

有关花旗在中国内地个人银行财富管理业务的重要通知

尊敬的花旗客户：

谨此通知您，日前花旗已与汇丰中国签署协议，将转让其在中国内地的个人银行财富管理业务，范围包括个人客户持有的账户、存款和相关理财产品（保险产品除外）。

这一安排对我们的客户和员工都是一个积极正面的结果。

我们很高兴与汇丰中国携手合作。他们和我们一样，坚定地把为客户提供卓越服务放在第一位。

花旗最早于2021年4月宣布全球战略调整和转型。在中国内地逐步关闭个人银行业务是其中的一部分，包括此次转让个人银行财富管理业务。在与各相关方充分协调密切沟通后，预计交易将于2024年上半年完成。

请您放心，您在花旗的财富管理相关产品现阶段不会发生任何变化。如若有改变，我们会提前通知您，及时为您通报业务转移的进度。在此之前，所有财富管理相关业务的运营、花旗银行服务团队，花旗服务热线、花旗网上银行及掌上银行，将持续为您服务。

花旗中国个人银行的其他业务在继续逐步关停中。



如有任何疑问, 请登录花旗网上银行(www.citibank.com.cn), 或致电花旗服务热线(400-821-1880/ 95038)。我们将持续更新和公示相关信息。

再次感谢您对于花旗中国一贯的支持!

致意!

花旗银行(中国)有限公司

2023年10月9日



常见问题

1) 为什么花旗要出售其在中国内地的财富管理相关业务？

2021年4月，花旗宣布全球战略调整和转型，在全球多个市场中退出个人银行业务，包括中国大陆。此次个人银行财富管理业务转让是该战略调整的一部分。与此同时，花旗持续在中国市场和全球投资我们市场领先的企业和机构客户业务。

花旗早在1902年来华，是首批转制本地法人的外资银行。我们仍然专注于服务中国的企业和机构客户，尤其是他们在跨境方面的需求，致力成为他们卓越的银行伙伴。

2) 这对花旗客户会有什么影响？

目前，花旗在中国服务客户的方式保持不变。我行的客户经理团队将持续为客户提供专业、及时的财富管理服务。个人银行财富管理业务相关运营，包括分支机构、呼叫中心和办公室，也将一如既往地运营。我们将及时通知您进一步消息，并做好后续服务。

3) 客户账户转移到汇丰中国，是否需要经过客户同意？

我行将在近期向您提供相关账户转让的具体安排，并征询您的意见。经您同意后，我行将依据相关法律法规，对客户账户进行整体转移。我行亦欢迎您通过我行相关官方渠道进行意见反馈。请您耐心等待我们进一步的通知。

4) 出售过程中, 花旗客户需要做什么, 或者提供任何材料?

就此公告, 客户目前无需进行操作。在转移期间, 花旗将继续为您提供相关金融服务。但请您务必留意花旗银行后续向您发送的信息, 邮件和其他通知, 以及时了解业务转移进程和相关安排。

5) 我在花旗银行的活期存款账户会怎样?

目前您持有的活期存款账户不会受到影响。我行将继续按照约定支付活期存款利息。如果有进一步的信息, 我们将尽快与您沟通。

6) 我是否需要提前赎回我的定期存款和大额存单?

目前您持有的定期存款和大额存单产品不会受到影响, 我行将继续按照您签订的产品说明书中约定的利率和支付方式执行。在账户转移后, 汇丰银行将继续执行未到期部分的定期存款和大额存单的利率。

7) 我是否需要提前赎回我的结构性存款?

您的结构性存款不受到这次业务转让的影响, 我们不建议投资者提前赎回。我行将继续按照您签订的产品合同中约定的到期投资收益(如有)和支付方式执行。如果有进一步的信息, 我们将尽快与您沟通。

8) 我的海外基金/结构性票据/债券 (QDII) 产品是否会受到影响?

您持有的QDII产品目前不会受到影响, 投资者可以选择继续持有或交易。如有任何变化, 我们将及时通知您, 并提供后续服务。

9) 我的本地基金和资产管理计划是否会受到影响?

花旗银行是基金管理公司和证券公司发行和管理的本地基金或资产管理计划的代理销售机构, 因此这些产品的实际运作不受本次交易影响。投资者可以选择继续持有和交易。如有任何变化, 我们将及时通知您并做好后续服务。

10) 我在花旗购买的保单会受到什么样的影响?

