

# IMPORTANT INVESTMENT INFORMATION

Various rights, obligations, and other important information with respect to Citibank Singapore Limited's Wealth Management services are outlined below.

## **Investment Responsibility**

All investment decisions relating to your account are yours solely. Citibank Singapore Limited ("Citi") will not accept any discretionary trading authorization in relation to your account. You should only make investments into products whose features and terms you understand and that are consistent with your financial circumstances and particular needs, investment objectives and risk tolerance.

If you have questions relating to a specific investment, you should speak with our Relationship Manager or Product Specialist assigned to your account. You should invest and sign documents only after you have read and understood all products and account disclosures and account statements provided to you.

You should consult your own independent legal, tax and other professional advisors, as you consider necessary.

## **Investment Risk Profile and Customer Knowledge and Experience Assessments**

At the time you establish a wealth management relationship with Citi and on a periodic basis, the Relationship Manager will conduct an assessment with you to understand your overall financial situation, investment objectives, risk attitudes, risk tolerance levels, your particular needs ("Investment Risk Profile Assessment"), as well as your product category knowledge ("Knowledge and Experience Assessment").

If you are not an individual who has been assessed to be an accredited investor ("Accredited Investor") mentioned in section 4A(1)(a) of the Securities and Futures Act 2001 ("SFA"), Citi is required to conduct a review of your knowledge and experience in investing in "Specified Investment Products" which are neither listed nor quoted on a securities market ("Customer Knowledge Assessment") and which are listed or quoted on a securities market ("Customer Account Review"). This Customer Knowledge Assessment and Customer Account Review will be conducted in the Investment Risk Profile Form or such other forms (as the case may be) that Citi has prepared for this purpose ("CKA/CAR Form"). Information gathered from the Investment Risk Profile Assessment and, where applicable, the Customer Knowledge Assessment and/or the Customer Account Review is collectively referred to as "Client Information".

The information you provide during the Investment Risk Profile Assessment, Knowledge and Experience Assessment or the Customer Knowledge Assessment and/or Customer Account Review (as the case may be) is important in order for us to determine your investment profile and assess the suitability of our broad range of investment product offerings. An investment product recommended by Citi, and where applicable, Citi's Customer Knowledge Assessment and/or Customer Account Review of you, will be based on Client Information. You shall be solely responsible for the accuracy, correctness and completeness of your Client Information and you should promptly inform Citi of any change in such Client Information e.g. your financial/personal circumstances and preferences, by contacting your Relationship Manager so that he/she can

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conduct another assessment and discuss with you appropriate changes to your investment profile. For the avoidance of doubt, Citi shall be entitled without verifying your Client Information, to assume that your Client Information in its possession is accurate, correct, complete and up-to-date and may act on such Client Information without further inquiry or investigation.

Every time an Investment Risk Profile Assessment, Knowledge and Experience Assessment or Customer Knowledge Assessment and/or Customer Account Review, as the case may be is conducted with you, you will receive an Investment Risk Profile Advice, Knowledge and Experience Advice and a copy of the CKA/CAR Form, where applicable from us, which will confirm your assessed investment profile. We ask that you review the information set out in these documents carefully and let us know immediately if you have any questions, have noted any information specified in such letter that is inaccurate, or if your financial/personal circumstances or preferences have changed.

It is important that your Client Information that we have in our records is accurate and kept current, as this will form the basis for bringing to your attention appropriate investments which commensurate with your investment profile, knowledge and experience. Nonetheless, please note the following:

- We undertake no obligation to analyze the past performance of your investment against the investment objectives attributed to it.
- We undertake no obligation to monitor the performance of your investment and/or to provide advice to you as to when to divest of such investment.
- As a result of our assessments of your investment profile, knowledge and experience, we may from time to time recommend that you do not proceed with any given transaction. Should you for any reason elect to proceed nonetheless, we will, *inter alia*, make an appropriate record of the transaction and you should note that this may affect our assessment of your investment profile and also the investment recommendations that may be made to you as a result. You will be required to acknowledge that Citi and its employees cannot be held responsible for losses that you may suffer from such an investment decision, and that the statutory protection provided under Section 36 of the Financial Advisers Act 2001 will not apply in such circumstances, and that you will not be able to file a civil claim against Citi for investment losses suffered.
- We will make recommendations that take into account all portfolio holdings, including those holdings purchased directly by you without any Relationship Manager's involvement. If you have any credit facility(ies) secured on your investment portfolio, an assessment will also be made to evaluate the risk of your portfolio vis-à-vis your outstanding liabilities under such facility(ies), and whether such facility(ies) are subject to a higher risk of margin call by Citi.

