



Variation Notice for Transaction and Savings Accounts Terms and Conditions

This variation notice provides full details of the changes, as they apply to you:

- Transaction and Savings Accounts Terms and Conditions.

These changes form part of, and must be read in conjunction with your existing terms and conditions. You can find the current terms and conditions relating to your account at citibank.com.au/importantinformation.

It is important that you read this notice carefully and keep a copy of it for your records.

How to read this notice

1. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.
2. If a section or sub-section is not specifically mentioned in this notice it remains unchanged.
3. If a section or sub-section is specifically mentioned in this notice:
 - a. a change is shown alongside the current wording as "replacement";
 - b. a new section or sub-section is shown as "new";
 - c. a deleted section or sub-section is shown as "deleted".

Changes to your Transaction and Savings Accounts Terms and Conditions effective 5 October 2021

Changes to "PART D Other important things to know"

Section "25. If things don't go to plan"

We have made changes to our complaints handling process in line with updates to the Banking Code of Practice. The timeframe in which we will aim to resolve new complaints has reduced from 45 days to 30 days. Our Customer Advocate is available to promote fair customer outcomes and advise and guide our complaints teams. In line with the Banking Code of Practice, you can contact AFCA if you need an alternative dispute resolution option.

Current	Replacement
<p>We are here to listen and work with you to resolve any problems or issues. We will make every effort to resolve matters through our complaints resolution process and ask that you give us this opportunity.</p> <p>You can expect the following from us during the complaints process:</p> <ul style="list-style-type: none">• we will acknowledge your complaint and make sure we understand your concerns;• we will treat you with respect and do everything we can to fix your concern;	<p>We are here to listen and work with you to resolve any problems or issues. We will make every effort to resolve matters through our complaints resolution process and ask that you give us this opportunity.</p> <p>You can expect the following from us during the complaints process:</p> <ul style="list-style-type: none">• we will acknowledge your complaint and make sure we understand your concerns;• we will treat you with respect and do everything we can to fix your concern;

Current	Replacement
<ul style="list-style-type: none"> • we will give you the name of a contact person who is handling your complaint and a way to contact them; • where possible, we will ensure you only deal with one person throughout the resolution process; • we will keep you up to date and informed of your case; and • we will record all details of your interaction with us. <p>We will endeavour to resolve your complaint as soon as possible, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on the progress of your complaint.</p> <p>Should it take longer than 45 days, we will give you monthly updates on the progress of your complaint and contact you in writing to provide an explanation of the reason for the delay, tell you the date</p>	<ul style="list-style-type: none"> • we will give you the name of a contact person who is handling your complaint and a way to contact them; • where possible, we will ensure you only deal with one person throughout the resolution process; • we will keep you up to date and informed of your case; and • we will record all details of your interaction with us. <p>Once you have contacted the Customer Relations Unit, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. If we are unable to resolve your complaint within 30 days, we will:</p> <ol style="list-style-type: none"> a) tell you the reasons for the delay;

Current	Replacement
<p>by which you can expect to hear the outcome of our investigation and provide you with the contact details for the Australian Financial Complaints Authority (also set out below), unless you have not responded to requests for additional information from us and your non-response is preventing us from dealing with your complaint.</p> <p>To view our full Complaints Resolution Policy, please visit citibank.com.au/complaints-policy.</p>	<ul style="list-style-type: none"> b) tell you the date by which you can reasonably expect to hear the outcome of our investigation; and c) give you monthly updates on the progress; d) tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and e) provide you with contact details for AFCA (also set out below). <p>We also have a Customer Advocate whose role is to promote fair customer outcomes, advise and guide our complaints teams on how best to resolve a complaint and recommend changes to our bank policies, procedures and processes.</p> <p>To view our full Complaints Resolution Policy, please visit citibank.com.au/complaints-policy.</p>





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Changes to your Transaction and Savings Accounts Terms and Conditions effective 22 August 2021

We are introducing a new feature called Citibank Currency Wallet (CCW) which permits eligible customers to open up to nine foreign currency Citi Global Currency Accounts with a Citibank Plus Transaction Account or Cash Investment Account. Accordingly, the following changes are made relating to the description of the accounts, how interest and credit interest applies, how to link your debit card and closing a currency account.

Further, a new section 9A. is added to consolidate all the information on the CCW as it relates to the Citi Global Currency Account, Citibank Plus Transaction Account and Cash Investment Account. This includes exclusions to CCW, how to link your debit card and Citi Smart Wallet, Citi's currency matching service.

Changes to section "Accounts covered by these terms and conditions"

Citi Global Currency Account

Current	Replacement
Citi Global Currency Account is for people and entities who need to frequently transact in local and foreign currencies, and who want a simple way to manage the process and costs of foreign exchange. A debit card can be used to access the account.	Citi Global Currency Account is for people and entities who need to frequently transact in a local or foreign currency, and who want a simple way to manage the process and costs of foreign exchange. A debit card can be used to access the account.

Citibank Plus Transaction Account

Current	Replacement
Citibank Plus Transaction Account is an Australian Dollar everyday account. A debit card can be used to access the account.	Citibank Plus Transaction Account is an everyday account with debit card access. If you have a Citibank Plus Transaction Account you can open a foreign currency Citi Global Currency Account.

Cash Investment Account

Current	Replacement
Cash Investment Account is an account for those looking to earn interest on their money while in-between investments.	Cash Investment Account is a cash hub account for domestic and foreign investors, who are looking to earn interest on their money (AUD) while in between investments. If you have a Cash Investment Account you can open a foreign currency Citi Global Currency Account.

Changes to section "3. Interest"

Subsection "3.1 Credit Interest"

Subsubsection "3.1.1 Accounts this section applies to"

Current	Replacement
<p>This 'Credit Interest' section applies to the Citibank Online Saver, Cash Investment Account and Citi Global Currency Account only. The Citibank Plus Transaction Account does not earn interest. For details regarding the interest which applies to term deposits, please refer to Part C of this document.</p>	<p>This 'Credit Interest' section applies to the Citibank Online Saver, Cash Investment Account and Citi Global Currency Account in Australian dollars only. The Citibank Plus Transaction Account and Citi Global Currency Accounts in a foreign currency do not earn interest. For details regarding the interest which applies to term deposits, please refer to Part C of this document.</p>

Changes to "PART B Product Information - At call accounts"

Section "6. Citi Global Currency Account"

Current	Replacement
<p>When you open a Citi Global Currency Account, you can set up one or more transaction accounts (referred to as currency accounts). You will automatically receive an Australian Dollar currency account and you can set up additional currency accounts in any of the currencies we offer for this product. You cannot have a currency account in a foreign currency without having an Australian Dollar currency account.</p> <p>Each currency account has its own account number, and each balance is held and reported in the currency of that account.</p> <p>To find out more about the account features, benefits and tips please visit citibank.com.au/global-currency.</p>	<p>Citi Global Currency Account is a transaction account with debit card access for people and entities who need to transact in a local or foreign currency.</p> <p>You can set up a Citi Global Currency Account(s) in any of the currencies we offer for this product.</p> <p>You cannot have an account in a foreign currency (referred to as a currency account) without having an Australian dollar Citi Global Currency Account, Citibank Plus Transaction Account or Cash Investment Account.</p> <p>Each account has its own account number and each balance is held and reported in the currency of that account. For details of foreign currency capabilities refer to section 9A.</p> <p>To find out more about the account features, benefits and tips please visit citibank.com.au/global-currency.</p>

Subsection "6.1 Interest"

Current	Replacement
<p>The Citi Global Currency Account has a variable, tiered interest rate. Because it is a variable rate, the variable interest rates and tiers may change.</p> <p>Important: The applicable interest rate may be zero. If it is, you will not earn interest on your account.</p>	<p>The Australian dollar Citi Global Currency Account has a variable, tiered interest rate. Because it is a variable rate, the variable interest rates and tiers may change.</p> <p>Important: The applicable interest rate may be zero. If it is, you will not earn interest on your account.</p> <p>Citi Global Currency Accounts in a foreign currency do not earn interest.</p>

Subsection "6.4 Linking your debit card"

Current	Replacement
<p>The Citi Global Currency Account can come with a debit card which can be linked to any one of your currency accounts so that you can purchase goods and services and withdraw cash in that account currency. You can only link your debit card to one account at a time.</p> <p>You can link your debit card to your currency account, or change the account that your debit card is linked to, by using our digital banking services. To find out more please visit citibank.com.au/debitcard-linkage.</p>	<p>The Citi Global Currency Account can come with a debit card which can be linked to any one of your currency accounts so that you can purchase goods and services and withdraw cash in that account currency. To find out more refer to section 9A.2 or please visit citibank.com.au/debitcard-linkage.</p>

Deleted subsection "6.5 Currency matching service using Citi Smart Wallet"

Our currency matching service, known as Citi Smart Wallet, can be used to minimise the risk of foreign exchange taking place where you have a Citi Global Currency Account. To find out if this service is available to you, please visit citibank.com.au. If the service is available to you, you will need to switch it on using the Citi Mobile App before you will be able to use it. The remainder of this **'Currency matching service using Citi Smart Wallet'** section applies if the service is available and you have switched it on.

If you withdraw cash from an ATM internationally, or make a purchase using your debit card, our currency matching service will identify the transaction currency. If you have a currency account with that same currency account, we will apply the transaction to that account. If we are unable to apply the transaction to that currency account (for example, because you do not have a matching currency account or you do not have enough money in your matching currency account), we will apply the transaction to the currency account linked to your debit card (unless you accept the merchant or ATM operator offer of Dynamic Currency Conversion). If the currency linked to your debit card is in a different currency to the currency of the transaction, we will perform a foreign exchange using the Citi Exchange Rate at the time we process the transaction. Please refer to section 2.8 **'Foreign exchange transactions and rates'** for more information.

If we are unable to apply the transaction to the currency account linked to your debit card (for example, because you do not have enough money in it to allow us to process the transaction), your transaction may be declined.

As subsection **"6.5 Currency matching service using Citi Smart Wallet"** is deleted, the following subsections are renumbered as follows:

- **"6.6 Closing a currency account"** has been re-numbered as **"6.5"**; and
- **"6.7 Statements and communications"** has been re-numbered as **"6.6"**.

Subsection "6.5 Closing a currency account"

Current (subsection 6.6)	Replacement (now subsection 6.5)
<p>You can instruct us to close any of your currency accounts.</p> <p>If you make a request to close a particular foreign currency account, the Australian Dollar currency account and any other currency accounts will remain open.</p> <p>If you instruct us to close the Australian Dollar currency account then we will also close all of the other currency accounts you hold.</p> <p>When a currency account is closed, we will return the balance of the currency account to you (after deducting any applicable debit interest, fees or charges) in Australian Dollars. If we need to perform a foreign exchange (for example, where you close a currency account which is in a foreign currency and we need to convert the balance into Australian Dollars before refunding it to you), we will use the relevant Citi Exchange Rate at the time we process your request to close the account.</p>	<p>You can instruct us to close any of your currency accounts.</p> <p>If your Australian dollar account is closed, for any currency account to remain open you must hold another eligible Australian dollar account (refer to sections 6, 8 and 9 for details of those accounts).</p> <p>If you do not have another eligible Australian dollar account we will close all currency accounts you hold.</p> <p>When a currency account is closed, we will return the balance of the currency account to you (after deducting any applicable debit interest, fees or charges) in Australian dollars. If we need to perform a foreign exchange (for example, where you close a currency account which is in a foreign currency and we need to convert the balance into Australian dollars before refunding it to you), we will use the relevant Citi Exchange Rate at the time we process your request to close the account.</p>

Changes to section “8. Cash Investment Account”

Current	Replacement
<p>The Cash Investment Account is an Australian Dollar transaction account that can be linked to a debit card.</p>	<p>The Cash Investment Account is an interest bearing Australian dollar transaction account with debit card access. When you open a Cash Investment Account, if you are an individual, you also have the option of opening one or more foreign currency Citi Global Currency Accounts (also referred to as currency accounts). For details about Citi Global Currency Accounts refer to section 6.</p> <p>For details of foreign currency capabilities refer to Section 9A.</p>

New subsection “8.2 Linking your debit card”
<p>The Cash Investment Account can come with a debit card which can be linked to any one of your currency accounts so that you can purchase goods and services and withdraw cash in that account currency. To find out more refer to section 9A.2.</p>

Subsection “**8.2 Statements and communications**” has been re-numbered as “**8.3**”.

Changes to section “9. Citibank Plus Transaction Account”

Current	Replacement
<p>The Citibank Plus Transaction Account is an everyday, Australian Dollar transaction account that can be linked to a debit card.</p> <p>Citibank Plus Transaction Accounts do NOT earn interest.</p>	<p>The Citibank Plus Transaction Account is an everyday, Australian dollar transaction account with debit card access. When you open a Citibank Plus Transaction Account you also have the option of opening one or more foreign currency Citi Global Currency Accounts (also referred to as currency accounts). For details about Citi Global Currency Accounts refer to section 6).</p> <p>For details of foreign currency capabilities refer to section 9A.</p> <p>Citibank Plus Transaction Accounts do NOT earn interest.</p>

New subsection “9.1 Linking your debit card”
<p>The Citibank Plus Transaction Account can come with a debit card which can be linked to any one of your currency accounts so that you can purchase goods and services and withdraw cash in that account currency. To find out more refer to section 9A.2.</p>

Subsection **“9.1 Statements and communications”** has been re-numbered as **“9.2”**.

