



Important Notice: Information on Communication Channels

Effective Immediately

Dear Valued Client,

To ensure our communications are secure, compliant, and properly recorded, business-related communications with Citi personnel should be conducted through approved communication channels.

Why This Is Important

Using official channels like Citi email is essential for several reasons:

- **Compliance:** It allows us to meet our regulatory obligations for record-keeping and surveillance.
- **Security:** It ensures that sensitive information is exchanged in a secured environment.
- **Clarity:** It provides a clear and official record of our discussions and agreements.

Unapproved Communication Channels

Personal messaging applications such as **WhatsApp, SMS, WeChat, iMessage**, and similar platforms are **not approved** for business-related discussions.

The primary and preferred method for contacting your Citi representatives for all business matters is through their official Citi email address (ending in @citi.com). If you initiate a business conversation on an unapproved channel, our employees are required to redirect the conversation to an official channel, like their Citi email, to continue the discussion.

We appreciate your understanding and cooperation as we continue to safeguard your interests and maintain the highest standards of compliance.

If you have any questions, please contact your Client Advisor via their official Citi email address.