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## Joint Accounts

Where you have opted to maintain a Joint Account with us (i.e. an account with more than one account holders) and such joint account is operated with a single signing authority, please take note of the following. For the avoidance of doubt, references to “joint account” in this note shall only apply to joint accounts operated with a single signing authority and shall exclude joint accounts operated with a joint signing authority.

In respect of joint accounts, where applicable, each joint account holder must answer questions arising from the Knowledge and Experience Assessment and CKA/CAR Form from his/her own perspective. If any joint account holder is required to, and does not, complete the Knowledge and Experience Assessment, Customer Knowledge Assessment and/or the Customer Account Review (as applicable), Citi will not accept instructions to transact in Specified Investment Products on behalf of the joint account.

For joint accounts, joint account holders agree that any one joint account holder is authorised to conduct the Investment Risk Profile Assessment and to provide Citi with all relevant information as required by Citi for the purpose of the Investment Risk Profile Assessment. The information recorded from such joint account holder from the Investment Risk Profile Assessment review will be assigned to all the joint account holders for the purposes of transactions to be made in the joint account. This means that the Investment Risk Profile Assessment for the joint account, and the Client Information for the joint account, may be different from an Investment Risk Profile Assessment and Client Information if undertaken or provided for any single or joint account holder separately if in respect of his own personal account.

An investment product recommended by Citi, will be based on such Client Information and the Investment Risk Profile Assessment so provided, taking into account the outcome of the Customer Knowledge Assessment and/or Customer Account Review (where applicable) in respect of each of the joint account holder.

Citi is authorized by each joint account holder to act on instructions from any one joint account holder about changes to the Client Information, including the Investment Risk Profile Assessment, for the joint account. Citi will record such changes and notify each of the joint account holders of any changes to the Client Information. Citi may refuse to accept investment instructions from a joint account holder, if such holder has not provided it with the relevant Client Information regarding his or her knowledge and experience. A joint account holder’s risk tolerance, knowledge and experience may be higher or lower and more extensive and less extensive, respectively, than the other joint account holders’ and this may impact the types of products and services that the joint account may have access to. Save for where Citi is specifically required to provide advice in connection with the Customer Knowledge Assessment and/or the Customer Account Review of each joint account holder under the Notice on the Sale of Investment Products (SFA 04-N12) and/or the Notice on Recommendations On Investment Products (FAA-N16) (references to these notices include any

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amendments, variations or supplemental to such notices), Citi's obligation to provide Formal Advice<sup>1</sup> would be deemed to be provided to all joint account holders if provided to any joint account holder.

### Recommended Account Relationship

Your relationship with Citi and our Relationship Manager will be operated on a "Recommended Account" basis, unless otherwise specifically communicated by Citi. In serving your wealth management needs, it is important to clarify that all investment decisions relating to your account are yours solely. We will not accept any discretionary trading authorization in relation to your account and we will obtain your authorization before executing a transaction within the account. Where an unsolicited transaction has been entered into specifically at your instruction, we will make an appropriate note that the transaction is unsolicited by Citi. An "unsolicited transaction" is:

- a specific transaction requested by a client in which the client proposes all the material terms of the transaction that we then execute for such client with the identical terms that the client originally requested; or
- a specific transaction or investment idea proposed by us to a client, which the client materially modifies and we then execute for such client with identical, product-category terms of the clients requested modifications.

Pursuant to a Recommended Account relationship, we will conduct regular assessments with you to understand your overall financial situation, investment objectives, risk attitudes, risk tolerance levels, your investment knowledge and experience and particular needs. As described above, you will receive an Investment Risk Profile Advice, Knowledge and Experience Advice and a copy of the CKA/CAR Form each time an Investment Risk Profile Assessment, Knowledge and Experience Assessment or Customer Knowledge Assessment and/or Customer Account Review, as the case may be, is conducted.

We wish to highlight however, that we undertake no obligation to provide periodic reviews of your investment holdings with Citi. As further disclosed below, when you make investments in your account, Citi may receive a transaction-related fee. Please note that we do not charge a fee for providing you with financial advice.