New section “9A. Currency”

New section “9A. Currency”

Citibank Currency Wallet (CCW) is an optional feature available for certain Australian dollar account holders of Citi Global Currency Accounts, Citibank Plus Accounts and Cash Investment Accounts. Where it is available, CCW allows access to open and view currency accounts in a ‘wallet’ within the Citibank Mobile App and enables the Citi Smart Wallet feature.

All currency accounts opened with CCW are Citi Global Currency Accounts and, as such, have the same features and fees and charges as a Citi Global Currency Account. Refer to section 6. Citi Global Currency Account for further details.

9A.1 Exclusions

There are some exclusions that apply for accessing CCW.

Multiple debit cards

You will not be eligible to open currency accounts and to make use of CCW if you hold more than one debit card.

Relationship types

CCW is available only if you are an individual.

9A.2 Linking your debit card

Currency accounts can be linked to your debit card so that you can purchase goods and services and withdraw cash. Purchases and cash can be withdrawn directly from a currency account you hold provided the account is active and there is sufficient balance in the account. Account linkages to the debit card can be manually managed through the Citi Mobile App, or if Citibank Smart Wallet is enabled, account selection is automated based on the transaction currency.

If Citibank Smart Wallet is not enabled, or if you choose to manually link your currency accounts to your debit card, you will need to ensure the debit card is linked to the currency account that is intended to be debited for purchases and cash withdrawals.

To find out more about Citi Smart Wallet refer to section 9A.3.

New section “9A. Currency”

9A.3 Citi Smart Wallet

Our currency matching service, known as Citi Smart Wallet, can be used to minimise the risk of foreign exchange taking place where you hold currency accounts. To find out if this service is available to you, please visit citibank.com.au. If you are eligible for the service the capability will be automatically enabled when you open your first currency account.

With Citi Smart Wallet if you withdraw cash from an ATM, or make a purchase using your debit card, our currency matching service will identify the transaction currency. If you have a currency account with that same currency account, we will apply the transaction to that account. If we are unable to apply the transaction to that currency account (for example, because you do not have a matching currency account, your currency account is inactive, or you do not have enough money in your matching currency account), we will apply the transaction to the currency account linked to your debit card. If the currency account linked to your debit card is in a different currency account to the currency of the transaction, we will perform a foreign exchange using the Citi Exchange Rate at the time of the transaction. Please refer to section **2.8 ‘Foreign exchange transactions and rates’** for more information.

If we are unable to apply the transaction to the currency account linked to your debit card (for example, because you do not have enough money in it to allow us to process the transaction), your transaction may be declined.

9A.4 Closing a currency account

Refer to section **6.5. Closing a currency account**.

Other changes to the Transaction and Savings Accounts Terms and Conditions effective 22 August 2021

Changes to section “What the words mean”

We have updated the definitions of “debit card” to include a digital equivalent of a debit card,

contactless device or other device authorised by us; added a new definition for electronic communications; and updated the definition of “Linked Account” to ensure all account types are included in the definition.

“debit card”

Current	Replacement
Any debit card (including a virtual card) authorised by us for use on your account, which may include a Citigold Debit Card, a Citi Priority Debit Card or a Citibank Debit Card.	Any debit card, including a virtual card or other digital equivalent of a debit card, contactless device or other device authorised by us for use on your account, which may include a Citigold Debit Card, a Citibank Priority Debit Card or a Citibank Debit Card.

“electronic communications”

New definition “electronic communications”
electronic communications Refers to statements, disclosure documents, letters and any other forms of notices sent electronically, relating to your account.

“Linked Account”

Current	Replacement
Is the bank account (which need not be an account held with us) you link to your Citibank Online Saver. The Linked Account must be in your name and you must be permitted to operate the Linked Account.	Is the bank account (which need not be an account held with us) you link to your Citibank Online Saver. The Linked Account must be in the name(s) of each account holder and you must be permitted to operate the Linked Account.

Changes to “PART A Your account and how it operates”

Section “2. Using your accounts”

Subsection “2.2 Cheques”

We have updated the information on cheques including that cheque access on a Citibank Plus Transaction Account and Cash Investment Account is only available in Australian dollars, how to deposit a cheque by mail and requesting special clearance of a cheque. Accordingly, the following changes are made to the terms and conditions:

Subsection “2.2.1 Cheque access”

Current	Replacement
Cheque access is only available on the Citibank Plus Transaction Account and the Cash Investment Account. You can request a cheque book online at citibank.com.au or by calling the Citiphone Customer Service team.	Cheque access is only available on the Citibank Plus Transaction Account and the Cash Investment Account and only in Australian dollars. You can request a cheque book online at citibank.com.au or by calling the Citiphone Customer Service team.

Subsection "2.2.2 Depositing cheques"

Current	Replacement
<p>You can make cheque deposits into your account by mailing the cheque to us. Cheques sent by mail must be in the name of the account holder or Citigroup Pty Limited followed by your account number. We do not accept cheques made out to cash. To send your cheque by mail, simply post it together with a deposit slip to:</p> <p>Citigroup Pty Limited GPO Box 40, Sydney NSW 2001</p> <p>For more information on depositing cheques, please visit citibank.com.au.</p>	<p>You can make cheque deposits into your account by mailing the cheque to us. Cheques sent by mail must be in the name of the account holder or Citigroup Pty Limited followed by your account number. We do not accept cheques made out to cash. To send your cheque by mail, simply post it together with either a deposit slip or letter advising the account details to deposit the cheque to:</p> <p>Citigroup Pty Limited GPO Box 40, Sydney NSW 2001</p> <p>For more information on depositing cheques, please visit citibank.com.au.</p>

Subsection "2.2.5 Clearing a cheque and special clearance"

Current	Replacement
<p>You will generally be able to draw on funds deposited by cheque after 3 business days. In some instances this can take up to 7 business days from the day of deposit. It will take longer for you to be able to draw on funds deposited by a cheque in a foreign currency.</p> <p>You may request a valid cheque to be cleared in less than the usual time by requesting a special clearance. You need to contact us by calling the Citiphone Customer Service team to make this request before you deposit your cheque. For more information, please visit citibank.com.au/deposits-transfers.</p>	<p>You will generally be able to draw on funds deposited by cheque after 3 business days. In some instances this can take up to 7 business days from the day of deposit. It will take longer for you to be able to draw on funds deposited by a cheque in a foreign currency.</p> <p>In some cases, you may request a valid cheque to be cleared in less than the usual time by requesting a special clearance. To find out if a special clearance is available or to make a request, you need to contact us by calling the Citiphone Customer Service team before you deposit your cheque. For more information, please visit citibank.com.au/deposits-transfers.</p>

Changes to "PART D Other important things to know"

Changes to section "14. Suspending or closing accounts"

We have updated this section to make clear when we may suspend or close your account without notice, such as to manage our legal, credit or reputational risk or to prevent losses, any fraudulent or other unlawful activity, or if your account has been compromised or there are other security reasons. In all cases where we suspend or close an account, we will act fairly and reasonably towards you.

We have also clarified that if the balance of an account to be refunded is in a foreign currency, the amount will be converted to Australian dollars using the Citi Exchange rate before being returned to you. Accordingly, the following amendments are made to the terms and conditions:

Subsection “14.2 When we can suspend or close your account without notice”

Current	Replacement
<p>We may suspend or close an account (including term deposits prior to the maturity date) without notice where we reasonably believe or suspect any of the following:</p> <ul style="list-style-type: none"> • circumstances beyond our control mean that we could not meet our obligations under these terms and conditions; • an account does not comply with any present or future law, rule, regulation, judgment order or directive of any government; • the account is being operated contrary to these terms and conditions; • any fraudulent or other unlawful activity in relation to an account; 	<p>In some circumstances, we may suspend or close an account (including term deposits prior to the maturity date) without notice where we, acting fairly and reasonably towards you, reasonably believe or suspect any of the following:</p> <ul style="list-style-type: none"> • circumstances beyond our control mean that we could not meet our obligations under these terms and conditions; • we should do so to ensure we comply with any law, rule, regulation, judgment order or directive of any government; • your account has been compromised or there are other security reasons for doing so; • any fraudulent or other unlawful activity in relation to an account; or

Current	Replacement
<ul style="list-style-type: none"> • to leave an account open will cause us reputational damage; or • there may be an adverse impact on you or us if we do not do so. We may also suspend or close an account (excluding term deposits prior to the maturity date) where any of the following occur: <ul style="list-style-type: none"> • the account has been overdrawn for 60 days or more; • we cannot locate you after having made reasonable attempts to do so; • we stop offering the currency of an account; • you have opened a new account and you have not made a deposit within 90 days; • there are multiple cheque dishonours on your account (this is at our discretion); or 	<ul style="list-style-type: none"> • it is otherwise reasonably necessary or appropriate to manage our legal, credit or reputational risk or to prevent losses. For example, that may occur where the account is being operated contrary to these terms and conditions, the account has been overdrawn for 60 days or more or we cannot locate you after having made reasonable attempts to do so (excluding term deposits prior to the maturity date). <p>We may also suspend or close an account (excluding term deposits prior to the maturity date) where any of the following occur:</p> <ul style="list-style-type: none"> • we stop offering the currency of an account; • you have opened a new account and no deposits have been made to it within 90 days of opening; or • you have withdrawn your consent to receive electronic communications for an e-only account.

Current	Replacement
<ul style="list-style-type: none"> • you have withdrawn your consent to receive electronic communications for an e-only account. <p>If appropriate, we will give you reasonable notice of the suspension or closure of your account in these circumstances.</p> <p>If we suspend your account, we can refuse transactions on the account.</p>	<p>If appropriate, we will give you reasonable notice of the suspension or closure of your account in these circumstances.</p> <p>If we suspend your account, we can refuse transactions on the account. In all cases where we suspend or close an account, we will act fairly and reasonably towards you.</p>

Subsection "14.5 Refunding the balance of a closed account"

Current	Replacement
<p>If your account is closed by you or us, any credit balance of less than \$5 Australian Dollars or foreign currency equivalent (the balance determined by including accrued interest not yet credited) at the date of closure, will not be returned to you. This does not apply to the Citibank Plus Transaction Account or the Citibank Online Saver.</p>	<p>If your account is closed by you or us, any credit balance of less than \$5 Australian dollars or foreign currency equivalent (the balance determined by including accrued interest not yet credited) at the date of closure, will not be returned to you.</p> <p>This does not apply to the Citibank Plus Transaction Account or the Citibank Online Saver.</p>

Current	Replacement
<p>Otherwise, we will return the balance to you (unless it is unclaimed money - see section 16).</p> <p>It is important that you keep the contact details that you have provided to us (including your email address) up to date so that we can send you statements and other notices and, if we close your account, we can refund you the balance of that account.</p>	<p>Otherwise, we will return the balance to you (unless the law prevents us from doing so or it is unclaimed money - see section 16). If the balance is in a foreign currency the amount will be converted to Australian dollars using the Citi Exchange rate before being returned to you.</p> <p>It is important that you keep the contact details that you have provided to us (including your email address) up to date so that we can send you statements and other notices and, if we close your account, we can refund you the balance of that account.</p>

Changes to section “16. Unclaimed monies”

We have made clearer how unclaimed monies applies to your account(s).

Current	Replacement
<p>If the balance of your account becomes unclaimed monies at law, we will close your account and transfer the balance to the Australian Commonwealth Government as unclaimed monies as required by law or otherwise deal with the balance as required by law.</p> <p>We will usually notify you before we close your account, but there may be circumstances where we are not able to (such as where our record of your contact details are not up to date).</p> <p>The balance of an account typically becomes unclaimed money at law where:</p> <ul style="list-style-type: none">• it is an Australian Dollar account;• the balance of the account is equal to or greater than \$500 Australian dollars; and	<p>If the balance of your account becomes unclaimed monies at law, we will close your account and transfer the balance to the Australian Commonwealth Government as unclaimed monies as required by law or otherwise deal with the balance as required by law. We will usually notify you before we close your account, but there may be circumstances where we are not able to (such as where our record of your contact details are not up to date).</p> <p>The balance of an account typically becomes unclaimed money at law where:</p> <ul style="list-style-type: none">• it is an Australian dollar account;• the balance of the account is equal to or greater than \$500 Australian dollars; and

Current	Replacement
<ul style="list-style-type: none"> • you have not transacted on the account (in the case of a Global Currency Account, if you haven't transacted on either the Australian dollar account or any of your linked currency accounts) for a period of not less than 7 years. 	<ul style="list-style-type: none"> • you have not transacted on the account for a period of not less than 7 years.

Changes to section "17. Amounts of any refunds or reversals"

This section is updated to clarify that if funds are returned or reversed, the final amount received may differ from the original amount including due to currency rate fluctuations if funds are converted from a different currency.

