permissible, commissions for the sale of AIA Australia insurance products) Citibank will be paid certain set-up costs, marketing and annual partnership access fees, as well as being eligible for performance bonuses where sales targets are achieved.

Citibank may enter into distribution agreements with other insurers.

If you purchase any Insurance Product, you will be required to pay a premium as described in the PDS.

For the sale of insurance products, Citibank may receive either a commission or a fixed fee which is paid to Citibank and is not a direct additional cost to you as the policy owner. This is detailed in the following table:

Product Category	Insurer	Received by Citibank	Received by Citibank Representatives
Consumer Credit Insurance (CCI)	AIA, MetLife, Suncorp Hallmark	<ul style="list-style-type: none"> • up to 20% of the premium (plus GST) 	<ul style="list-style-type: none"> • Nil
General Insurance Products	Chubb, Allianz	<ul style="list-style-type: none"> • up to 30% of upfront premium and 30% of the premium of the renewed policy (plus GST) 	<ul style="list-style-type: none"> • Nil
Life Insurance Products	AIA, AMP, BT, Challenger	<ul style="list-style-type: none"> • up to 80% (plus GST) of the first year's annual premium and up to 20% (plus GST) of the annual premium after the first year as ongoing commission from issuers 	<ul style="list-style-type: none"> • Citibank representatives may receive from Citibank, where permissible, benefits equalling up to the amount of commission that Citibank receives. This is not a direct additional cost to you

Citibank may, where permissible, receive marketing rebates, sponsorship payments, system and administration rebates, or non-monetary benefits, such as briefings, training and sales materials from financial product issuers with whom insurance policies are placed. Citibank may, where permissible, also receive other additional payments from insurers. These may include, depending on the insurer, fees

and other amounts relating to establishment costs for a new program, or Citi's services in establishing, or providing ongoing servicing, of policies. For example, Citi may receive an amount to establish systems for the operation of a new program, or flat fee per policy to send annual or other notices to you on behalf of the insurer as required. You may request particulars of these benefits by contacting us within a reasonable time after receiving this FSG and before any financial service set out in this FSG is provided to you.

An insurance provider may (in accordance with the terms of its agreement with Citibank) continue to pay commission to Citibank in respect of an insurance product held by you, notwithstanding the relationship between Citibank and you may have ceased.

Citibank may also receive a fee for successfully referring a customer to a Referral Partner. This fee may be up to 20% of the commission received by the Referral Partner.

What commissions, fees or other benefits does your representative or referrer receive?

In addition to being paid an annual salary, your Citibank representative may receive, where permissible, an incentive payment that is paid periodically from a general pool of funds. The incentive payment may be based, where permissible, on a proportion of the revenue arising from recommendations made in a given period.

A Citibank representative may also receive, where permissible, non-monetary benefits and rewards. These may include issuer briefings and training, gift vouchers, promotional products and incentives, air travel and accommodation.

Citibank has a relationship with a number of third parties, including accountants, solicitors, and migration agents, to whom we may, where permissible, pay a referral fee or commission for introducing you to us. The amount of the referral fee or commission may depend on factors including but not limited to the size of your investment and the nature and extent of your use of the relevant product. Where you have received general advice, you may request particulars of the benefits referred to in this FSG by contacting us within a reasonable time after receiving this FSG and before any financial service set out in this FSG is provided to you.

Other information

Associations with other product Issuers

When we provide financial services related to financial products, we may be acting on our own behalf or on behalf of another issuer. This will depend on the product on which we are advising. Generally, we are the issuer of deposit products. However, if we are advising on products such as bonds, personal insurance, structured products, managed funds, etc. we may be acting on behalf of another issuer. We will inform you who the issuer is at the time of advice is provided. This may include products issued by a related entity, Citigroup Global Markets Australia Pty Limited ABN 64 003 114 832 AFSL No. 240992.

How can you give us instructions?

Generally, you may give us instructions by letter or email. However, some issuers require that applications and transactions are performed in a certain manner, for example in writing and signed by you. We will tell you how instructions may be received and in what manner they may be communicated.

Does Citibank send me a statement about my investments?

Typically, the issuer or the custodian of the financial product is responsible for sending you an investment confirmation, distribution notice and/or end of financial year statement.

Citibank offers products of other issuers

Not all products offered by Citibank are issued by Citibank. Citibank often acts on behalf of other issuers, for example, we are a distributor of third-party managed funds, structured products and insurance.

Purposes for which we collect, use and disclose your personal information

We collect, use and disclose your personal information: to assess your application and future applications; to provide and manage your products, accounts and services and to manage your relationship and arrangements with us; so we can comply with applicable laws both in Australia and overseas (for more details about relevant Australian laws please see our Privacy Policy); and for other purposes as listed in our Privacy Policy.

If you do not provide us with the information we ask for or the information provided is incorrect or incomplete, we may not be able to provide or manage the products or services you are seeking.

We usually collect your personal information directly from you. However, sometimes we may need to collect personal information about you from third parties for the purposes described above. The circumstances in which we may need to do this include, for example, where we need information from a third party to assist us to process your application (such as to verify information you have provided or to assess your circumstances) or to assist us to locate or communicate with you.