We would like to highlight that investments in securities are not bank deposits and involve risks, including the possible loss of the principal amount invested. Notwithstanding the Recommended Account Relationship, you should note that the investment decision is solely yours. You should not make an investment unless you understand the features of the investment, you can accept the risks associated with the investment and the investment is suitable for you having regard to your risk appetite, investment objectives, financial situation and investment knowledge and experience. You should note that the value/price of investments can and does fluctuate, sometimes dramatically, and that any investment product may experience upward or downward movements, and may even become valueless. If you are investing in

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<sup>1</sup> Formal Advice refers to any advice (or recommendation) the provision of which is required under the Notice on the Sale of Investment Products (SFA 04-N12) and/or the Notice on Recommendations on Investment Products (FAA-N16).

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products denominated in non-local currency, you should be aware of and be willing to accept the risk of exchange rate fluctuations that may cause a loss of principal.

For the avoidance of doubt, Citi and its employees do not furnish advice on any tax, legal, regulatory or accounting matters (including without limitation any reporting or disclosure requirements under law), and it is your sole responsibility to seek advice from the relevant advisers and professionals for such matters as you consider appropriate. Citi does not accept responsibility for any loss, cost, damage or other consequences that an investor may incur or suffer as a result of his legal or tax status.

### **Brokerage Account**

We offer online brokerage services via Citibank Online (at [www.citibank.com.sg](http://www.citibank.com.sg)) which you can use to trade securities listed on various exchanges. You may also place instructions with our Brokerage officers at (65) 6333 3223 on Mondays to Fridays, from 8.30am to 5.30pm; 8.00pm to US market close.

Notwithstanding the section above on “Recommended Account Relationship”, you should note that the Brokerage Account will not be operated on a “Recommended Account”, basis because Citi and its employees will only execute buy-sell instructions from a Brokerage customer (save for where Citi is specifically required to provide advice in connection with the Customer Account Review under the Notice on the Sale of Investment Products (SFA 04-N12) (references to this notice include any amendments, variations or supplemental to the notice)), or you have specifically established an Equity Advisory service with us. For more information, please speak to our Relationship Manager.

Brokerage Account customers may receive research publications or market updates from us. For the avoidance of doubt, such material is provided solely by way for information only and for the purpose of general circulation. Any recommendation or advice that may be expressed in or inferred from such information, reports, publications therefore does not take into account and may not be suitable for your investment objectives, financial situation and particular needs and, bearing in mind the possibility of market volatility and changes, may not even comprise current information, opinions or market views. Please be advised that such updates are provided for your information only and should not be treated as investment or financial advice provided by Citi or any of its employees.

Please note that Citi and its employees do not furnish advice on any tax, legal, regulatory or accounting matters (including without limitation any reporting or disclosure requirements under law), and it is your sole responsibility to seek advice from the relevant advisers and professionals for such matters as you consider appropriate. None of Citi nor its employees accepts responsibility for any loss, cost, damage or other consequences that an investor may howsoever incur or suffer including but not limited to instances of any non-compliance with legal, regulatory or reporting requirement.

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## Accredited Investor Status

If you have been assessed by us to be an Accredited Investor (as defined in section 4A(1)(a) of the SFA), we intend to treat you as an Accredited Investor in respect of all of your dealings with us where you act as principal solely for your own account(s) (including joint account(s) where applicable). Your status will apply to all your accounts with us where you act as principal solely for your own account(s).

## Opting Out

You may at any time notify us that you do not consent to being treated by us as an Accredited Investor for the purposes of all of the consent provisions, upon which we must not (after 30 days from the date we receive your Opt-Out Confirmation) treat you as an accredited investor for the purposes of all of the consent provisions.

**Please note that if you choose to opt out of the “accredited investor” status for the purposes of all of the consent provisions, we would need to treat you as a retail customer. This means that we would no longer be able to offer or provide certain services and products to you and/or execute certain transactions for you. Where you have opted-out of the “accredited investor” status, there may be restrictions on the dealings that we can effect for you for your existing investments and/or transactions booked with or through us.**

**General Warning:** Accredited Investors are assumed to be better informed, and better able to access resources to protect their own interests, and therefore require less regulatory protection. Investors who agree to be treated as Accredited Investors therefore forgo the benefit of certain regulatory safeguards. For example, issuers of securities are exempted from issuing a full prospectus registered with the Monetary Authority of Singapore (“MAS”) in respect of offers that are made only to Accredited Investors, and intermediaries are exempted from a number of business conduct requirements when dealing with Accredited Investors. You should consult a professional adviser if you do not understand any consequence of being treated as an Accredited Investor.

## If you have Joint Accounts and Other Holders Opting Out

To the extent that you have joint account(s) opened / to be opened with us (the “Joint Account(s)”), each other holder of the Joint Account(s) (the “Other Holder(s)”) is also provided the opportunity to opt-out of being treated by us as an Accredited Investor for the purposes of all of the consent provisions in order for us to treat the relevant Joint Account(s) as an accredited investor for the purposes of all of the consent provisions for dealings through the Joint Account(s).