Current	Replacement
<p>Where a purchase or other transaction amount is refunded, the final amount of the refund, including any fees and charges, may differ from the original amount of the purchase or other transaction.</p>	<p>Where a purchase or other transaction amount is refunded, the final amount of the refund, including any fees and charges, may differ from the original amount of the purchase or other transaction.</p> <p>This may also include currency rate fluctuations if funds are converted from a different currency.</p>

Current	Replacement
<p>This may occur, for example, where the transaction currency is different to the account currency. For example, where a debit card is now linked to a different currency account or the original currency account that the purchase or other transaction was processed to has been closed.</p>	<p>This may occur, for example, where the transaction currency is different to the account currency. For example, where a debit card is now linked to a different currency account or the original currency account that the purchase or other transaction was processed to has been closed.</p>

Changes to section “18. Combining accounts and set-off”

Subsection “18.1 When your account is overdrawn”

The section is updated to explain that if your account is overdrawn, we may without prior notice combine your accounts.

Current	Replacement
<p>If you overdraw your account, we may automatically combine your accounts. This means we can transfer funds from another account that is held with us in your name to pay the overdrawn amount.</p> <p>If we use the balance of a currency account to reduce the amount you owe us in a different currency, we will perform a foreign exchange at the Citi Exchange Rate.</p>	<p>If you overdraw your account, we may without prior notice combine your accounts. This means we can transfer funds from another account that is held with us in your name to pay the overdrawn amount.</p> <p>If we use the balance of a currency account to reduce the amount you owe us in a different currency, we will perform a foreign exchange at the Citi Exchange Rate.</p>

Changes to section “19. Changes to these terms and conditions”

We have updated the text above the call-out box in section 19. to include that we may, in accordance with any applicable legislation and industry codes, make other changes to the document without your consent in the circumstances as specified in the section.

Current	Replacement
<p>We may change any of the following without your consent:</p> <ul style="list-style-type: none"> • the interest rate; • the method of calculating or charging interest; or • the amount, frequency, time for payment of any, or impose a new, fee or charge; or • impose or change any applicable limits. <p>We may make other changes to the document without your consent in the following circumstances:</p> <ul style="list-style-type: none"> • to comply with any change (including a changing interpretation of) or anticipated change in any relevant law, code of practice, guidance or general industry practice; • to reflect any decision of a court or decision or guidance of an external dispute resolution scheme or regulator; 	<p>We may change any of the following without your consent:</p> <ul style="list-style-type: none"> • the interest rate; • the method of calculating or charging interest; or • the amount, frequency, time for payment of any, or impose a new, fee or charge; or • impose or change any applicable limits. <p>We may, in accordance with any applicable legislation and industry codes, make other changes to the document without your consent in the following circumstances:</p> <ul style="list-style-type: none"> • to comply with any change (including a changing interpretation of) or anticipated change in any relevant law, code of practice, guidance or general industry practice; • to reflect any decision of a court or decision or guidance of an external dispute resolution scheme or regulator;

Current	Replacement
<ul style="list-style-type: none"> • to comply with any applicable prudential standards or liquidity requirements; • to reflect a change in our systems or procedures, including for security reasons; • as a result of changed circumstances (including by adding benefits or new or changed features); • to respond proportionately to changes in the cost of funds; or • to make them clearer. 	<ul style="list-style-type: none"> • to comply with any applicable prudential standards or liquidity requirements; • to reflect a change in our systems or procedures, including for security reasons; • as a result of changed circumstances (including by adding benefits or new or changed features); • to respond proportionately to changes in the cost of funds; or • to make them clearer.

Changes to section “22. Banking Code of Practice”

Due to a change in the Banking Code of Practice, we have amended the subsection to explain that there are exceptions as to when the Banking Code of Practice applies and more information can be found at the Australian Banking Association website ausbanking.org.au.

Current	Replacement
<p>Under the Banking Code of Practice, a customer is treated as a business if they apply for, or receive, a banking service for a purpose that is wholly or predominantly a trading or commercial purpose, and where the National Credit Code does not apply.</p>	<p>Under the Banking Code of Practice, a customer is treated as a business if they apply for, or receive, a banking service for a purpose that is wholly or predominantly a trading or commercial purpose, and where the National Credit Code does not apply.</p>

Current	Replacement
<p>The relevant provisions of the Banking Code of Practice apply to banking products and services (including those the subject of these terms and conditions) we provide to you where you are an individual who is not treated as a business under the Banking Code of Practice or you are a small business as defined in that Code. To find out more, please refer to the Australian Banking Association website at ausbanking.org.au.</p> <p>However, the Banking Code of Practice does not apply if you are a wholesale client under Chapter 7 of the Corporations Act 2001. Please visit citibank.com.au for further details.</p> <p>You can find a copy of the Banking Code of Practice as adopted by us from time to time via our digital banking services at citibank.com.au. Alternatively, if you would like a hard copy, you can contact us we will send you a copy of the Code.</p>	<p>The relevant provisions of the Banking Code of Practice apply to banking products and services (including those the subject of these terms and conditions) we provide to you where you are an individual who is not treated as a business under the Banking Code of Practice or you are a small business as defined in that Code, subject to some exceptions specified in the Code. To find out more, please refer to the Australian Banking Association website at ausbanking.org.au.</p> <p>You can find a copy of the Banking Code of Practice as adopted by us from time to time via our digital banking services at citibank.com.au. Alternatively, if you would like a hard copy, you can contact us we will send you a copy of the Code.</p>

Changes to your Transaction and Savings Accounts Terms and Conditions effective 5 October 2021

Changes to “PART D Other important things to know”

Section “25. If things don’t go to plan”

We have made change to our complaints handling process in line with updates to the Banking Code of Practice. The timeframe in which we will aim to resolve new complaints has reduced from 45 days to 30 days. Our Customer Advocate is available to promote fair customer outcomes and advise and guide our complaints teams. In line with the Banking Code of Practice, you can contact AFCA if you need an alternative dispute resolution option.

Current	Replacement
<p>We are here to listen and work with you to resolve any problems or issues. We will make every effort to resolve matters through our complaints resolution process and ask that you give us this opportunity. You can expect the following from us during the complaints process:</p> <ul style="list-style-type: none"> • we will acknowledge your complaint and make sure we understand your concerns; • we will treat you with respect and do everything we can to fix your concern; • we will give you the name of a contact person who is handling your complaint and a way to contact them; 	<p>Once you have contacted the Customer Relations Unit, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. If we are unable to resolve your complaint within 30 days, we will:</p> <ol style="list-style-type: none"> a) tell you the reasons for the delay;

Current	Replacement
<ul style="list-style-type: none"> • where possible, we will ensure you only deal with one person throughout the resolution process; • we will keep you up to date and informed of your case; and • we will record all details of your interaction with us. <p>We will endeavour to resolve your complaint as soon as possible, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on the progress of your complaint.</p>	<ul style="list-style-type: none"> b) tell you the date by which you can reasonably expect to hear the outcome of our investigation; and c) give you monthly updates on the progress; d) tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and e) provide you with contact details for AFCA (also set out below). <p>We also have a Customer Advocate whose role is to promote fair customer outcomes, advise and guide our complaints teams on how best to resolve a complaint and recommend changes to our bank policies, procedures and processes.</p> <p>To view our full Complaints Resolution Policy, please visit citibank.com.au/complaints-policy.</p>

Current	Replacement
<p>Should it take longer than 45 days, we will we will give you monthly updates on the progress of your complaint and contact you in writing to provide an explanation of the reason for the delay, tell you the date by which you can expect to hear the outcome of our investigation and provide you with the contact details for the Australian Financial Complaints Authority (also set out below), unless you have not responded to requests for additional information from us and your non-response is preventing us from dealing with your complaint. To view our full Complaints Resolution Policy, please visit citibank.com.au/complaints-policy.</p>	

Subsection “25.3 Contact our customer advocate”

This section is deleted as information about Citi’s Customer Advocate is included in section **“25. If things don’t go to plan”**.

Deleted subsection “25.3 Contact our customer advocate”

We encourage you to speak to our customer advocate. Their role is to make sure customer complaints have been reviewed thoroughly - and impartially investigated.

Email: customeradvocate@citi.com

Write: Citi Customer Advocate
GPO Box 204, Sydney NSW 2000

Subsection **“25.4 Australian Financial Complaints Authority (AFCA)”** is to be renumbered **“25.3”**.

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Transaction and Savings Accounts Terms and Conditions.

Effective 1 November 2019

Issued by Citigroup Pty Limited
ABN 88 004 325 080
AFSL No. 238098



citi®

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Information and disclosures

About Citi

Citigroup Pty Limited ABN 88 004 325 080 (**Citi**) is part of Citigroup Inc., one of the world's largest and best known global financial service companies, operating in over 100 countries. Citi holds Australian financial services licence 238098, which authorises it to offer these accounts to you.

The accounts which are the subject of this document are held in Australia with Citi. No other member of Citigroup is in any way liable for an account.

Your account terms and conditions

This document and the Citi Transaction and Savings Accounts Schedule of Fees and Charges sets out the terms and conditions of your account. You should read them carefully. When you open or use an account, you agree to those terms and conditions. This document is split into:

Part A - which contains general terms and conditions for your account and how it operates;

Part B - which contains specific product terms and conditions for our at call accounts;

Part C - which contains specific product terms and conditions for our term deposits; and

Part D - which sets out other important terms and conditions that apply to your accounts.

The Non-Cash Payment Facilities Terms and Conditions apply to different methods that may be used to access your account. You should read those terms and conditions together with the account terms and conditions.

The information in this document is subject to change. See section 19 '**Changes to these terms and conditions**' of this document for further information about when we can make changes and how we will notify you.

Some words have a particular meaning when used in this document. Please refer to the '**What the words mean**' section in this document. If you are reading this document online, words underlined in blue are clickable links to other sections within this document or to other relevant documents on our website.

Accounts covered by these terms and conditions

Citi Global Currency Account	Citi Global Currency Account is for people and entities who need to frequently transact in local and foreign currencies, and who want a simple way to manage the process and costs of foreign exchange. A debit card can be used to access the account.
Citibank Plus Transaction Account	Citibank Plus Transaction Account is an Australian Dollar everyday account. A debit card can be used to access the account.
Cash Investment Account	Cash Investment Account is an account for those looking to earn interest on their money while in-between investments.

Citibank Online Saver	Citibank Online Saver is an Australian Dollar savings account that makes saving simple. It has been designed to help you achieve your savings goals.
Citibank Term Deposit	Secure an interest rate that will not change for the whole of an agreed fixed term (although your return will reduce if you withdraw early).

Other important documents and information

Citi Transaction and Savings Accounts Schedule of Fees and Charges	Details the fees and charges applying to the accounts covered by these terms and conditions. It can be found under the 'Important Information' section on our website citibank.com.au
Non-Cash Payment Facilities Terms and Conditions	Sets out the terms and conditions which apply to the different methods that may be used to access your account. This includes ATM and point-of-sale (POS) transactions, digital banking services and Citiphone Banking. It can be found under the 'Important Information' section on our website citibank.com.au .
Citi Privacy Policy	Citi's current privacy policy can be found at citibank.com.au/privacy-policy .
Interest Rates	Details of the current interest rates can be found under the 'Important Information' section on our website citibank.com.au .
Citi Exchange Rates	Details of the live Citi Exchange Rates are available through our website. Visit citibank.com.au and sign on to Citibank Online. Click the 'FX Rate' option on the right hand side to view the latest Citi Exchange Rates.
Deposit application forms	Open an account by completing an application form. Visit citibank.com.au .

You can also get further information about your account and how it operates (such as how to deposit, transfer and withdraw money and how to minimise the fees and charges which may be payable) by visiting the Help and Support section at citibank.com.au.

General advice

Any advice in this document is general advice. It does not take into consideration your objectives or financial situation. In fact, nothing in this document is intended as a recommendation about opening and using an account with us. You should seek your own independent financial and taxation advice before making a decision whether to open an account with us. This document is not an offer or invitation in any place in which, or to any person and entity to whom, it would not be lawful to make that offer or invitation.

Contact us

We want to make it easy for you to do business with us. If you would like more information or if you would like to ask any questions, you can contact us in the following ways:

Email us: citibank.com.au/email-us

Call Citiphone 13 24 84 (24 hours) (local calls)

Customer Service: +61 2 8225 0615 (24 hours)
(overseas calls)

Write to us: GPO Box 40, Sydney NSW 2001

Product summary

Feature	Citi Global Currency Account	Cash Investment Account	Citibank Plus Transaction Account	Citibank Online Saver	Citibank Term Deposit (AUD only)
Maximum term	At Call	At Call	At Call	At Call	Up to 60 months
Free withdrawals per month (in Australia)	Unlimited	Unlimited	Unlimited	Unlimited (to the Linked Account only)	N/A
Minimum opening balance	\$0	\$0	\$0	\$0	\$10,000
Minimum ongoing balances	\$0	\$0	\$0	\$0	N/A
Monthly account keeping fee	\$0	\$0	\$0	\$0	\$0
Access (access methods may change where more than one person is required to operate the account)					
ATM (here and overseas)	✓	✓	✓	✗	✗
Debit card	✓	✓	✓	✗	✗
Deposit book	✗	✓	✓	✗	✗
Cheque book (upon request only)	✗	✓	✓	✗	✗
Citibank Online	✓	✓	✓	✓	✓
Citi Mobile App	✓	✓	✓	✓	✓

Feature	Citi Global Currency Account	Cash Investment Account	Citibank Plus Transaction Account	Citibank Online Saver	Citibank Term Deposit (AUD only)
Citiphone Banking	✓	✓	✓	✓	✓
Pay bills using BPAY®	✓(AUD account only)	✓	✓	✗	✗
Interest					
When is interest credited	Monthly	Monthly	Nil interest paid	Monthly	Monthly, Annually or At Maturity

What the words mean

In these terms and conditions, the words below have the following meanings.

