



## ACCESS REQUEST FORM

### Important Information

1. Please read the instructions carefully before completing this Access Request Form.
2. Please use this form if you are requesting for access to your personal data that is held by Citibank Singapore Limited (the "Bank"). The Bank has prepared a privacy circular pursuant to the Personal Data Protection Act (No. 26 of 2012) of Singapore (the "**Act**"), to explain what customers' personal data (as defined in the Act) the Bank may collect, use or disclose, and how it protects such personal data. The privacy circular may be reviewed at the Bank's website, <http://www.ipb.citibank.com.sg/privacy>
3. The Bank may contact you to undergo a verification process. In some instances, you may be required to bring acceptable photo identity documents (e.g. NRIC/Passport) to one of our branches.
4. This access request form should be sent to:

Citibank Singapore Limited  
Attention: Client Investigations Robinson Road P.O. Box 330 Singapore 900630

5. The following processing fees will be applicable to an access request:

Type	Fee
Access request for information about your personal data only	\$10 per request
Other access requests about your personal data	To be advised on a case by case basis

Please note that if the cost of retrieving your personal data exceeds our original estimates, we reserve the right to revise our fee. If so, we will notify you of such fee revisions prior to processing your request.

6. We will endeavour to process your access request within 21 calendar days upon receipt. If we are unable to meet this timeline, we will notify you of the revised timeline.
7. Please note that under the Personal Data Protection Act, access request may not be permitted under certain circumstances or in respect of certain type of personal data. **Further, data or documents that constitute or contain customer, confidential or proprietary information of other individuals will not be disclosed to you.**
8. **The personal data collected in this form will be used and disclosed for the purpose of processing this access request and other purposes directly related to it. By completing and submitting this request form, you consent to such purposes.**

**Section 1 - Particulars of Requestor**

Note: Fields denoted with \* are mandatory

**Full Name\***

**Identification Number (e.g. Passport/NRIC/FIN)\***

\_\_\_\_\_

\_\_\_\_\_

I am requesting access to personal data relating to (please tick applicable box and complete applicable questions)\*:

- (A) myself, in my personal capacity as an existing customer of the Bank.

Account number(s) of which Access Request is relevant to

\_\_\_\_\_

- (B) myself, in my personal capacity as a non-customer of the Bank.

Telephone Number and/or Email Address

\_\_\_\_\_

In what context would the Bank have collected your personal data (e.g. application for Bank product/service, you are a guarantor)

\_\_\_\_\_

When did the Bank collect your personal data (MM/YY)

\_\_\_\_\_

- (C) myself, in my personal capacity as a representative (e.g. authorized signatory/director) of an Institutional or Corporate customer. Please be informed that the Bank will notify the Institutional or Corporate customer about your request.

Name of Institutional or Corporate customer

\_\_\_\_\_

Business Registration Number (if applicable)

\_\_\_\_\_

Relationship that institutional or corporate customer has/had with the Bank (e.g. banking, corporate card)

\_\_\_\_\_

Account number(s) of which Access Request is relevant to (if available)

\_\_\_\_\_

Relationship that you have/had with the Institutional or Corporate Customer (e.g. authorized signatory, corporate cardholder, director)

\_\_\_\_\_

Contact Details (Telephone & Email)

\_\_\_\_\_

- (D) another individual. Please provide appropriate proof of authorization. (Note: It is a criminal offence under the Act for a person to make a request to obtain access to another individual's personal data without the authority of that individual.)

Full Name of the other individual

\_\_\_\_\_

Identification Number (e.g. Passport/NRIC/FIN) of the other individual

\_\_\_\_\_

In what context would the Bank have collected the other individual's personal data (e.g. application for Bank product/service)

\_\_\_\_\_

When did the Bank collect the other individual's personal data (MM/YY)

\_\_\_\_\_

If the other individual is an existing customer of the Bank, please state the account number(s) which is relevant to this Access Request:

\_\_\_\_\_

**Section 2 - Request\***

**I am requesting that the Bank provide me with:**

- information about what personal data about me the Bank has in its possession or under its control.  
Reason for request.  
\_\_\_\_\_
- information about what personal data about me that the Bank may have used or disclosed within a year before the date of my request.  
Reason for request  
\_\_\_\_\_
- information about third parties to whom my personal data may have been disclosed to by the Bank within a year before the date of my request.  
Reason for request  
\_\_\_\_\_
- other information relating to my personal data.  
Description of information request  
\_\_\_\_\_  
Reason for request  
\_\_\_\_\_

**Section 3 - Mode of Delivery\***

**I would like to receive any information, documents or records in relation to this access request:**

- by courier to my address registered in the Bank's records (an additional \$12 and \$25 is chargeable for local and overseas addresses respectively).

**Section 4 - Payment\***

- I would like the fees in relation to this Access Request to be charged to my Citibank Credit Card.  
\_\_\_\_\_  
Citibank Credit Card Number
- I would like the fees in relation to this Access Request to be debited from my Citibank account.  
Citibank Account Number  
\_\_\_\_\_
- I would like to make payment for the fees in relation to this Access Request via cheque attached. (Please ensure crossed cheque is payable to Citibank Singapore Limited.) Issuing Bank of Cheque  
\_\_\_\_\_  
Cheque Number  
\_\_\_\_\_

**Section 5 - Declaration\***

By submitting this form and signing below, I hereby confirm and represent that all the information given in this form and in any document submitted by me is true and accurate. I agree that the Bank may contact me to verify my identity or request for additional details to locate and retrieve the requested personal data. I am aware that it is a criminal offence under the Personal Data Protection Act for a person to make a request to obtain access to another individual's personal data without the authority of that individual. I agree that where I am making a request on behalf of another individual, the Bank may require such evidence as it considers necessary to verify such authority.

Signature (as per Bank's records, if applicable)	Date
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**For Official Use Only**

Date of Receipt	Form Received By (Name & GEID)
Signature/Photo Verification by (Name & GEID)	Payment Received Yes / No
Payment Type Debit card/account	Payment amount
Payment received by (Name & GEID)	If cheque, please state bank & cheque no.
For 1(B), copy of photo ID attached? Yes / No	For
1(D), copy of photo ID & authorization letter attached? Yes / No	
Further Comments	

**Acknowledgement for Self-Collection (Note: Customer verification by sighting photo ID is necessary)**

Customer Name	Customer Signature
Staff Name & GEID	Staff Signature
Date & Time of Collection	Location of Collection