Dear <<Title>><<Surname>>

Changes to your Safeguarding Service
Please read this information carefully

We previously wrote to advise you of our intention to close your accounts, but we have not yet been able to do so, either because you have not provided us with instructions to sell or transfer your investments or because the investments in question cannot be sold or transferred. As a result, we amended the terms of our agreement with you to enable us to provide you with a limited service to ensure your investments continue to be safeguarded until such time as the investments can be sold, transferred or otherwise disposed of.

We are now making some minor changes to these terms (the "**Safeguarding Cash Account Terms**" and the "**Safeguarding Investment Terms**", together, the "**Safeguarding Terms**") to reflect operational changes that we need to make to this service. These changes are described below and will apply to the service that we will provide to you from 22nd September 2025.

The Safeguarding Terms have superseded the original terms that applied to you (the General Terms and the Terms of Business) and it is these Safeguarding Terms that we need to change. However, you should still keep a copy of the original terms that apply to you, as some of the provisions of the existing terms are incorporated into the Safeguarding Terms and you will need to have a copy of both the existing documents as well as your Safeguarding Terms in order to understand what contractual terms apply.

All of these documents are available to view and download **at www.citigroup.com/global/about-us/global-presence/united-kingdom** under the section “**Staff Terms and Conditions**”. Please scroll down to the sub-heading “**Terms & Conditions currently in effect**” and refer to the paragraph which begins with **“If we contacted you in October 2024”.** This explains which terms apply to you, and the relevant documents are linked within that section. The terms which will apply to you from 22 September 2025 are set out in the same section, below the sub-heading “**Terms and Conditions effective from 22 September 2025**”.

For ease of reference, we have summarised the key changes to each set of terms in the below Guide to Changes, which we recommend you read carefully.

If you have any queries relating to these changes, or any other aspect of your account closure, please email us at citiukconsumerinstructions@citi.com.

Yours sincerely

Raghuveer Sampath
Citibank UK Limited

Guide to Changes to the Safeguarding Terms

Please note that where we explain the changes in relation to what the Safeguarding Terms will say, we are referring to the position before and the position on or after 22nd September 2025.

How are the Safeguarding Services changing?

We will still provide you with the limited safeguarding service, subject to the following changes:

Contacting us: You will now only be able to contact us via email. We are amending both the Safeguarding Cash Account terms and the Safeguarding Investment Terms accordingly. We will discontinue our Citiphone and Servicing phone lines for inbound calls. However, we may still communicate with you by phone or email. This has been further reflected in the terms as set out below.

Safeguarding Cash Account Terms Clause 2.5(c): You will still need to tell us if you believe your security details have been compromised; however, you must now so by email.

Safeguarding Investment Terms: Clauses 1.2 (b) and 4.1: We have amended these clauses to clarify that that while Clause 1.2 of the Investment Terms will continue to apply to the Safeguarding Investment Terms, Clause 1.2.2 (which set out the old channels of communication you could use to reach us) will no longer apply to your account.

Rates and Charges Information: You will now need to email us if you wish to find out the historic rates payable on Time Deposits.

Please note the email address you must use to contact us will be monitored on Banking Days.

Payment execution times: When we do close your account and transfer the balance to you, we will still only do so via Swift or CHAPS, but the maximum time frame that applies will now be 5 working day and the cut off time for all instructions will now be 17:00.

We have reflected this in the Rates and Charges Sheet.

Trading: When we execute a trade for you for which settlement occurs on a date other than the expected due date, we will no longer be able to update your Account to reflect the position as if it had done so. Instead, your Account will show the actual settlement date. Section 3.3.2.1 of the Safeguarding Investment Terms has been amended accordingly.

We have also amended our best execution policy to reflect the fact that we no longer publish details of our top five execution brokers and venues, given the fact we no longer provide an execution-only service.

Closing your account: As before, we are permitted to close your account on two months' notice. If we are unable to transfer your balance to you after closing your account, the terms provide that we will continue to hold your funds safely until you are able to claim them and will pay you an amount equal to the level of interest you would have earned had we not closed your accounts.

Where we do this and subsequently decide we no longer wish to remain authorised as a bank, we may now transfer your funds to a third-party trustee to look after on trust for you. In these circumstances, we will pay you an amount equal to the level of interest you would have earned up to the date on which we transfer your funds to the trustee rather than the date on which you claim them. If we transfer your funds to a trustee in this way, we will provide you with details of how you claim your funds.

Where we transfer your balance to a trustee to look after, we will pay you an amount equal to the level of interest you would have earned up to the date on which we transfer the balance.

This has been reflected in clause 2.8.2 of the Safeguarding Cash Account Terms.

Separately, as notified to you in the changes that introduced the Safeguarding Terms, online and mobile banking ceased to be available to you once we started providing you with the limited safeguarding service. We have added wording to our Rates and Charges Information to reflect this.