Term	Meaning
account	A Citi Global Currency Account, Citibank Plus Transaction Account, Cash Investment Account, Citibank Online Saver or a Citibank Term Deposit (31 day notice).
account holder	Each person or entity in whose name the account is held.
authorised signatory	Any person who is authorised by you, or in the case of a company, a director of the company, to operate your account or who is otherwise permitted to operate your account (other than an account holder).
available balance	The total balance in your account shown as the amount which is 'Available Now' in our digital banking services. It excludes any unsettled transactions (for example, cheques deposited that have not yet been cleared or debit card transactions pending authorisation).
balance	The amount of money in your account, based on the deposits, withdrawals, fees, charges and interest we've credited or debited to your account at a particular point in time and which may include unsettled transactions. This is shown as 'On Deposit' in our digital banking services.
Banking Code of Practice	The 'Banking Code of Practice', or any superseding publication published by the Australian Banking Association Inc. and as adopted by us from time to time.

Term	Meaning
business day	Unless otherwise indicated in these terms and conditions, a business day is a day on which banks are open for business in Sydney, but does not include a Saturday, Sunday or a public holiday.
card scheme or network	A card scheme is a network for authorising and settling a transaction you have made. For example, Mastercard® or Visa.
Citibank Online	The online banking service provided by us registered in your name that permits you to access certain banking services via the internet.
Citigroup	Citigroup Inc., a bank holding company in the United States of America together with any of its subsidiaries, affiliates or associated companies.
daily closing balance	The balance of the account at the end of the day.
debit card	Any debit card (including a virtual card) authorised by us for use on your account, which may include a Citigold Debit Card, a Citi Priority Debit Card or a Citibank Debit Card.
device	A physical device used with electronic equipment to access your account, for example a debit card, token, watch or biometric reader.
digital banking services	Digital banking services provided by us which allow you to access your account via the internet or our mobile application. This includes the Citi Mobile App and Citibank Online.
e-only account	Has the meaning given to it in section 5 of these terms and conditions.
electronic equipment	Includes electronic terminals (such as ATM and Point of Sale terminals), personal computer, television and telephone that are approved by us and through which transactions may be effected.
foreign currency	Any currency other than Australian dollars.
grace period	Has the meaning given to it in section 11 of these terms and conditions.
identifier	Information about the account or debit card that must be provided to perform a transaction and is known to you or an authorised signatory but need not be kept secret, for example an account number or debit card number.
instruction	An instruction given to us by you or a person permitted by you to do something on the account.
Linked Account	Is the bank account (which need not be an account held with us) you link to your Citibank Online Saver. The Linked Account must be in your name and you must be permitted to operate the Linked Account.

Term	Meaning
maturity date	The last day of the term that applies to a term deposit.
person	An individual.
PIN	The personal identification number we allocate to a debit card or selected by you for use with a debit card.
security code	A password or code that may be required to authenticate a transaction made by you or an authorised signatory, or authenticate you or an authorised signatory, and which is to be kept secret. A security code may consist of numbers, letters, a combination of both, or a phrase or other credential but does not include a number printed on a device (e.g. a security number printed on a debit card). Examples of security codes include a PIN in respect of a debit card, TPIN, internet banking password, code generated by a security token, or any other password or information used to access the account or our digital banking services or Citiphone Banking and which is known to you or an authorised signatory and which we require you or the authorised signatory to keep secret. It does not include an Identifier.
term deposit	A Citibank Term Deposit that is denominated in Australian Dollars.
TPIN	The code in the form of a telephone personal identification number allocated by us or set up by you or an authorised signatory, or as changed by you or an authorised signatory, that may be required to access your account by telephone.
we, our, us	Citigroup Pty Limited, ABN 88 004 325 080 AFSL 238098, of 2 Park Street, Sydney NSW 2000.
you, your	Each account holder. Where there is more than one account holder, it refers to each account holder separately and all account holders jointly.

Unless otherwise required by the context:

- a singular word includes the plural and vice versa;
- if a word or phrase is given a defined meaning, any other grammatical form of that word or phrase has a corresponding meaning;
- a reference to this contract or other document includes the contract or other document as varied or amended;
- a reference to a person or entity includes their successors or assigns; and
- the words 'includes' or 'including' or 'such as' do not limit the meaning of the word to which it relates.

PART A Your account and how it operates

This Part A contains general terms and conditions about your account and how it operates. For additional specific product terms and conditions, please refer to Part B, which relates to our at call accounts and Part C which relates to our term deposit accounts.

1. Opening an account

1.1 Things you need to know before applying

To open an account, you and any additional signatory must:

- be an Australian resident and/or be available to be identified in Australia when opening the account;
- be 18 years of age or older;
- be identified. In order to be identified you need to supply adequate information and pass our verification process. Depending on the account, this may include providing photo identification and other forms of identification with your application; and
- have a valid email address.

Some of our accounts have restrictions regarding who can apply, or how the account can be used. For example, not all accounts are open to business customers. To check if you are eligible to open an account please visit citibank.com.au.

1.1.1 Account eligibility

Some accounts are not open to all applicants. Citibank will accept an application based on the eligibility as outlined below.

Account Type	Eligibility					
	Personal	Business	Partnerships	Trusts	DIY Super Fund	Company
Citi Global Currency Account	✓	✓	✓	✓	✓	✓
Citibank Online Saver	✓	✗	✗	✗	✗	✗
Citibank Plus Transaction Account	✓	✗	✗	✗	✗	✗
Cash Investment Account	✓	✓	✓	✓	✓	✓
Citibank Term Deposit	✓	✓	✓	✓	✓	✓

Except for the Citi Global Currency Account and the Cash Investment Account, only an individual (or more than one individual jointly) can open an at call account and it must be used for personal purposes.

This means an at call account is not available to corporations, trusts, statutory bodies, institutions, entities and persons for business purposes unless the account is Citi Global Currency Account or a Cash Investment Account.

1.2 Opening an account

To open an account, you must complete an application form. We will assess your application and let you know whether or not we have accepted it. There may be reasons why we are unable to accept an application and we may not be able to tell you.

1.3 Customer types

1.3.1 Individuals

Except for the Citi Global Currency Account and the Cash Investment Account, where an account is in the name of an individual, the account must only be used for personal banking.

If you have a Citi Global Currency Account or a Cash Investment Account and when you applied for the account you told us that the account may be used for the purpose of running a business, the account must only be used for that purpose.

1.3.2 Joint accounts and partnerships

Where an account is in the name of more than one account holder, these terms and conditions apply to each account holder (together and individually). Additionally, each account holder will be jointly and severally liable for the payment of all debts incurred in relation to the account by any account holder or person permitted to operate the account.

Where there is more than one account holder:

- each account holder is automatically permitted to operate the account (for example, for a joint account any one of the account holders can give us instructions on how funds may be withdrawn from the account); and
- only one account holder is required to authorise transactions.

Where there is more than one account holder and one account holder passes away, the account will remain open and the account balance in the joint account will be owing to the surviving account holders. You may need to give us additional documents that we reasonably request, such as a death certificate, in order to change the account into the surviving account holder's name.

Where the account is in the name of a partnership, these terms and conditions apply to each of the partners. This applies even where there is a dissolution of the partnership or any change in the partnership agreement.

1.3.3 Companies, associations, trusts and self-managed superannuation funds

Where the account is held in the name of a company, association, trust or self-managed superannuation fund, these terms and conditions continue to bind those entities even if there are changes in relation to the documentation that governs that entity, including any changes to beneficiaries.

If the account is held in the name of a company, each director of that company is automatically permitted to operate the account.

If you hold the account on trust (including for a self-managed superannuation fund), these terms and conditions apply to you both personally and in your capacity as trustee.

Where there is more than one trustee:

- each trustee is automatically permitted to operate the account; and
- only one trustee is required to authorise transactions.

1.4 Operating the account

1.4.1 Method of operation

Account holders can change the method of operating an account by contacting us at any time in accordance with this section. It may take time for us to process the change to operate the account and it will only take effect once it is processed by us.

Joint Accounts

Any joint account holder can change the instructions to operate the account so that all of the joint account holders need to authorise transactions, by asking us to do so in writing.

Where you have instructed us that more than one joint account holder is required to authorise transactions, all instructions will need to be provided to us in writing and signed by each required account holder.

Companies

Where the account is held by a company, any change to the way a director can operate the account can be made by giving us a completed 'Authority to Operate' form, which will need to be signed by all directors.

Where you have instructed us that more than one director is required to authorise transactions, all instructions will need to be provided to us in writing and signed by each director.

Trustees

A trustee can change the instructions on the account so that some or all of the trustees need to authorise transactions by giving us a completed 'Authority to Operate' form, which will need to be signed by all required trustees.

If your account requires two or more people to authorise an instruction, debit cards may not be used on the account and you may not use our digital banking services or Citiphone Banking to access the account.

1.4.2 Authority to Operate

Account holders can also authorise other persons (that is, someone other than an account holder) to operate that account, also known as authorised signatories.

A director may also authorise other persons to operate the account (authorised signatories) when they complete the application form.

We do not have to agree to authorising any person but if we do, the authority will remain in place until it is revoked or replaced.

If there is more than one authorised signatory on an account, any one of those persons can authorise transactions. If you have instructed us that more than one authorised signatory is required to authorise transactions, we will only accept an instruction to conduct a transaction once the required number of authorised signatories have authorised that transaction.

If another person becomes an authorised signatory, they will be able to operate that account as if they are an account holder (except that they cannot change the contact details of an account holder or revoke or appoint another authorised signatory).

You are responsible for the authorised signatory's use of your account and you need to ensure that they comply with these terms and conditions as if they were you.

1.4.3 Changing the method of operation

You can ask us to add or remove an authorised signatory on some or all of your accounts. You will also need to tell us how many authorisations are required for an instruction on the account to be valid. You can do this using the 'Authority to Operate' form, which will need to be signed by all of the account holders (unless it is a joint account holder asking us to change the instructions to operate so that all of the joint account holders need to authorise transactions). We do not have to agree to authorising another person but if we do, that authority will remain in place until it is revoked or replaced.

1.4.4 Disputes between authorised people

We may suspend your account at any time if we become aware of, or we have reasonable grounds to suspect, that there is a dispute between anyone permitted to operate the account or which involves an account holder.

We may remove the suspension on the account if we receive instructions to do so from all of the relevant account holders.

1.4.5 Authorised signatory's access to digital banking services and Citiphone Banking

If you have a Citi Global Currency Account, a Citibank Plus Transaction Account or a Cash Investment Account, unless your account requires two or more people to authorise an instruction, we will issue any account holder and authorised signatory on the account with a debit card and they will be able to register to use our digital banking services and Citiphone Banking. This means that they will be able to transact on your account and access information about your account. We may also issue them with security codes or other devices to allow them to access those digital banking services or Citiphone Banking.

If you have a Citibank Online Saver, unless your account requires two or more people to authorise an instruction, you can ask us to add an authorised signatory to the account and that person will be issued with an internet access number ('IAN') which will allow them to register to use our digital banking services and Citiphone Banking. If they do so, they will be able to transact on your account and access information about your account. We may issue them with security codes or other devices to allow them to access those digital banking services or Citiphone Banking.

We do not have to agree, but if we do:

- you are responsible for the authorised signatory's use of your account and any debit card, security codes or devices which may be issued to them by us (as applicable); and

- you need to ensure that the authorised signatory complies with these terms and conditions and any other terms and conditions which apply in relation to debit cards, security codes and devices (as applicable) as if they were you.

1.4.6 Acting on instructions

Subject to these terms and conditions (such as our right to suspend accounts in the event of dispute), we will act on instructions we receive if they are or appear to be:

- from you; or
- from someone permitted to operate the account (such as an authorised signatory).

If we reasonably suspect that the instructions we receive may be fraudulent, then we may not act on that instruction. We may contact you to confirm such an instruction.