保险业务不在本次业务出售范围内。如有您有后续保费需要缴纳, 建议您尽早将保费自动扣款账户转移至您在其它银行的账户。如需相关帮助, 请联系您的客户经理, 或通过花旗银行财富管理微信公众号联系我们。

11) 我过去一直通过花旗银行办理保险业务, 未来保险公司会有人主动联系我吗?

花旗银行是保险产品的代销机构。按照相关法规, 保单后续的保全业务和增值服务应由保险公司提供。在您完成续期保费扣款账户变更之后, 您需要主动通过保险公司的官网、App或小程序进行注册, 更新您在保险公司的联系电话与地址。如您有个别需求, 可以主动联系保险公司客服热线寻求帮助。此外, 建议您定期联系您的保险公司或关注保险公司公众号获取服务。

12) 我的客户经理是否还会继续为我提供服务?花旗将如何确保客户后续的服务质量?

目前,花旗在中国服务客户的方式保持不变。我行的客户经理团队将持续为客户提供专业、及时的财富管理服务。分支机构、呼叫中心和办公室,也将一如既往地运营。如有任何变化,我们将及时通知您并做好后续服务。

13) 我在汇丰已经有账户和投资产品了,我在花旗的账户和产品在未来可以转移到汇丰吗?

在业务转让完成前,汇丰及花旗仍将会是以两个不同的银行实体进行运营。在业务转让完成后,汇丰将承接您在花旗相关的账户和产品,届时您可向汇丰进行咨询。

14) 我的信用卡是否会受到影响?

信用卡业务并不在本次个人银行财富管理业务转让的范围内。因此,这不会对您的当前的卡片使用产生影响。但信用卡业务也在花旗个人银行战略调整范围内,将在将来合法合规地有序逐步关闭。后续安排我们会及时通知您,请留意我们通知,包括手机短信、网上渠道通告等。

15) 我在花旗银行的账户标准和客户权益是否会受影响?

在业务转让完成前,您在花旗的账户标准按照现有的标准继续执行。您的客户权益已全部发放至您的相关账户(如礼程信用卡的积分,花旗荟账户中的电子券和花旗荟积分等),请您尽早兑换并使用。在转让完成后,账户标准和客户权益将根据汇丰银行的标准执行。相关信息,届时请关注其通知。

16) 整个出售过程需要多久?

目前,我们预计交易将于2024年上半年完成。我们将及时告知于您整个过程的进展。如有任何因此产生的变化或对您的影响,我们将及时通知您并做好后续服务。



Citi announces agreement to sell onshore Consumer Wealth portfolio in China

Dear Valued Client,

We are writing to let you know that Citi has reached an agreement to sell its China consumer wealth management portfolio including accounts by retail banking clients, assets under management (AUM) and deposits (other than insurance product) to HSBC China.

This is a positive outcome for our clients, our people, and for Citi.

We are delighted to find a strong partner in HSBC. They are committed to maintaining the highest standards of service and experience that our clients are accustomed to. This announcement is part of Citi's divestiture of the China consumer business, which was first announced in April 2021 as part of a global strategy refresh. After thorough communication with relevant parties, the transaction is expected to complete in the first half of 2024.

Please be assured there will be no immediate impact on your wealth management product(s) you may hold with us. As and when there are changes, we will inform you ahead of time, with due notice, as per local requirements. Till then, all our wealth management business operations, Citibank service teams including our Relationship Managers, branches, CitiPhone, Citibank Online and mobile banking services, will continue to serve you as usual.





We are also making steady progress in the wind-down of the rest of China consumer banking business.

If you have any questions, please reach out to Citibank Online (www.citibank.com.cn) or CitiPhone (400-821-1880/ 95038) for ongoing updates on the process and public notices.

Best Regards,

Citibank (China) Co., Ltd.

October 9, 2023



FAQs

1) Why is Citi selling its consumer wealth management portfolio in China?

The announcement is part of Citi's April 2021 strategic update to exit consumer banking in markets globally, including China. The portfolio sale is part of Citi's divestiture of the China consumer business. At the same time, Citi continues to invest in its institutional businesses, including in China where the bank has a leading position.

Citi first opened in China in 1902 and became one of the first global banks to incorporate locally in 2007. We remain committed and focused on serving institutional clients in China, and being their preeminent banking partner for cross-board needs.

2) What changes will customers/clients experience?

There is no change to the way Citi serves customers in China currently. Our relationship managers will continue to provide professional, timely wealth management services to our customers. Consumer wealth management business operations, including branches, call centers and offices, will continue to operate as they do today. In case there are any changes, we will inform you in a timely manner and offer viable and fair solutions to address these changes.

