

Electronic Cash Account Statements

Citi's electronic account statements "eStatements" solution offers the opportunity to receive cash account statements via email as a PDF file

eStatements are sent electronically via email in a secure and encrypted manner to clients. The lay-out is absolutely identical to today's paper statements. Clients will receive their eStatements as a password protected PDF file, replacing paper statements delivered via post. The eStatements solution offers a timely delivery of account statements in an environmental friendly manner

Sign-Up Process

Clients do sign-up for the eStatements service by filling out the eStatements registration form. The form has to be signed by authorized signers and sent via email to the responsible Account Manager or Customer Service Representative. The original wet-ink hardcopy is not required and can remain with the client.

Registration Form

The registration form can be downloaded from the following website:

<https://www.citibank.com/tts/sa/go/paperfree/>

Password Protection

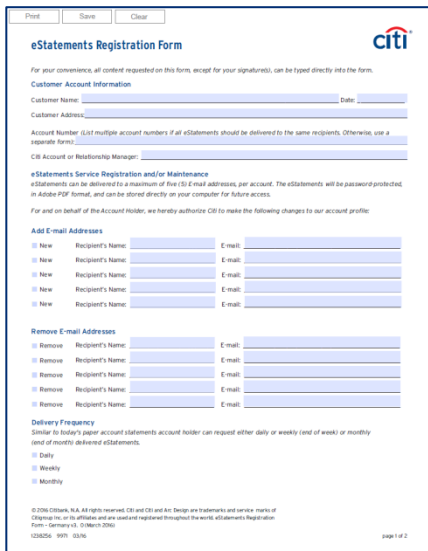
Statements will be provided as a password-protected PDF file. Recipients have to open their eStatements utilizing a password. The randomly generated initial password will be sent to the client via email after sign-up. Clients need to retain the historic passwords to be able to open old statements as the new password will only open statements sent after the password is changed. Each client's email-address will have its own password, regardless of the different accounts it is receiving statements for.

Delivery Frequency

Similar to today's paper statements clients can request daily, weekly (end of week) or monthly (end of month) generated eStatements. Clients can update their current frequency, if required, via their account manager.

Benefits at a Glance

- Paper-free, timely and fast delivery of account statements
- Receiving account statements in PDF format in a secure and encrypted manner
- Electronic delivery is efficient, sustainable and environment friendly
- eStatements eliminate cost and increase operational control
- Delivery of eStatements possible to multiple email-addresses in parallel
- Statement content is identical to today's paper statements
- Personalization of password guarantees maximum security
- Cheaper and easier archiving without physical distribution or warehousing
- Easy sign-up process



The screenshot shows the "eStatements Registration Form" with the Citi logo. It includes fields for Customer Name, Customer Address, Account Number, and Citi Account or Relationship Manager. There are sections for "Add E-mail Addresses" and "Remove E-mail Addresses", each with a table for Name and E-mail. A "Delivery Frequency" section has radio buttons for Daily, Weekly, and Monthly. The footer contains copyright information for Citibank, N.A. and page number 1 of 2.

Password Request

Clients can update the initial password to one of their choice or request a new initial password if necessary by accessing the following website:

<https://www.edelivery.gts.citi.com/CMail/JPS/portal/Index.do>

Technical Requirements

Client's email-system needs the ability to receive external emails with attachments and a PDF reader has to be installed on the receiver's computer.

Global eStatements Solution

Citi offers eStatements for cash accounts in other countries as well. Clients can receive eStatements for their accounts with Citi in USA, UK, Russia, Poland, Czech Republic, Denmark, Finland, Sweden, Norway, and other countries.

Other Statements

Account Statements provided by Citi for other accounts, e.g. security accounts, as well as interest statements for both cash and security accounts will continue to be delivered as paper statements only, for the time being.

Citi Transaction Services

More information on Citi's Treasury and Trade solutions portfolio can be found accessing the following website:

<https://www.citibank.com/tts/>

Citi Transaction Services

www.transactionservices.citi.com

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The screenshot shows the Citi website's 'Go Paper-free... Sign-up Today!' campaign. The page has a blue header with the Citi logo and navigation links. The main content area features a large image of a tree and the headline 'Go Paper-free... Sign-up Today!'. Below the headline, there is a section titled 'Fast. Secure. Efficient. Sustainable. Paper-free' with a list of benefits: 'Going paper-free is Fast and Efficient', 'It Eliminates Costs and Increases Operational Control', and 'Plus, going paper-free is Easy'. There is also a section titled 'Go Paper-free: Our Commitment to Sustainability' with a quote from Michael Corbat, CEO of Citi. The page includes a 'Did You Know?' section with environmental awards and a 'Make the switch' button with a dropdown menu to select a country. The footer contains the Citi logo, website URL, and social media icons.

Fees for Paper Statements

Citi Germany will keep providing paper cash account statements for clients who do not sign-up for eStatements. Since October 2012, the delivery of paper cash account statements is charged. The fee is EUR 12.50 per paper account statement with a minimum of EUR 50 per account and month. The delivery of eStatements is free of charge.