2. Using your accounts

2.1 Depositing money

Depositing money means moving money into an account. Money can be deposited into your account in the following ways:

Product	Cash	Cheque	Electronic Transfer	Telegraphic Transfer	Digital Banking Services	Citiphone Banking
Citi Global Currency Account	✓	✓	✓	✓	✓	✓
Citibank Plus Transaction Account	✓	✓	✓	✓	✓	✓
Cash Investment Account	✓	✓	✓	✓	✓	✓
Citibank Online Saver	✗	✓	✓	✓	✓	✓
Citibank Term Deposit	✗	✓	✗	✓	✓	✗

Further information about how you can make a deposit to your accounts is available at citibank.com.au/deposits-transfers.

When sending or receiving money from an international bank, that bank and any other financial institution involved in the transaction may apply additional fees even if the transaction is not completed.

2.1.1 Restrictions on depositing money

Restrictions on depositing money apply in relation to the Citibank Online Saver and term deposit accounts. For further information, please refer to the specific product terms and conditions for those accounts, which can be found in Part B and Part C of this document.

2.1.2 When the money will be available

Money that is deposited into your account will only be available when the transaction has been processed by us and completed. That can take time. Set out below is a list of deposit methods and when they are typically available.

Electronic transfers	Are typically available...
transferring from another account held with us	immediately
transferring from another Australian bank account	the next business day
transferring from another international bank account	3-5 business days
Cheque deposits	Are typically available...
a cheque from an Australian financial institution	3-7 business days*
an international bank cheque or draft	15 business days

*Depending on the amount to be drawn under the cheque, the deposit may take longer to complete.

2.2 Cheques

2.2.1 Cheque access

Cheque access is only available on the Citibank Plus Transaction Account and the Cash Investment Account. You can request a cheque book online at citibank.com.au or by calling the Citiphone Customer Service team.

2.2.2 Depositing cheques

You can make cheque deposits into your account by mailing the cheque to us. Cheques sent by mail must be in the name of the account holder or Citigroup Pty Limited followed by your account number. We do not accept cheques made out to cash. To send your cheque by mail, simply post it together with a deposit slip to:

Citigroup Pty Limited
GPO Box 40, Sydney NSW 2001

For more information on depositing cheques, please visit citibank.com.au.

2.2.3 Things you should know about writing cheques

A few simple precautions can reduce the risk of a cheque being changed in an unauthorised way. Set out below are some of the questions you may have about how to reduce your risk and some further information about cheques that you should know.

Common questions	Explanation
Should I sign a blank cheque?	No. Never sign a blank cheque.
Can I use pen or pencil?	Always use a pen in blue or black ink. Never use a pencil.

Common questions	Explanation
Is how I write down the amount important?	Yes. Where the amount does not include any cents, write 'only' after the amount. For example, if the cheque is for \$50 and no cents, write '\$50 only' as the amount.
What should I do if there is unused space on the cheque?	Don't leave gaps between words or figures. Fill the unused space with a horizontal line.
What if I make a mistake and want to make a change to the cheque?	Depending on what the mistake is, it may be best to destroy the cheque and write a new cheque. However, if you do want to make a change or alter the cheque, make sure you put your initials next to any change you make so that we know you have authorised the change.
Is the cheque 'stub' important?	Yes, by filling in the cheque stub you will have a record of who the cheque was made out to and how much it was for. Make sure you check your statement and tell us immediately if your statement is different to the details you have recorded in your cheque stub. You can do this by using the contact details located at citibank.com.au/contactus .
Other things I need to do when writing a cheque?	Make sure your handwriting is legible and that everything written in the cheque is correct. This includes the amounts which you have written in words and figures. Always make sure that you sign and date the cheque.
What does 'crossing' a cheque mean?	Crossing a cheque means drawing two parallel lines across the face of the cheque from top to bottom. When you cross a cheque you are instructing us to credit the cheque to a bank account, not cash it over the counter. If a bank does cash a crossed cheque it may be liable for any loss suffered by the true owner.

Common questions	Explanation
What is an open cheque?	<p>An open cheque is a cheque that has not been crossed (meaning it does not have two parallel lines across it). This is an instruction to us to pay anyone who presents the cheque (assuming that the cheque is a 'bearer' cheque - discussed below where the drawer's account is held, rather than requiring the cheque to be deposited into the account. This means that if the cheque was lost and presented for payment by the person who found it, we would not normally be responsible for reimbursing the money to the drawer. You should always make your instructions clear.</p>
What does 'not negotiable' mean?	<p>A cheque is a negotiable instrument, meaning it can be passed from one person to another.</p> <p>When the words 'not negotiable' are written in the crossing across the face of a cheque, they protect the true owner should the cheque be lost or stolen. Anyone who accepts a lost or stolen 'not negotiable' cheque has no better right or title to the cheque than the finder or the thief, and may be liable to refund the amount of the cheque to the true owner.</p>
What do the words 'account payee only' mean?	<p>If you write 'account payee only' on a crossed cheque, you are instructing us that you want the cheque to be paid into the account of the person you have named on it.</p>

Common questions	Explanation
<p>What is the significance of deleting the words 'or bearer' from a cheque?</p>	<p>If an uncrossed cheque without 'not negotiable' written on it has the words 'or bearer' at the end of the line where you write the name of the person to be paid, we will have to pay the proceeds to anyone who presents the cheque.</p> <p>If you cross out 'or bearer', we must only pay the proceeds to the person whose name is on the cheque, or as that person directs.</p> <p>If you insert the words, 'to the order of' in front of the name of the payee (whether or not you also cross out 'or bearer') on an uncrossed cheque, we will only pay the proceeds to:</p> <ul style="list-style-type: none"> • the named payee; or • any other person to whom the named payee has ordered it to be paid by endorsing the cheque.

2.2.4 Bank cheques

Customers with an existing account held with us may purchase bank cheques from us. To request a bank cheque, please visit citibank.com.au.

2.2.5 Clearing a cheque and special clearance

You will generally be able to draw on funds deposited by cheque after 3 business days. In some instances this can take up to 7 business days from the day of deposit. It will take longer for you to be able to draw on funds deposited by a cheque in a foreign currency.

You may request a valid cheque to be cleared in less than the usual time by requesting a special clearance. You need to contact us by calling the Citiphone Customer Service team to make this request before you deposit your cheque. For more information, please visit citibank.com.au/deposits-transfers.

2.2.6 How and when can you stop a cheque

You may stop a cheque that you have written or stop payment on all cheques contained within a cheque book by calling the Citiphone Customer Service team, provided the cheque that is being stopped has not yet been presented. You should also tell the person to whom the cheque is payable that it has been stopped.

If your cheque facility is cancelled you must promptly destroy your chequebook.

2.2.7 When can a cheque be dishonoured?

There are a number of reasons why a cheque may be dishonoured, some of which are:

- the cheque requires more than one signatory;
- there are insufficient cleared funds in the account of the drawer (the person who signed the cheque) to cover the amount written on the cheque;

- the cheque is unsigned;
- the cheque is stale, meaning it is more than 15 months old;
- the cheque has been materially altered and the alteration has not been properly signed or initialled;
- your cheque facility has been cancelled;
- there is a legal impediment to payment; or
- the cheque has been stopped by the drawer.

Dating a cheque with a date after the day on which the cheque is drawn is called “post-dating” the cheque. This does not invalidate the cheque. However, the cheque must only be presented on or after the date which appears on the cheque.

2.2.8 Loss, theft or unauthorised use

You are responsible for the safe custody of your cheque book and any unused cheque forms and you must exercise due care to prevent them from being lost, stolen or used without your authorisation.

If a cheque, or your cheque book, is lost or stolen or there has been unauthorised use of a cheque or cheque book, you must notify us as soon as possible by calling the Citiphone Customer Service team so that we can stop payment on a cheque or place a stop on the relevant cheque numbers straight away.

If you subsequently find the cheques, we will require written authorisation from you before the cheques can be used.

If you don't inform us that your cheque or cheque book has been lost or stolen or there has been unauthorised use as soon as possible, you may be liable for the transactions which occurred before you contacted us, even if they were made without your authority.

2.3 Debit cards

This '**Debit cards**' section deals with making purchases and withdrawing funds using a debit card. It applies to the Citi Global Currency Account, the Citibank Plus Transaction Account and the Cash Investment Account only.

This section also does not apply if your account requires two or more people to authorise an instruction. In that case, debit cards cannot be used on these accounts.

2.3.1 Using your debit card

If your account comes with a debit card you may use that debit card in accordance with the terms and conditions set out in the Non-Cash Payment Facilities Terms and Conditions. A copy of those terms and conditions is available at citibank.com.au under the 'Important Information' section.

If you already have a debit card that is linked to a transaction account held with us and you open a new account that can have a debit card attached to it, we may not issue you with a new card. Instead, you can link your existing debit card to your new account by using our digital banking services. However, you can only link your debit card to one account at a time.

If you want to change the account that your debit card is linked to, you can do this using our digital banking services.

2.3.2 What happens when you transact with a debit card?

When you transact using a debit card, we will reduce the available balance of your account by the amount of the transaction.

2.3.3 Dynamic currency conversion

When you make a purchase or withdraw cash from your account in a country other than Australia, the merchant or ATM provider may give you the option to complete the transaction in a different currency, usually in Australian Dollars.

If you accept this offer, the merchant or the ATM operator will perform the foreign exchange conversion on the transaction on your behalf at an exchange rate they determine. This is also referred to as 'Dynamic Currency Conversion'.

We do not determine this exchange rate and it may not be favourable to you.

2.4 Transferring money

A transfer of money can be made:

- using our digital banking services;
- using Citiphone Banking; or
- by writing a cheque (depending on your account type). For more information on cheques, refer to section 2.2 '**Cheques**' above; or
- by any other method of transfer that we may accept from time to time.

Restrictions apply to transfers from Citibank Online Saver and term deposit accounts. For further information, please refer to Part B and Part C of this document.

When transferring money to an international bank, that bank and any other financial institution involved in the transaction may apply additional fees.

If you initiate a transfer in a currency other than the currency of the account and the transferred funds are returned to us for any reason, we will credit your account with the amount in the currency of your account which is equivalent to the foreign currency amount that was transferred using the current Citi Exchange Rate, less any fees or charges applied by any other financial institution involved in the transfer. Please refer to section 2.8 '**Foreign exchange transactions and rates**' for more information.

2.4.1 When the money will be available

See the Non-Cash Payment Facilities Terms and Conditions for information about when money will be available. Information is also available at [citibank.com.au/deposits-transfers](https://www.citibank.com.au/deposits-transfers).

2.4.2 Scheduled transfers

A transfer can be scheduled for a future date, but only where the transaction currency and the account currency are the same. Where the transaction currency is different to the account currency, the transfer cannot be scheduled with a future date (e.g. transferring money from a AUD account to an USD account).

Examples of a scheduled transfer include scheduling a bill payment via our digital banking services to be paid in 10 days' time, or setting up a recurring transfer to a family member on a weekly basis.

You can update or cancel a scheduled transfer at least 1 business day prior to the date the payment is scheduled to be processed.

2.5 Transactions and limits

2.5.1 When we might refuse a transaction

We may refuse to complete a transaction for any reason, including:

- you do not have enough money in the account to cover the amount of the transaction, or your account has a negative balance;
- we detect fraud or misuse on the account and believe it might adversely affect you or us;
- we reasonably suspect any other unlawful activity in relation to the transaction;
- we reasonably suspect the transaction is not authorised;
- you or we close the account;
- for any reason you are no longer bound by these terms and conditions; or
- we reasonably believe it could cause us (or any affiliate) to breach a foreign or domestic law, including our foreign reporting obligations.

2.5.2 Minimum and maximum limits

We may apply limits on the minimum and maximum amount for transactions and balances on an account. These limits may apply to your opening and ongoing balance. For more information on limits, please refer to the Non-Cash Payment Facilities Terms and Conditions. You can also find further information at citibank.com.au/deposits-transfers.

2.5.3 Daily limits

To help protect an account from fraudulent transactions, we have set default limits on individual and daily withdrawal and online transaction amounts across all of our products.

You can ask us to change the daily withdrawal limits that apply to your account. We do not have to agree but if we do, those limits will apply from the time we process them. Please refer to the Non-Cash Payment Facilities Terms and Conditions for more information or visit citibank.com.au/dailylimits.

Note: the daily limits are expressed in Australian Dollars. If you transact in a foreign currency, the limit applied will be the Australian Dollar equivalent.

2.5.4 Limits set by other providers

Please note that merchants or other providers of facilities may impose additional limits.

To find out more about limits, please visit citibank.com.au/deposits-transfers.

2.6 Querying or disputing transactions

If you want to query or dispute a transaction on your account, please contact the Citiphone Customer Service team and they will be able to assist you.

2.7 Overdrawing your account

You must not allow your account to go into a negative balance (a balance that is less than zero). We are not under any obligation to allow you to overdraw your account. However, there may be circumstances where it is impossible or reasonably impractical for us to prevent your account from being overdrawn.

If there is a negative balance on your account, the amount by which your account is overdrawn is immediately repayable and we may charge you interest on that amount (known as debit interest). For further information, see section 3.2 **'Debit interest'** below. This means that in addition to owing us the amount of the negative balance, you will also owe us interest on it. Even if your account is closed you must pay to us any negative balance.

We may suspend or close your account if it is overdrawn.