If you have not opted-out but any one of the Other Holder(s) of a Joint Account(s) opt-outs, the Joint Account(s) would be affected and we would need to treat you as a retail customer for dealings through that Joint Account(s). This means that we would not be able to offer or provide certain services and products to you and/or execute certain transactions for you through that Joint Account(s). For the avoidance of doubt, this does not affect the status of accounts other than the relevant Joint Account(s). To assist you in deciding

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whether to consent to be treated as an Accredited Investor (i.e. whether to opt in to or opt out of the “accredited investor” status), we have set out in Schedule 2 a summary of the effect under the consent provisions of you being treated by us as an Accredited Investor for your consideration. Further details can be found at [www.citibank.com.sg/AccdInv](http://www.citibank.com.sg/AccdInv).

You may at any time withdraw your consent to be treated as an Accredited Investor for the purposes of all of the consent provisions, i.e. opt out of your “accredited investor” status, or if you have opted out of the “accredited investor” status, choose to opt-in to be considered an Accredited Investor again, by notifying our Relationship Manager in writing. If you choose to opt out of the “accredited investor” status, you consent to us disclosing this to any person that relies on your “accredited investor” status to be qualified as an Accredited Investor. To the extent that you have any Joint Account(s) with us, you also consent to us disclosing this to each Other Holder of the Joint Account(s).

### **Fees**

As you make investments in your account, Citi may receive a transaction-related fee at a single price or rate communicated to you, part of which includes Citi’s and counterparty fees, charges or commissions. Fees vary by product type. The transaction documentation related to the product will more fully describe the terms and conditions of the product, including the fees and costs associated with the product and our obligations to you. If you have any questions relating to the fee structure, please call our Relationship Manager.

### **Terms & Conditions**

We will provide the terms and conditions related to the product or service offered to you. The terms and conditions as well as the transaction documents you receive will govern yours and Citi’s respective rights and obligations over your account with us. We urge you to read these documents and to raise any questions that you may have with our Relationship Manager. Please note that certain investment products and services may not be available to all investors due to factors such as regulatory requirements and conditions imposed by service providers, product issuers and manufacturers.

### **Account Statements**

Account statements will be issued monthly and delivered to the most current mailing address we have on record. You can also login to Citibank Online or the Citibank Mobile App to view your electronic statements.

### **Diversification**

Diversification is an important element for an investor to consider when making investment decisions. Concentrated positions may entail greater risks than a diversified holding of investment products.

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Certain factors that affect the assessment of whether your overall investment portfolio is sufficiently diversified may not be evident from a review of only your account with Citi. It is therefore important that you carefully review your entire investment portfolio to ensure that it meets your investment goals and is within your risk tolerance, including your objectives for asset and issuer diversification.

To discuss your asset allocations and potential strategies to reduce the risk and/or volatility of a concentrated position, please contact our Relationship Manager.

To view the latest information and key updates regarding your portfolio with us, such as unrealized gain/loss or product valuation, simply log in to our Citi Mobile® App or Citibank Online at [www.citibank.com.sg/login](http://www.citibank.com.sg/login).

### **Important Notice**

The promotions, products and services mentioned in the referenced document are not offered to individuals resident in certain countries/jurisdictions. For the comprehensive list of these countries/jurisdictions, please refer to the "Privacy" section in the footer of our Citibank Website. The referenced document is not, and should not be construed as, an offer, invitation or solicitation to buy or sell any of the promotions, products and services mentioned therein to such individuals..

### **MAS Notice & Guidelines on Execution of Customers' Orders**

For procedures we adopt in relation to MAS Notice and Guidelines on Execution of Customers' Orders, please visit the "Notices" page located at the bottom of our website.

### **Notification of Right of Review Clauses**

As part of our commitment to fair dealing, we wish to notify you that the terms and conditions governing your product and/or service relationship with us contain clauses that give us the unilateral right to revise such terms and conditions. Further information is set out in the Notification of Right of Review Clauses under the "General" tab of the Terms and Conditions page located at the footer of the Citibank Singapore website.

