



1 | Page-July 2024

Branch Bank Use Only: Face to face with Service Staff		
Signature verification / ID sighted / Checklist completed by:		Independent Signature verification / ID sighted by:
<hr/>		<hr/>
(Name / GEID / Signature of service staff)		(Name / GEID / Signature of service staff)
SAMS Team Bank Use Only: Mail in instruction, inclusive of instruction received by RM		
SAMS Team to perform the following:		
<input type="checkbox"/> Signature verification <input type="checkbox"/> Callback <input type="checkbox"/> Perform updates		
FATCA – Residential Address / Mailing Address / Contact Number / Domicile change is to or from USA		
<input type="checkbox"/> Obtain supporting document(s) (e.g., W8 & RWE / W9) for any change to USA. <input type="checkbox"/> Refer to RM for any changes to USA if customer have investments (UT, Bond, Note, PA, e-brokerage, etc). <input type="checkbox"/> Obtain W8 for any change from USA to other overseas or SG address. If customer is a US person, obtain W9 if customer has obtained one earlier.		
In the case of a joint account, ALL accountholders are required to complete the relevant W8 & RWE / W9 form.		
CRS – Residential Address / Mailing Address / Contact Number / Domicile change is to or from an overseas country		
<input type="checkbox"/> Obtain CRS Self – Certification if change there is a change of address from one country to another AND <input type="checkbox"/> Obtain Reasonable Explanation if customer has foreign indicia but declares he is a non – Tax Resident of the country. <input type="checkbox"/> Obtain a new CRS Self- Certification and/or Reasonable Explanation if customer gives instructions to remove an overseas address and declares he is a non – Tax resident of the country.		
In the case of a joint account, ALL accountholders are required to complete the relevant W8 & RWE / W9 form.		
<input type="checkbox"/> **Citibank Currency Trading Account Send a copy of the address change form via email to RM and SRM / SSM, for their assistance to inform TSO to update address via Margin Man.		
APPLICABLE TO OPERATIONS.		
Does customer have any active relationship with no active account?	<input type="checkbox"/> Yes, close the relationship and do not tag the address to the relationship <input type="checkbox"/> No, Proceed as per BAU	<input type="checkbox"/> Yes (Perform callback before update)
INACTIVE DORMANT RCCPM 5.3.9.1.4 If this is a mail in instruction, does the customer have any accounts that is in inactive / dormant status?	<input type="checkbox"/> Yes (Perform callback before update)	<input type="checkbox"/> No (Proceed with update)
HIGH RISK COUNTRIES RCCPM 5.3.1.2.8 Is the update of address or contact number to any of the High-Risk countries? (Refer to the list of High-Risk countries).	<input type="checkbox"/> Yes (Perform callback before update)	<input type="checkbox"/> No (Proceed with update)
<hr/> (Callback officer signature / Name / SOE ID)		
<hr/> (Date / Time / Extension)		