2.8 Foreign exchange transactions and rates

2.8.1 What is foreign exchange

Foreign exchange involves exchanging one currency for another based on a price for exchanging those currencies. This price is called the foreign exchange rate.

A foreign exchange is most likely to occur where you are making a transaction on your account and the currency of that transaction (the **transaction currency**) is different to the currency of your account (the **account currency**).

Examples where a foreign exchange will take place include where:

- you deposit United States Dollars (USD) into an Australian Dollar account;
- you transfer money from an Australian Dollar account to a Singapore Dollar (SGD) currency account;
- you withdraw cash from an ATM in New Zealand Dollars (NZD) from an Australian Dollar account;
- you make an online purchase in USD from an Australian Dollar account.

If the transaction currency is not the same as the account currency, the amount to be applied to your account in relation to that transaction will be calculated by using a foreign exchange rate applicable at that time. Depending on the type of transaction, the foreign exchange rate used will be either:

- the relevant Citi Exchange Rate. For example, if USD is deposited into an Australian Dollar currency account, then we will apply the current Citi Exchange Rate to calculate the Australian Dollar amount that will be deposited into your account; or
- the relevant card scheme exchange rate. For example, where you use a debit card to make a purchase in USD using an Australian Dollar currency account, the relevant card scheme will perform the foreign exchange using their own foreign exchange rate. In that case, we have no control over the foreign exchange rate that is applied to your transaction.

Where we are able to, we will give you details of the Citi Exchange Rate or any other charges (such as an ATM foreign exchange fee) we apply to the transaction before the transaction is completed.

We will not be able to tell you what foreign exchange rates, fees or charges will be applied by another financial institution, merchant or card scheme.

2.8.2 If we cannot make an exchange

If we cannot exchange from one currency to another for any reason, we will not process the transaction. Where circumstances permit, we will tell you that we cannot make the exchange.

3. Interest

3.1 Credit Interest

3.1.1 Accounts this section applies to

This '**Credit Interest**' section applies to the Citibank Online Saver, Cash Investment Account and Citi Global Currency Account only. The Citibank Plus Transaction Account does not earn interest. For details regarding the interest which applies to term deposits, please refer to Part C of this document.

3.1.2 Interest Rate

The interest rate that applies to your account forms part of the terms and conditions of your account and can be found on our website citibank.com.au/interest-rates. Your interest rate is also on your statement.

Rates may be tiered. A tiered interest rate means that a different rate of interest may apply based on the account balance. Information about our current interest rates is available on request or you can visit our website at citibank.com.au/interest-rates.

The applicable interest rate may be zero. If it is, you will not earn interest on the account.

3.1.3 Special, bonus and promotional interest

We may offer a higher rate, or additional interest, on certain accounts.

All offers will be subject to certain criteria and will only be available for a specific time period. Details of the offer, including eligibility criteria, will be published in the promotional material relating to the offer.

3.1.4 How we calculate credit interest

Interest is calculated on a daily basis as follows:

$$\text{Daily closing balance} \times \frac{\text{Interest rate}}{365 \text{ (or 366 in a leap year)}}$$

3.1.5 When we pay credit interest

Interest will be credited to your account monthly on the last business day of the month.

If required by law, we will deduct withholding tax from any interest we pay to you. For example, if you do not provide your Tax File Number ('**TFN**') we will deduct withholding tax. For more information on withholding tax, please refer to section 20 '**Taxation**' below.

3.2 Debit interest

3.2.1 How we calculate and charge debit interest

If you have a Citi Global Currency Account, Citibank Plus Transaction Account, Cash Investment Account or a Citibank Online Saver and your account is overdrawn (or otherwise goes into a negative balance), then we will charge you and you must pay interest on that negative balance (known as debit interest) at the Unarranged Casual Overdraft Interest Rate. Information about our current interest rates is available on request or you can visit our website at citibank.com.au/interest-rates.

Debit interest will be calculated on a daily basis as follows until the date on which the account does not have a negative balance:

$$\text{Daily closing negative balance} \times \frac{\text{Interest rate}}{365 \text{ (or 366 in a leap year)}}$$

Debit interest will be debited to your account on the last business day of each month.

4. Fees and charges

There are fees and charges that apply to your account. For a complete list of fees and charges which apply to your account, please refer to the Citi Transaction and Savings Accounts Schedule of Fees and Charges. You must pay us the fees and charges and we can charge them to your account when they become payable.

We will also charge any applicable government charges or taxes to each of the accounts you hold with us.

Transaction service fees may also be imposed by merchants or other financial institutions in relation to certain transactions (for example, where you use another bank's ATM or make an online purchase from a third party). In those cases, it may not be practical or reasonable for us to tell you what those transaction service fees are before you incur the fee.

Would you like further information about our fees and charges? Information about our current standard fees and charges is available on request or you can visit our website at citibank.com.au/importantinformation.

5. Statements, communications and notices

5.1 Statements

We will send you a statement of account at least every 6 months or more frequently if you ask us to.

If you have access to our digital banking services, you can also use our digital banking services to access up to 3 years of your statement history online.

Please check your statement and report any suspicious or unauthorised transactions to us as soon as possible.

When checking your statements, please be aware that transactions made on a non-business day may not be processed until the next business day.

5.2 Electronic communications

If you have agreed to receive communications electronically, then any statements, notifications, information or documents will be made available to you by electronic means. This means we may send them to you electronically (such as by email to your last known mailing address last communicated to us for that purpose) or by publishing them via our digital banking services and sending you a notification to let you know it is there.

With the exception of our Cash Investment Account and term deposits, the accounts that are subject to these terms and conditions are 'e-only' accounts. This means that you can only receive electronic communications in relation to these accounts and you will not receive paper statements, disclosure documents and notices from us.

You may withdraw your consent to receive communications by electronic communication at any time by using Citibank Online or calling the Citiphone Customer Service team. If you do so for e-only accounts, or if the law does not permit us to send a communication by electronic communication, we may close your account. We will give you 30 days' notice if we are going to close your account in these circumstances.

Any notice or statement we send in relation to your account:

- by electronic transmission - is taken to be delivered at the time it becomes capable of being retrieved by you at your email address, or otherwise when the transmission ends; or
- by post - is taken to be delivered on the seventh working day after having been posted to your last known mailing address.

Keeping your details up to date

It is important that you keep the contact details that you have provided to us (including your mailing address and mobile phone number, as well as your home address) up to date. If we are unable to contact you then we may suspend or close your account.

If any of your details do change, you should tell us as soon as possible. You can do so by using our digital banking services or calling the Citiphone Customer Service team.

5.3 Joint accounts and accounts held by corporations, associations, trusts or self-managed super funds

Where an account is held jointly or in the name of two or more partners, you agree that one account holder will be appointed the agent of the other account holders for the purpose of receiving statements. This means that we will only send statements to the first applicant named on the account. Other communications including notices will be sent to all persons named on the account.

Where an account is held by a corporation, association, trust or a self-managed superannuation fund, we will send communications to the nominated email or mailing address of that entity.

PART B Product Information - At call accounts

This Part B contains additional specific product terms that apply to our at call accounts. They are the Citi Global Currency Account, the Citibank Online Saver, the Cash Investment Account and the Citibank Plus Transaction Account.

6. Citi Global Currency Account

When you open a Citi Global Currency Account, you can set up one or more transaction accounts (referred to as **currency accounts**). You will automatically receive an Australian Dollar currency account and you can set up additional currency accounts in any of the currencies we offer for this product. You cannot have a currency account in a foreign currency without having an Australian Dollar currency account.

Each currency account has its own account number, and each balance is held and reported in the currency of that account.

To find out more about the account features, benefits and tips please visit citibank.com.au/global-currency.

6.1 Interest

The Citi Global Currency Account has a variable, tiered interest rate. Because it is a variable rate, the variable interest rates and tiers may change.

Important: The applicable interest rate may be zero. If it is, you will not earn interest on your account.

6.2 Available currencies

A Citi Global Currency Account can be opened in any of the foreign currencies we offer for this product. For a complete list of those currencies, please visit citibank.com.au/banking/bank-accounts/global-currency-account.

We may offer additional available foreign currencies from time to time. When we do so, we will update the currency information on our website.

We may stop offering one or more of the available foreign currencies from time to time for any reason, including where:

- we would not be able to fulfil our obligations under these terms and conditions;
- a currency ceases to exist, or our ability to exchange or transfer that currency is restricted;
- continuing to offer the currency would mean that we cannot, or we reasonably believe we cannot, comply with any law, rule, regulation, judgment, order, or directive of any government; or
- continuing to offer the currency could cause us reputational damage.

If we stop offering a currency that you hold, we will let you know this has happened. If it does happen, what we do will depend on the circumstances. This may include closing the account, converting the balance of the account to Australian Dollars or refunding the balance of the account to you.

6.3 Deposits in another currency

If the currency of a deposit is different to the account currency, we will perform a foreign exchange using the Citi Exchange Rate at the time we receive the deposit. Please refer to section 2.8 '**Foreign exchange transactions and rates**' above.

The risks of foreign exchange

Foreign exchange rates fluctuate regularly. A number of factors can affect rates including the local and global economic and political climate, general movements in local and international currency markets, and market sentiment.

Where a foreign exchange takes place, the amount received may vary from any published exchange rates.

We do not express any view about the likely performance of any currency or foreign exchange rate and we encourage you to do your own research to learn more about the benefits and risks of foreign currency and foreign exchange.

By opening a foreign currency account such as a Citi Global Currency Account, you acknowledge that you understand and accept the risks involved with foreign exchange.

6.4 Linking your debit card

The Citi Global Currency Account can come with a debit card which can be linked to any one of your currency accounts so that you can purchase goods and services and withdraw cash in that account currency. You can only link your debit card to one account at a time.

You can link your debit card to your currency account, or change the account that your debit card is linked to, by using our digital banking services. To find out more please visit citibank.com.au/debitcard-linkage.

6.5 Currency matching service using Citi Smart Wallet

Our currency matching service, known as Citi Smart Wallet, can be used to minimise the risk of foreign exchange taking place where you have a Citi Global Currency Account. To find out if this service is available to you, please visit citibank.com.au. If the service is available to you, you will need to switch it on using the Citi Mobile App before you will be able to use it. The remainder of this '**Currency matching service using Citi Smart Wallet**' section applies if the service is available and you have switched it on.

If you withdraw cash from an ATM internationally, or make a purchase using your debit card, our currency matching service will identify the transaction currency. If you have a currency account with that same currency account, we will apply the transaction to that account. If we are unable to apply the transaction to that currency account (for example, because you do not have a matching currency account or you do not have enough money

in your matching currency account), we will apply the transaction to the currency account linked to your debit card (unless you accept the merchant or ATM operator offer of Dynamic Currency Conversion). If the currency linked to your debit card is in a different currency to the currency of the transaction, we will perform a foreign exchange using the Citi Exchange Rate at the time we process the transaction. Please refer to section 2.8 **'Foreign exchange transactions and rates'** for more information.

If we are unable to apply the transaction to the currency account linked to your debit card (for example, because you do not have enough money in it to allow us to process the transaction), your transaction may be declined.

6.6 Closing a currency account

You can instruct us to close any of your currency accounts.

If you make a request to close a particular foreign currency account, the Australian Dollar currency account and any other currency accounts will remain open.

If you instruct us to close the Australian Dollar currency account then we will also close all of the other currency accounts you hold.

When a currency account is closed, we will return the balance of the currency account to you (after deducting any applicable debit interest, fees or charges) in Australian Dollars. If we need to perform a foreign exchange (for example, where you close a currency account which is in a foreign currency and we need to convert the balance into Australian Dollars before refunding it to you), we will use the relevant Citi Exchange Rate at the time we process your request to close the account.

6.7 Statements and communications

This is an e-only account. We will send a notification electronically such as to your nominated email or other electronic address letting you know that your Citi Global Currency Account statement is available to view using Citibank Online.

7. Citibank Online Saver

7.1 Deposits

Once your Citibank Online Saver is open, you can deposit money into the account by transferring money online from any other Australian financial institution, setting up direct credits (such as depositing your salary or dividends), by cheque (excluding travelers cheques) drawn on any Australian financial institution or by setting up a Regular Savings Plan.

Deposits cannot be made from any source outside Australia. Cash deposits cannot be made.

7.2 Withdrawals require a Linked Account

To withdraw funds from your Citibank Online Saver, you will need to first link it to another account held with us or another Australian financial institution (the **'Linked Account'**) and this Linked Account must be able to send and receive electronic transfers.

The Citibank Online Saver does not have a debit card attached to it. Withdrawals can only be made by transferring money from your Citibank Online Saver into your Linked Account.

If the Linked Account is not an account held with us, the Linked Account will need to be activated before you can withdraw funds from the Citibank Online Saver and deposit them into the Linked Account. You can activate the Linked Account by electronically transferring any amount of money from the Linked Account and depositing it into your Citibank Online Saver. It can take up to 3 business days from the time we receive the money into your Citibank Online Saver for the Linked Account to be activated.

