

## keyfacts<sup>®</sup> about our services and costs

### Citibank, N.A., London Branch

Level 19, Citigroup Centre, 25 Canada Square, London E14 5LB, United Kingdom.

## 1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

## 2. Whose products do we offer?

- We offer products from the whole market.
- We only offer products from a limited number of companies. Ask us for a list of the companies whose products we offer.
- We only offer products from a single group of companies, or we only offer our own products.

Our fund selection team review all the funds available in the market and using both quantitative and qualitative analysis (e.g. fund performance, fund ratings, quality of the investment process) select funds which satisfy set criteria. We offer the products in this selection to you. This process is ongoing and therefore includes a review of funds previously selected to ensure they still meet our criteria.

## 3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.
- We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not:
  - conduct a full assessment of your needs;
  - offer advice on whether a non-stakeholder product may be more suitable.

You may choose your own funds from the available funds. To assist you in this decision we will provide you with a full list of funds available, or with a list of funds that meet criteria you have given to us. You will take full responsibility for the merit or suitability of these choices.

## 4. What will you have to pay us for our services?

### Investments

You will pay for our services on the basis of commission. We will discuss your payment options with you and answer any questions you have. We will not charge you until we have agreed with you how we are to be paid.

- Paying by fee.
- Paying by commission (through product charges).
- Paying by a combination of fee and commission (through product charges).

If you buy a financial product through us, we will normally be paid for the services we provide you with through a combination of an upfront fee which we charge you and ongoing commission received from the product provider. These charges reduce the amount left for investment. If you buy directly, the product charges could be the same as when buying through us, or they could be higher or lower.

The following paragraphs explain the charges you will pay for our services in more detail. (Please note that there may be other charges imposed by the product provider or which you have to pay in connection with your investment. Further details are explained in the product's prospectus. The following paragraphs only explain the charges you pay to us and the commission we receive for the services we provide to you.)

### Upfront charge

We make a one-off upfront charge of up to 4% of the amount you invest. You will need to make this payment on top of it; for example if you wish to invest \$10,000, we will charge you \$400, so you will disburse \$10,400 to us. This upfront charge is instead of, and not in addition to, the initial charge usually made by the product provider. We will tell you the amount of the upfront charge before you complete an investment, but you may ask for this information earlier.

### Ongoing commission

We also receive ongoing commission from the product provider. This is paid to us by the product provider out of the annual management charge which it charges on your investment. This annual management charge is at a rate of up to 1.75% per calendar year, is calculated by reference to the value of your investment from time to time and will be deducted from your investment by the product provider in instalments. Further details of this charge can be found in the product's fact sheet or brochure (where applicable). However, by way of example, if the annual management charge is 1.75% per annum and your investment rises in value to \$20,000 in a particular year, an annual management charge of \$350 will be deducted in that year, reducing the value of your investment to \$19,650.

The product provider pays us a proportion of this annual management charge as commission. This is to cover our ongoing administrative costs involved with your account and the investments in it. We will tell you how much of the annual management charge we receive from the product provider in commission before you complete an investment, but you may ask for this information earlier.

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## 5. Who regulates us?

Citibank, N.A. Citigroup Centre, Canada Square, London E14 5LB is authorised and regulated by the Financial Services Authority. Our FSA registration number is 124704. Our permitted business is advising on Mutual Funds.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

## 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

in writing      Compliance Officer  
                    Compliance Department  
                    Citibank, N.A., London Branch  
                    Citi International Personal Bank  
                    Level 19, Citigroup Centre  
                    25 Canada Square  
                    London E14 5LB

by phone      Telephone +44 (0) 20 7986 5588

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Most types of investment business are covered for 100% of the first £50,000.

Further information about compensation scheme arrangements is available from the FSCS.



Calls may be monitored or recorded for training and service quality purposes.

Investment products are not bank deposits and are neither obligations of, nor guaranteed by Citigroup, or any of its affiliates. They are subject to investment risks, including possible loss of the principal amount invested. Past performance is not indicative of future results, investments can go down as well as up. Investors investing in investment products denominated in non-local currency may be subject to Risk of Exchange Rate fluctuations if the investment is not in your home currency, which could result in loss of principal if converted back to your home currency. © 2010 Citibank, N.A. Citibank and Arc Design is a service mark of Citibank, N.A. or Citigroup. Citibank, Citibank Online and Citi International Personal Bank (Citi) are registered service marks of Citibank, N.A. or Citigroup. Citi is a business division of Citibank, N.A., Citibank, N.A. London Branch is registered as a branch in the UK at Citigroup Centre, Canada Square, Canary Wharf, London E14 5LB. Registered number BR001018. Citibank, N.A. is licensed by the Office of Fair Trading with licence number 0001486 to extend credit under the Consumer Credit Act 2006. Citibank, N.A., London Branch is authorised and regulated by the Financial Services Authority, FSA reference number 124704. Citibank, N.A. is incorporated with limited liability in the USA. Head Office: 399 Park Avenue, New York, NY 10043, USA.