To help the government fight the funding of terrorism and money laundering activities, the Australian legislation requires all financial institutions to obtain, verify and record information that identifies each person who opens an account. This means that we will ask for your name, address, date of birth and other information that will allow us to identify you when you open an account. We may also ask to see your driver's licence or other identifying documents; and obtain identification information about you or any authorised user you add to your account.

Disclosures of your personal information

We may disclose to, and obtain from, the following organisations personal information about you for the purposes described above (as well as otherwise permitted by the Privacy Act):

- our related companies in Australia and overseas;
- Citibank affiliates and sales agents;
- any signatory to the product for which you are applying;
- any broker, financial, legal or other adviser acting in connection with your product or application;
- regulatory and tax authorities in Australia and overseas;
- if you have applied for a product with rewards or similar benefits, entities and organisations involved in any Citibank rewards program;
- any insurer relating to your product;
- organisations wishing to acquire an interest in any part of Citibank's business for assessing or implementing any such acquisition;
- organisations that carry out functions for us or on our behalf including mailing houses, data processors, researchers and collection agents; and
- other organisations as further set out in our Privacy Policy.

Disclosures to overseas recipients

Some of the recipients to whom we disclose your personal information may be based overseas. (For example, a disclosure to an overseas recipient may be necessary for operational reasons - such as because you have requested an international payment to be made or another product or service that involves an international element - or to comply with foreign legal or regulatory requirements. We may also use service providers based overseas).

It is not practicable to list every country in which such recipients are located but it is likely that such countries will include the United States of America, India, the Philippines and Singapore.

By consenting to us disclosing your personal information to overseas recipients, you agree that Australian Privacy Principle 8.1 shall not apply to the disclosure, meaning that Citi may not be obliged under the Privacy Act 1988 (Privacy Act) to ensure that an overseas recipient does not breach the Australian Privacy Principles and we may not be liable under the Privacy Act if the recipient does not act consistently with the Australian Privacy Principles.

By using Citibank products and services you consent to disclosures to overseas recipients.

Our Privacy Policy (including how to access and correct information and make a complaint)

You can view the Citibank Privacy Policy on our website citibank.com.au/privacy or obtain a copy by calling us on 13 24 84. This policy includes information as to how you can access and/or seek correction of the personal information we hold about you. A charge may apply for providing you with access to your personal information. Our Privacy Policy also contains information as to how you can complain about a breach by us of the Privacy Act and how we will deal with such a complaint.

What should you do if you have a complaint?

Citibank and its representative will endeavour to provide you with quality financial service. We are committed to resolving any complaints you may have and dealing with them as quickly as possible.

If you have a complaint about the service provided to you, please take the following steps:

1. Contact your Citibank representative

In the first instance, please contact the Citibank representative who provided you with the particular service and tell them about your complaint and they will try to resolve this.

2. Contact our Customer Relations Unit

If you have raised your concern with a Citibank representative and the matter has not been resolved to your satisfaction, our Customer Relations Unit can assist.

There are three ways you can lodge your complaint:

- **By email**

Email us at any time through citibank.com.au by selecting 'Contact Us' from the bottom of the homepage. Once you have contacted Citibank, we will begin the process of investigating and resolving your complaint.

- **By telephone**

Call 1300 308 935 (toll free within Australia) or + 61 2 8225 0615 (from overseas) between 9am - 5pm Monday to Friday (AEST).

- **In writing**

Mail your written complaint to:
Citigroup Pty Limited
Customer Relations Unit
GPO Box 204, Sydney NSW 2001

Alternate dispute resolution schemes

If, despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you still have options.

Citibank Customer Advocate

Citibank has appointed an impartial Customer Advocate to assist in reaching fair outcomes during the dispute process and make it easier for customers when things go wrong.

If you are not happy with the outcome of your complaint with our Customer Relations Unit, you can have your complaint reviewed by our Customer Advocate who will provide an independent review. Alternatively, you can contact the Financial Ombudsman Service (FOS).

Citibank Customer Advocate

Email: customeradvocate@citi.com
Post: Citigroup Pty Limited
Attention: Citi Customer Advocate
GPO Box 204, Sydney NSW 2001

Financial Ombudsman Service (FOS)

FOS offers an independent alternative dispute resolution service to customers who have been through the bank's internal complaint process.

How to contact FOS

Post: GPO Box 3, Melbourne VIC 3001

Phone: 1800 367 287*

Fax: 03 9613 6399

Email: info@fos.org.au

Website: www.fos.org.au

*9am - 5pm AEST. Calls will be charged for the cost of a local call from landlines. Calls from mobile phones will be charged at the applicable rate from your carrier

Citibank Branches

You can find helpful, friendly advice, and online access to our full range of banking and investment services at any one of our branches listed below:

NSW

Ground Floor, Citigroup Centre, 2 Park Street, Sydney
(Entrance on George Street)

68 Pitt Street, Sydney

451 Victoria Avenue, Chatswood

VIC

350 Collins Street, Melbourne

QLD

141 Queen Street, Brisbane

WA

Ground Floor, 37 St. Georges Terrace
(Cnr Barrack Street), Perth

Contact us



citibank.com.au/contactus