7.3 Changing your Linked Account

You can change your Linked Account using Citibank Online. If the new Linked Account is not an account held with us, you will need to complete the same activation process described above before you can transfer money from your Citibank Online Saver into the new Linked Account.

7.4 Regular Savings Plan

Where your Linked Account is not an account held with us, you can set up a Regular Savings Plan using our digital banking services. The Regular Savings Plan will commence once the Linked Account is activated.

7.5 Interest

Citibank Online Saver has a variable, tiered interest rate. Because it is a variable rate, the variable interest rates and tiers may change.

Important: The applicable interest rate may be zero. If it is, you will not earn interest on your account.

7.6 Statements and communications

This is an e-only account. We will send a notification electronically such as to your nominated email or other electronic address letting you know that your Citibank Online Saver statement is available to view using Citibank Online.

8. Cash Investment Account

The Cash Investment Account is an Australian Dollar transaction account that can be linked to a debit card.

8.1 Interest

Cash Investment Account has a variable, tiered interest rate. Because it is a variable rate, the variable interest rates and tiers may change.

Important: The applicable interest rate may be zero. If it is, you will not earn interest on your account.

8.2 Statements and communications

If you have agreed to receive statements and communications electronically, we will send a notification electronically such as to your nominated email or other electronic address letting you know that your Cash Investment Account statement is available to view using Citibank Online. Otherwise, we will issue you a statement to your mailing address.

9. Citibank Plus Transaction Account

The Citibank Plus Transaction Account is an everyday, Australian Dollar transaction account that can be linked to a debit card.

Citibank Plus Transaction Accounts do NOT earn interest.

9.1 Statements and communications

This is an e-only account. We will send a notification electronically such as to your nominated email or other electronic address letting you know that your Citibank Plus Transaction Account statement is available to view using Citibank Online.

PART C Product Information - term deposits

This Part C contains additional specific product terms that apply to our term deposits.

10. Getting started

10.1 Opening an account

To open a term deposit, you may be required to have an eligible funding account with us. An eligible funding account is any transaction account held with us that comes with a debit card. You will need to deposit the amount that you want to invest in the term deposit into that eligible account.

10.2 Opening date

For term deposits:

If you apply...	And we receive cleared funds...	Your term deposit will be opened...
Via Citibank Online	Before 11.59 pm on a business day	On the same business day
	After 11.59 pm on a business day or on a non-business day	On the next business day
In person	Before 3.00 pm on a business day	On the same business day
	After 3.00 pm on a business day or on a non-business day	On the next business day

10.3 Minimum deposit amounts

To open a term deposit, a minimum deposit amount is required. Please refer to the **'Product Summary'** section of these terms and conditions for further details.

10.4 Making an additional investment

You can make an additional investment by opening up a new term deposit or by adding to your original investment at maturity or during the grace period.

10.5 Term

A term deposit can have a maximum term of up to 60 months.

To find out more, including details of the available terms, please visit the term deposits page on our website at citibank.com.au/banking/term-deposit.

10.6 Fixed interest

The interest rate on your term deposit will be fixed for the agreed term and will not change during that term except if you withdraw funds before the end of the term, in which case your interest will be reduced. Your interest rate will be the interest rate agreed when the term deposit is opened and forms part of the terms and conditions of your account. It will be set out in your statement. Please see section 12.2 '**Interest reduction**' for further information about when your interest will be reduced.

You will choose the term and the frequency at which interest will be paid to you from one of the options which are available to you for the relevant term when you open your term deposit. Depending on the agreed term of the term deposit account, interest may be paid to you monthly, annually or on the maturity date. We will pay the interest into the account that you have nominated. This account may be the eligible account that you used to open the term deposit or another account that you nominate.

If the agreed term for the term deposit is longer than one year, even if you have chosen for interest to be paid on the maturity date, we will pay interest to the account you have nominated at least annually.

Information about our current interest rates is available on request, or you can visit our website at citibank.com.au.

10.7 How interest is calculated

Interest on term deposits is calculated on a daily basis as follows:

$$\text{Daily closing balance} \times \frac{\text{Interest rate}}{365 \text{ (or } 366 \text{ in a leap year)}}$$

10.8 Statements and communications

We will issue you a statement of investment each time you invest, every 6 months and upon withdrawal.

If your term deposit is for longer than one month, we will send you a notice to remind you when the term of your deposit is coming to an end.

11. What happens at maturity

11.1 When your term deposit matures

Your term deposit matures on the last day of the term that applies to it (the **maturity date**).

You can provide us with instructions about what to do when your term deposit matures during the term of the term deposit. You can give us instructions using our digital banking services no later than 11:59 pm (Sydney time), 1 business day before the maturity date of your term deposit or in writing by 3.00 pm (Sydney time) 2 business days prior to the maturity date.

When your term deposit matures, you can choose to:

- **Roll over your term deposit:** You can instruct us to roll over the balance of your existing term deposit into a new term deposit for the same term and interest credit frequency. However, the applicable interest rate may be different.
- **Close your term deposit:** You can close your term deposit and we will pay the balance of the term deposit into the account you have nominated.
- **Open a new term deposit:** You can instruct us to open a new term deposit for the amount and the period you tell us (provided the amount is not less than the minimum deposit amount required for a term deposit and the period is a term that we offer). You can deposit additional funds into the new term deposit when it is opened.
- **Withdraw part of the balance:** You can elect to withdraw part of the balance of the term deposit (the **withdrawal amount**) at the maturity date. However, please note that if you want to reinvest the remaining balance (being the balance of the term deposit minus the withdrawal amount) into a new term deposit, a minimum deposit amount is required to open the new term deposit. The minimum deposit amount is set out in the '**Product Summary**' section of this document. If you do withdraw part of the balance in this way, we will pay it into the account you have nominated.

For any term deposit that matures, a grace period of 5 business days (but not less than 7 days) will apply. If you instruct us to close, or withdraw funds from the term deposit during the grace period, you will not incur a fee and interest will be paid for the period from the maturity date up to the day before we pay you the proceeds. Interest will be calculated on the withdrawn funds for that period at the rate that would have applied if section 11.2 below applied (if no instructions were given) or, if you gave us instructions that involved opening a new term deposit, the interest rate that would have applied to that new term deposit.

If we are unable to carry out your instructions for any reason, we will repay you the principal and any interest owed to you by paying it into the account you have nominated and we will let you know when this has happened.

11.2 If you haven't given us instructions

If we have not received your instructions before the maturity date, we will automatically roll over the balance of your term deposit, including any interest, by placing it into a new term deposit for the same term and interest credit frequency. The interest rate that will apply is the rate which applies to a new term deposit of that term and interest credit frequency at the time the new term deposit is opened.

In these circumstances, the interest rate that will apply to that new term deposit may be less than the interest rate you were receiving under your previous term deposit.

12. Early withdrawal from a term deposit

If you withdraw funds from your term deposit early, a fee for early withdrawal will apply.

So if you may have a need in the future to immediately withdraw funds from the term deposit, other deposit products may be more suitable.

12.1 31 days' notice required to access term deposits

If you have a term deposit and you wish to access it before the maturity date, you will need to provide us with at least 31 days' prior notice. The 31 day notice period begins on the first business day after we receive your instruction.

If your term deposit has less than 31 days remaining until the maturity date, then you may only access your term deposit on the maturity date.

If you are experiencing financial hardship and require urgent access to your money, please tell us as soon as you can. For more information on financial hardship, please visit citibank.com.au.

12.2 Interest reduction

If you withdraw money from your term deposit before the maturity date, a reduction in interest income will apply. This reduction is determined by calculating the amount which is equal to 20% of the total amount of the interest earned on your term deposit in the period from when the term deposit was opened until the day that we process your request to withdraw funds from the term deposit. This amount is described in your statement as a fee for early withdrawal.

Although the reduction is calculated as a percentage of the accrued interest up to the date of processing the withdrawal, your interest income for the financial year in which the interest is paid will be reported as the gross amount of interest earned excluding any reduction in the interest income amount.

If you withdraw funds before the maturity date and we have already credited interest to you, we can deduct the amount of the interest reduction from the balance of your term deposit account.

12.3 When the money will be available

If we accept your request to access the term deposit early, the balance of the term deposit (subject to any reduction in interest income that applies) will be paid to your nominated account.

If your term deposit matures, the balance of the term deposit will be paid to your nominated account on the maturity date.

PART D Other important things to know

This Part D contains information about other important things you need to know about your account.

13. Processing transactions and making adjustments

13.1 Processing transactions

Transaction processing times may vary depending on the transaction type. For further information about processing and cut-off times that may apply to your account, please refer to the Non-Cash Payment Facilities Terms and Conditions.

If our systems are unavailable, we may still accept transactions and if we do, once our systems become available, we may then process the transactions to your account.

13.2 Making adjustments

For the purposes of calculating interest, if the last day of the month is not a business day, then we will calculate interest for the remaining calendar days of the month based on your account balance on the last business day.

There may also be times when we may adjust the balance of your account to rectify any processing error, because a payment has been dishonoured or in order to accurately reflect the legal obligations between you and us.

14. Suspending or closing accounts

14.1 When you can close your account

You can instruct us to close an account in your name at any time by using Citibank Online or calling the Citiphone Customer Service team. If your account has a negative balance, you must first pay us that negative balance.

14.2 When we can suspend or close your account without notice

We may suspend or close an account (including term deposits prior to the maturity date) without notice where we reasonably believe or suspect any of the following:

- circumstances beyond our control mean that we could not meet our obligations under these terms and conditions;
- an account does not comply with any present or future law, rule, regulation, judgment order or directive of any government;
- the account is being operated contrary to these terms and conditions;
- any fraudulent or other unlawful activity in relation to an account;
- to leave an account open will cause us reputational damage; or
- there may be an adverse impact on you or us if we do not do so.

We may also suspend or close an account (excluding term deposits prior to the maturity date) where any of the following occur:

- the account has been overdrawn for 60 days or more;
- we cannot locate you after having made reasonable attempts to do so;
- we stop offering offering the currency of an account;
- you have opened a new account and you have not made a deposit within 90 days;
- there are multiple cheque dishonours on your account (this is at our discretion); or
- you have withdrawn your consent to receive electronic communications for an e-only account.

If appropriate, we will give you reasonable notice of the suspension or closure of your account in these circumstances.

If we suspend your account, we can refuse transactions on the account.

14.3 When we can close your account with notice

We may close your account (excluding a term deposit prior to the maturity date) at any time by giving you at least 30 days' notice.

14.4 Interest if your account is closed

If your account is closed by us and it is an interest bearing account, you will earn interest calculated on a daily basis up to, but excluding, the date of closure.

14.5 Refunding the balance of a closed account

If your account is closed by you or us, any credit balance of less than \$5 Australian Dollars or foreign currency equivalent (the balance determined by including accrued interest not yet credited) at the date of closure, will not be returned to you. This does not apply to the Citibank Plus Transaction Account or the Citibank Online Saver.

Otherwise, we will return the balance to you (unless it is unclaimed money – see section 16).

It is important that you keep the contact details that you have provided to us (including your email address) up to date so that we can send you statements and other notices and, if we close your account, we can refund you the balance of that account.

14.6 Liability for transactions prior to account closure and overdrawn accounts

If your account is closed you remain liable for:

- any transactions not yet processed to your account; and
- direct debits submitted by merchants (except for where the direct debit arrangement has been cancelled),

and we may charge any such amounts to any other account in your name.

If your account is closed due to it being overdrawn, you are still required to pay us the outstanding amount together with any applicable fees or charges.

If your account is closed, make sure you notify anyone who either directly credits or debits your account and be sure to cancel any direct debits or scheduled transfers either to or from the account that has been closed.

15. Inactive accounts

With the exception of term deposits, if you do not use your account for a period of 12 months or more (the **inactive period**), we may set the account as 'inactive'. If your account is set as inactive, we will restrict your ability to perform transactions using your debit card. You will need to reactivate the account before you will be able to transact using your debit card. You can do this using Citibank Online or by contacting the Citiphone Customer Service team.

If your debit card expires during the inactive period, we may not automatically issue you with a new debit card. If this happens, you will need to request a new debit card.

If your account is inactive we can close your account in accordance with section 14.3. If we do so, in order for us to refund the balance of your account, you may need to confirm your payment details. If you provide us with the details of the account to which you would like us to refund the balance of your inactive account, we will credit the amount of that balance to that account. Otherwise, subject to clause 14.5, we will refund the balance of the inactive account by crediting it to another account that you hold with us (which may include a credit account) or in some other way.

If your account is inactive and we cannot locate you after having made reasonable attempts to do so, unless you hold another account with us, you will need to contact the Citiphone Customer Service team to tell us how we can make the refund.

If you wish to reactivate your account at any time before it is closed or request a new debit card, you can do this using Citibank Online or by contacting the Citiphone Customer Service team.

16. Unclaimed monies

If the balance of your account becomes unclaimed monies at law, we will close your account and transfer the balance to the Australian Commonwealth Government as unclaimed monies as required by law or otherwise deal with the balance as required by law.

We will usually notify you before we close your account, but there may be circumstances where we are not able to (such as where our record of your contact details are not up to date).