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## Request for Information / Feedback

Our Relationship Manager will be your contact for any questions relating to your account with Citi. However, if you wish to discuss a concern or feedback relating to your account, you should contact our Branch Banking Manager, or contact us via the following channels:

- Citiphone Contact (65) 6225 5225 8am to 8pm
- Chat with or leave a message for your Relationship Manager via Citibank Online or in the Citi Mobile App.
- Send us a secured message via Citibank Online. Visit [www.citibank.com.sg](http://www.citibank.com.sg) and log in to Citibank Online with your User ID and password. Click on “Message” at the right of the page and compose a message with the subject “Feedback/ General Enquiry”. A One-Time PIN (OTP) will be required.
- Email to [singapore.customer.service@citi.com](mailto:singapore.customer.service@citi.com)
- Mail in to:  
Citibank Singapore Limited  
Robinson Road PO Box 356  
Singapore 900706

### Attn: Customer Correspondence and Services Unit

If despite all our best efforts and after dealing with the Customer Experience Unit, you believe that we have not addressed your concerns satisfactorily, you may seek the assistance of FIDReC (Financial Industry Disputes Resolution Centre Ltd.) via the following channels:

You can email them at [info@fidrec.com.sg](mailto:info@fidrec.com.sg)

You can write to them at:

#### FIDReC

36 Robinson Road  
#15-01 City House  
Singapore 068877

The jurisdiction of FIDReC in adjudicating disputes between banks and consumers is up to S\$100,000.

At present, FIDReC's services are available to all consumers who are individuals or sole-proprietors.

For more information on FIDReC, please refer to their website at [www.fidrec.com.sg](http://www.fidrec.com.sg)



Citibank full disclaimers, terms and conditions apply to individual products and banking services.

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## Description of Excluded Investment Products

1. "Excluded Investment Product" means –
  - (a) any capital markets products that belong to a class of capital markets products listed in the Schedule to the Securities and Futures (Capital Markets Products) Regulations 2018;
  - (b) any life policy excluding an investment-linked policy ("ILP") (other than an ILP where the units in an ILP subfund within the ILP are referred to in paragraph (c))
  - (c) any unit in an ILP sub-fund in the circumstances mentioned in paragraph 2; or
  - (d) two or more products specified in paragraphs (a) to (c) in this Annex that are linked together in a stapled manner such that one product may not be transferred or otherwise dealt without any of the other product(s).
2. For the purpose of paragraph 1(c), the circumstances are all of the following:
  - (a) the investment objectives and investment focus of the ILP subfund, and investment approach of the manager stated in the product summary as prescribed in Appendix A of the Notice on Investment-Linked Policies [MAS Notice 307] require that the manager of the ILP sub-fund must not engage in any securities lending transaction or securities repurchase transaction in relation to the scheme, except where –
    - (i) the securities lending transaction or securities repurchase transaction (as the case may be) is carried out for the sole purpose of efficient portfolio management; and
    - (ii) the total value of securities subject to all the securities lending transactions and securities repurchase transactions entered into by the manager does not exceed 50% of the net asset value of the scheme at any time, and the manager complies with the requirement;
  - (b) the product summary as prescribed in Appendix A of the Notice on Investment-Linked Policies [MAS Notice 307] require that the manager of the ILP sub-fund must –
    - (i) invest the property of the ILP sub-fund only in one or more of the following:
      - (A) deposits as defined in section 4B(4) of the Banking Act 1970 of Singapore;
      - (B) gold certificates, gold savings accounts or physical gold;
      - (C) any investment product mentioned in paragraph 1(a) to (d);
      - (D) any product, instrument, contract or arrangement (other than the investment products mentioned in paragraph 1(a) to (d)) if the investment in such product, instrument, contract or arrangement is solely for the purpose of hedging or efficient portfolio management; or
    - (ii) invest the property of the ILP sub-fund as follows:
      - (A) only in one or more products, instruments, contracts or arrangements mentioned in subparagraph (i); but
      - (B) may invest in some other product, instrument, contract or arrangement if –
        - (BA) there is any change in any written law, regulation, direction, rule or non-statutory instrument of the jurisdiction where the scheme is constituted, operating or investing; and
        - (BB) following such change, the manager is restricted or prohibited from investing in any of the products, instruments, contracts or arrangements mentioned in subparagraph (i), and, in the case of either sub-paragraph (i) or (ii), the manager invests the property of the ILP sub-fund only in one or more of the products, instruments, contracts or arrangements mentioned in sub-paragraph (i).

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3. Where, under paragraph 2, the manager of the ILP sub-fund invests the property of the ILP sub-fund in any product, instrument, contract or arrangement not mentioned in paragraph 2(b)(i), whether or not in accordance with a requirement mentioned in paragraph 2(b)(ii)(B), then the unit in the ILP sub-fund ceases to be an Excluded Investment Product with effect from the date of the investment.