3) Will Citi obtain customers' consent for their accounts transferred to HSBC China?

We will provide you with the detailed arrangement of account transfer in the weeks to come and solicit your opinion. Upon your consent, we will transfer the account holistically in accordance with applicable laws and regulations. We also welcome customer's feedback by our official communication channels. Your patience of our further notice would be highly appreciated.

4) During the process, are there any actions or documents required from Citi customers?

There is no immediate action needed from our customers for the announcement. During the transaction process, we'll continue to offer you our financial services. Please take note of messages, emails, and other notifications that Citi sends you about the progress and further action to take.

5) What will happen to my Current and Savings Account with Citibank?

There is no change to your current and savings account. You will continue earning interest which is set out in the term sheets. In case there is further information, we will inform you as soon as possible.

6) Do I need to redeem my Time Deposit and Certificates of Deposit early?

There is no impact to your time deposit and certificates of deposit. We will honor the interest rate and payments set out in the product disclaimers or term sheets. After account transfer, HSBC will continue to undertake the interest rates of unmatured time deposit and certificates of deposit.

7) Do I need to redeem my structure deposit / structure investment account (SIA) early?

There is no impact to your structure deposit / structure investment account. Investors are not encouraged to redeem early. We will honor the return (if any) and payments set out in the product contracts. In case there is any further information, we will inform you as soon as possible.

8) Will there be any impact to my Qualified Domestic Institutional Investor (QDII) products?

There is no immediate change to your QDII funds. Investors can continue to hold or redeem QDII funds. In case there are any changes, we will inform you in a timely manner and offer viable and fair solutions to address these changes.

9) Will there be any impact to my local mutual fund and asset management plans?

Citi acts as the distributor of these products issued and managed by fund management companies and securities firms; hence these products are not impacted by the transaction. Investors can continue to hold or redeem. In case there are any changes, we will inform you in a timely manner and offer viable and fair solutions to address these changes.

10) Will there be any impact to the insurance policy I purchased from Citibank?

Insurance business is not in scope of this consumer wealth management business sale. We suggest you change your premium auto-debit account to your personal accounts in other banks at your earliest convenience. If you need help on this, please contact your relationship manager at Citibank or contact us through Citibank Wealth Management WeChat service window.

11) I used to handle Insurance related business with Citibank, will Insurance companies proactively contact me in the future?

Citi consumer bank acts as the distributor of insurance products. According to applicable laws and regulations, all after-sale and value-added services of insurance policies are provided by insurance companies. Once you changed accounts for renewal premium payment, you need to proactively register on the insurance companies' official website, App or WeChat public account and update your contact number and address with insurance companies. If you have any requests, you can reach out to the insurance companies' service hotline for help. It is also recommended that you contact the insurance companies regularly or register on its WeChat public account to obtain related service.

12) Will my relationship manager continue to provide timely and quality service? How can Citi ensure its continuous and professional service in the future?

There is no change to the way Citi serves customers in China currently. Consumer wealth management business operations, including branches, call centers and offices, will continue to operate as they do today. In case there are any changes, we will inform you in a timely manner and offer viable and fair solutions to address these changes.

13) I have an account and a financial product with HSBC, can I transfer my Citi's account to HSBC?

Until completion of the transfer, HSBC and Citi will continue to operate as two separate businesses. After the transfer completion, HSBC will undertake your account and financial products of Citi, and you may consult with HSBC at that time.

14) Will there be any impact to my credit card?

Credit card business is not in scope of this consumer wealth management business sale. Until further notice, there is no immediate impact to the way you use your credit card or check your statement. However, credit card business is also in the scope of Citi's strategy refresh and will be closed under regulatory and legal instructions in future. When there are changes, we will inform you in a timely manner through SMS and our digital channels, etc.

15) Will there be any impact to my account segment and privileges?

Before the transfer, there will be no change to your account segment at Citi. The customer privileges have been already issued to your accounts, such as the credit card mileage points, Hua Qi Hui e-coupon and Citigold / CPC points, etc. Please redeem and use your privileges at your earliest convenience.

After the transfer, your account segment and privileges will be changed in line with those of HSBC's terms and conditions. Please take note of Buyer's communication.

16) How long will the process take?

The deal is expected to close in the first half 2024. We will keep you informed as the process continues. In case there are any changes due to the transition, we will inform you in a timely manner and offer viable and fair solutions to address these changes.