



ANNOUNCEMENT

On changes in availability of Citi Commercial Bank Customer Service

Dear Customers,

We inform you that from December 1, 2018 the Corporate IVR (automated telephone information service) will be switched off from Commercial Bank Customer Service phone numbers (+36 1 2888880 and +36 1 2888802). You can reach our Customer Service Representatives on these numbers from Monday till Thursday 8-17, on Friday 8-16 and on Saturday business days 8-14.

The reason for this change is that our Bank will introduce a new IVR system in the future in a number of Citi countries in the corporate business, and one step in the migration process is to switch off the current IVR system.

Should you have any further questions about the changes please do not hesitate to contact your Customer Service Representative on the above phone numbers !

Budapest, 30 October 2018.

Sincerely yours,

Citi Commercial Bank

Citibank Europe plc Hungarian Branch Office