The balance of an account typically becomes unclaimed money at law where:

- it is an Australian Dollar account;
- the balance of the account is equal to or greater than \$500 Australian dollars; and
- you have not transacted on the account (in the case of a Global Currency Account, if you haven't transacted on either the Australian dollar account or any of your linked currency accounts) for a period of not less than 7 years.

17. Amounts of any refunds or reversals

Where a purchase or other transaction amount is refunded, the final amount of the refund, including any fees and charges, may differ from the original amount of the purchase or other transaction.

This may occur, for example, where the transaction currency is different to the account currency. For example, where a debit card is now linked to a different currency account or the original currency account that the purchase or other transaction was processed to has been closed.

18. Combining accounts and set-off

This '**Combining accounts and set-off**' section applies to all accounts held with us, apart from term deposits.

18.1 When your account is overdrawn

If you overdraw your account, we may automatically combine your accounts. This means we can transfer funds from another account that is held with us in your name to pay the overdrawn amount.

If we use the balance of a currency account to reduce the amount you owe us in a different currency, we will perform a foreign exchange at the Citi Exchange Rate.

18.2 Debts you owe us

Unless the Banking Code of Practice says that we can't, we may transfer money kept in your account to clear debts which you owe us in other loan or deposit accounts. If we do this, the balance of the account from which we have transferred the money will be reduced by the amount used for this purpose.

18.3 If we exercise our right to set-off or combine accounts

If we exercise our right to set-off or combine accounts, we will notify you promptly using the contact details shown in our records.

18.4 No set-off

You agree that you may not set off any amounts we owe you (for example, credit balances in your other accounts) against amounts you owe us.

19. Changes to these terms and conditions

We may change any of the following without your consent:

- the interest rate;
- the method of calculating or charging interest; or
- the amount, frequency, time for payment of any, or impose a new, fee or charge; or
- impose or change any applicable limits.

We may make other changes to the document without your consent in the following circumstances:

- to comply with any change (including a changing interpretation of) or anticipated change in any relevant law, code of practice, guidance or general industry practice;
- to reflect any decision of a court or decision or guidance of an external dispute resolution scheme or regulator;
- to comply with any applicable prudential standards or liquidity requirements;
- to reflect a change in our systems or procedures, including for security reasons;
- as a result of changed circumstances (including by adding benefits or new or changed features);
- to respond proportionately to changes in the cost of funds; or
- to make them clearer.

Despite anything in this section 19, we will not change the interest rate that applies to your term deposit, except when the funds are reinvested following the maturity date of the term deposit.

Unless otherwise specified in this document, if we change our terms and conditions we will notify you of the changes at the time and in the manner set out in the following table.

Type of change	Time frame	How we will notify you
Interest rate changes	No later than the date of the change, unless we are not able to because the interest rate is calculated according to a money market or some other external reference rate, or a rate otherwise designated as a variable or floating rate	in writing, electronically or through national or local media advertisement
New fee or charge or increase to a fee or charge for performing an electronic transaction, or issuing or replacing a security code or device used to conduct electronic transactions	We will give you 30 days' advance notice	in writing or electronically
Other new fee or charge or increase to a fee or charge	We will give you 30 days' advance notice	in writing, electronically or through national or local media advertisement

Type of change	Time frame	How we will notify you
Government charges payable directly or indirectly by you	Reasonably promptly after the government notifies us, unless the government publicises the introduction or change of the government charge	in writing, electronically or through national or local media advertisement
Increasing your liability for losses or varying the daily or periodic limits applying to electronic transactions or access methods	Where that change is unfavourable to you, we will give you 30 days' advance notice Otherwise, we will give you 20 days' notice	in writing or electronically
Any other change to a term or condition	Where that change is unfavourable to you, we will give you 30 days' advance notice Otherwise, as soon as reasonably possible	in writing, electronically or through national or local media advertisement

However, we may give you a notice period of less than 30 days or, no notice or no prior notice:

- where it is an unfavourable change to you and the Banking Code of Practice says we may give you a shorter notice period or no notice; or
- it is a change that is required to immediately restore or maintain the security of a system or an individual facility, including the prevention of systemic or individual criminal activity, including fraud.

If after we change any of the terms and conditions, you decide you no longer wish to use an account, please tell us and we will close your account.

20. Taxation

This **'Taxation'** section is a general guide to Australian taxation implications. We are not in the business of providing tax advice and cannot be relied upon to do so.

When you open your account we ask you to declare your status as either a resident or non-resident of Australia for Australian tax purposes. We also ask you to declare any other countries where you are a resident for the tax purposes of those countries. We may ask you to declare whether or not you are a resident of the United States for US tax purposes.

You must advise us as soon as your circumstances change such that any of these declarations would no longer be correct. These declarations affect both tax we withhold from interest we pay to you, and also reports we file with the Australian Taxation Office and the US Inland Revenue Service about your account.

20.1 Australian residents

If you are a resident of Australia for Australian tax purposes in the income year in which we pay you interest, you must include that interest in your assessable income for that year.

If we pay interest in a foreign currency, you should translate that amount into Australian Dollars using the exchange rate on the date it was paid.

You do not have to quote your TFN or Australian Business Number (**'ABN'**) or provide an exemption, but if you do not we will withhold tax at the highest marginal tax rate plus Medicare levy from interest we pay you. You can claim a credit for that tax in your Australian income tax return.

For Australian Residents, transactions on a currency account that is not an Australian Dollar currency account will have Australian taxation implications. For example:

- a withdrawal or payment from a currency account in a foreign currency with a credit balance will result in a foreign currency gain or loss, which will be assessable or deductible for Australian tax purposes
- a deposit or credit to a currency account in a foreign currency with a debit balance will result in a foreign currency gain or loss, which will be assessable or deductible for Australian tax purposes

The tax rules in relation to a currency account that is not an Australian Dollar currency account are complex, but are also subject to choices under the tax law that may be available to you. For example, you may be eligible to choose to disregard foreign currency gains and losses resulting from transactions on your currency account where the sum of all your currency accounts in a foreign currency wherever held does not exceed the equivalent of \$250,000 Australian Dollars.

You should seek advice from a recognised tax advisor specific to your circumstances in relation to your account.

20.2 Non-residents of Australia

If you are a non-resident of Australia, when we pay you interest, we will deduct withholding tax at the prevailing rate from interest we pay you. If you have to lodge an Australian income tax return (because you have other Australian income), you should not include this interest in your assessable income in that Australian tax return.

Foreign exchange gains or losses will not be assessable or deductible, and we will not withhold tax.

20.3 US account holders

If you are a US account holder you should consider giving us your US Social Security Number or Taxpayer Identification Number (**'TIN'**). If we do not have either of these numbers, we will deduct US 'backup withholding' at the prevailing rate on interest we pay you.

21. Financial Claims Scheme

The Australian Government's Financial Claims Scheme provides a guarantee for deposits of eligible Authorised Deposit-taking Institutions including Australian banks, building societies and credit unions.

Your deposits with Citi may be covered by the Australian Government's Financial Claims Scheme. Payments under the Financial Claims Scheme are subject to a limit for each depositor.

Information about the Financial Claims Scheme can be obtained at [fcs.gov.au](https://www.fcs.gov.au).

Please note that the Financial Claims Scheme does not cover currency accounts in a foreign currency.

22. Banking Code of Practice

Under the Banking Code of Practice, a customer is treated as a business if they apply for, or receive, a banking service for a purpose that is wholly or predominantly a trading or commercial purpose, and where the National Credit Code does not apply.

The relevant provisions of the Banking Code of Practice apply to banking products and services (including those the subject of these terms and conditions) we provide to you where you are an individual who is not treated as a business under the Banking Code of Practice or you are a small business as defined in that Code. To find out more, please refer to the Australian Banking Association website at [ausbanking.org.au](https://www.ausbanking.org.au).

However, the Banking Code of Practice does not apply if you are a wholesale client under Chapter 7 of the Corporations Act 2001. Please visit [citibank.com.au](https://www.citibank.com.au) for further details.

You can find a copy of the Banking Code of Practice as adopted by us from time to time via our digital banking services at [citibank.com.au](https://www.citibank.com.au). Alternatively, if you would like a hard copy, you can contact us we will send you a copy of the Code.

23. General provisions

23.1 Counterparties, brokers, agents and referrers

We may perform transactions on an account with or through counterparties, brokers or agents, including with or through a member of Citi with a direct or indirect material interest.

In some cases we will pay an incentive fee or commission to a third party who refers business to us. We pay these amounts. They are not additional fees payable by you.

23.2 Privacy

Citi has a privacy policy that covers how we manage and handle your data and information. Please visit [citibank.com.au/privacy-policy](https://www.citibank.com.au/privacy-policy).

If we make a change to the Citi Privacy Policy and you decide you no longer agree, please tell us immediately and we will close all your accounts.

23.3 Service information, marketing and recording calls

We use and disclose your information to give you service information about your account, including to tell you about new product features (including by electronic communication).

We will also use your personal information to tell you about other products, services and offers which may be of interest to you or for other marketing purposes (including by electronic communication). If you do not wish to receive these marketing communications, please tell us by updating your preferences using Citibank Online or by calling the Citiphone Customer Service team.

We record and monitor your telephone calls and conversations with us for quality, training and verification purposes. We can record conversations between any of our employees and you or any other person you have authorised to operate the account. We can use the recording (or any transcript of it) in any proceedings in connection with these terms and conditions.

23.4 Invalid or unenforceable provisions

If any of these terms and conditions are invalid or unenforceable in a jurisdiction, it is void in that jurisdiction to the extent that it is invalid or unenforceable. That does not affect the term or condition as it applies in another jurisdiction.

23.5 Exercise of rights and waiver

Our full or partial exercise of a right does not stop another exercise or attempted exercise of that right or another right. If we delay exercising a right this does not prevent us exercising it or indicate a waiver of that right.

23.6 Assignment

This contract cannot be assigned or transferred by you without our prior written consent.

We may deal with, assign or transfer any of our rights or interests under this contract without your consent where, in our reasonable opinion, that dealing, assignment or transfer is to comply with domestic or foreign laws (including foreign reporting requirements) or is not likely to be detrimental to you.

23.7 Applicable law

These terms and conditions are to be interpreted in accordance with the laws of New South Wales, Australia. Disputes arising from these terms and conditions will be heard only by a court or tribunal established under the laws of a State or Territory of Australia or the Commonwealth of Australia.

This does not prevent you from using any of the dispute resolution processes described below including the Australian Financial Complaints Authority ('AFCA'), when it is available.

24. If you need financial help

If you are experiencing any financial hardship, you should let us know as soon as possible so we can try to help you. For further information, please visit citibank.com.au/contactus and go to 'Hardship Assistance'.

25. If things don't go to plan

We are here to listen and work with you to resolve any problems or issues. We will make every effort to resolve matters through our complaints resolution process and ask that you give us this opportunity.

You can expect the following from us during the complaints process:

- we will acknowledge your complaint and make sure we understand your concerns;
- we will treat you with respect and do everything we can to fix your concern;
- we will give you the name of a contact person who is handling your complaint and a way to contact them;
- where possible, we will ensure you only deal with one person throughout the resolution process;
- we will keep you up to date and informed of your case; and
- we will record all details of your interaction with us.

We will endeavour to resolve your complaint as soon as possible, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on the progress of your complaint. Should it take longer than 45 days, we will give you monthly updates on the progress of your complaint and contact you in writing to provide an explanation of the reason for the delay, tell you the date by which you can expect to hear the outcome of our investigation and provide you with the contact details for the Australian Financial Complaints Authority (also set out below), unless you have not responded to requests for additional information from us and your non-response is preventing us from dealing with your complaint.

To view our full Complaints Resolution Policy, please visit citibank.com.au/complaints-policy.

25.1 Let us know

You can email us directly with your feedback or issue and one of our representatives will get in contact with you to talk through the feedback:

Email: citibank.com.au/email-us

Local call: 13 24 84 (24 hours)

Overseas: +61 2 8225 0615 (24 hours)

25.2 Contact our Customer Relations Unit

If our Citiphone Customer Service Officer is unable to resolve the problem to your satisfaction, you can contact our Customer Relations Unit.

Email: aust.customeradvocacyunit@citi.com

Local call: 1300 308 935 (8.00 am-8.00 pm, Mon-Fri)

Overseas: +61 2 8225 0615 (8.00 am-8.00 pm, Mon-Fri)

Write: Citigroup Pty Limited
Customer Relations Unit
GPO Box 204, Sydney NSW 2001

25.3 Contact our customer advocate

We encourage you to speak to our customer advocate. Their role is to make sure customer complaints have been reviewed thoroughly - and impartially investigated.

Email: customeradvocate@citi.com
Write: Citi Customer Advocate
GPO Box 204, Sydney NSW 2000

25.4 Australian Financial Complaints Authority (AFCA)

If you have been through our internal complaints process without a satisfactory resolution, you can take the matter to the Australian Financial Complaints Authority. This service offers an independent dispute resolution process to customers.

Online: afca.org.au
Email: info@afca.org.au
Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678 (free call)