

Can we improve our service?

Citi International Personal Bank is committed to communicating openly and honestly with all our clients. This includes making it easier for you to share the parts of your Citi International Personal Bank experience that did not meet your expectations. We aim to achieve high standards in the service we provide and we want you to be completely satisfied with your relationship with us.

If you would like to make a complaint about a Citi International Personal Bank product and/or service please follow the steps below to help us resolve your complaint. This feedback is valuable to us to improve the services we offer you.

How to contact us

Write to us

If you prefer to put your complaint in writing, you can email us at customercareunit@citi.com

You can also send letter to the address below:

Complaints Officer
Citi International Personal Bank
Level 10, Citigroup Centre 1
33 Canada Square
London E14 5LB
United Kingdom

What happens next?

- We will acknowledge your complaint promptly, but no later than five business days from the date we have received your complaint.
- We will aim to resolve your complaint as quickly as possible and in line with the following regulatory time limits:
 - For a payment related complaint, we will aim to issue you with a final response within 15 calendar days. In exceptional circumstances, where we cannot issue you with a final response within 15 calendar days, we may extend this period to 35 calendar days and we will contact you to explain where this may be the case.
 - For a non-payment related complaint, we will aim to issue you with a final response within 56 calendar days.
 - Where your complaint is part payment related and part non-payment related, whilst we will look to deal with all aspects of your complaint together, we will issue you a final response in accordance with the time-frames outlined above.
- The final response letter will tell you whether or not we have upheld your complaint, the details of any redress we propose to offer you and the reasoning behind our decision.
- If you are unhappy with our final response, or if we have been unable to provide you with one within the regulatory time limits stated above, you may seek the assistance of the Financial Ombudsman Service, whose details are set out below:
 - You must contact the Ombudsman about your complaint within 6 months of the date of our final response letter. If you contact the Ombudsman at a later date, it may not be able to review your complaint. You must also contact the Ombudsman within 6 years of the event complained about or (if later) 3 years of when you could reasonably have been expected to become aware that you had a reason to complain.

The Financial Ombudsman Service
Exchange Tower, London E14 9SR
United Kingdom
Tel: +44 207 964 1000
Email: complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk