



Frequently Asked Questions: Consent letter for Transferring products and services from Citi to UOB (reference to the letter dated 5 September 2022)

1. What is the difference between this letter and the previous one?

Answer: The main content of this letter is Citi and UOB have officially obtained the approval of the Bank of Thailand in connection with the Business Transfer. Furthermore, we would like to seek customer's support in providing consent within 30 days from the date of this letter for the transfer of products and services to UOB. In the event that you have not provided the consent within 30 days from the date of this letter, Citi reserves the right to close your accounts and/or wholly or partially suspend or terminate transactions and/or wholly or partially suspend or terminate services, in connection with deposits, omnibus investment accounts and safe deposit boxes.

2. When will the Business Transfer will be effective?

Answer: Currently, Citi and UOB expect that the Business Transfer will be effective (the "Transfer Date") within 2022. Citi will keep you informed of the definitive Transfer Date.

3. In cases of deposit accounts being closed, where can customers collect their remaining balances?

Answer: You may contact the relevant Deposit of Property Office to collect all the outstanding balances in your deposit account(s) (including accrued interest). With respect to time deposit accounts, you will be entitled to receive interest up to the maturity date of such time deposit accounts. With respect to foreign currency deposits, Citi needs to convert all of your outstanding balance (including accrued interest) in foreign currency into Thai Baht currency at the conversion rate of the date on which Citi deposits your outstanding balance together with accrued interest with the relevant Deposit of Property Office.



Once Citi has completed the deposit of your outstanding balance together with accrued interest ("Remaining Amount") with the relevant Deposit of Property Office, Citi will further inform you of the details of the deposit and the process for collection of your Remaining Amount. You may collect your Remaining Amount from the relevant Deposit of Property Office after Citi has completed the deposit of your Remaining Amount. If you do not collect your Remaining Amount within 10 years from the date on which you receive the notification letter regarding the deposit of your Remaining Amount with the Deposit of Property Office, your right to collect your Remaining Amount will be forfeited pursuant to Thai Civil and Commercial Code.

4. What will happen to customers with omnibus investment accounts who do not provide consent?

Answer: Citi reserves the right to terminate the provision of services in relation to subscription, redemption, switching, regular saving plan, transfer or any other transactions relating to unit trusts in your omnibus investment accounts and any other services, in whole or in part, in connection with such accounts.

Remark: Omnibus account is a consolidated mutual fund account used to trade local/offshore mutual funds and bonds. The customer can open only one account through Citi and can use it to trade mutual funds from various asset management companies without the need to open separate mutual fund accounts with various asset management companies directly. This helps to simplify the process for customers and minimize any inconvenience in the event that the customer in the event that the customer wants to purchase new funds from new asset management companies.

5. Where can customers find more details and Frequently Asked Questions (FAQs)?

Answer: Please visit www.citibank.co.th/advisory

6. Does the Deposit of Property Office provide interest for the remaining balance that Citi deposits with them and is it possible for Citi to deposit foreign currency?

Answer: No interest is provided by the Deposit of Property Office. With respect to foreign currency deposit, Citi needs to convert all of your outstanding balance (including accrued interest) in foreign currency into Thai Baht currency at the conversion rate of the date on which Citi deposits your outstanding balance together with accrued interest with the relevant Deposit of Property Office.

7. Do customers who provide consent need to visit a Citi Branch to move their items in the Safe Deposit Boxes to other locations?

Answer: In cases where customers have provided consent, they do not need to visit a Citi branch to remove/move their belongings. Customers can continue to use the same safe deposit box until further advance notice by UOB. This is only considered changing the provider of Safe Deposit Box Service from Citi to UOB.

8. In which format can customers receive the remaining balance from the Deposit of Property Office? Can customers delegate others to pick it up?

Answer: Both cheque and transfer into account. Customers can delegate to other persons who have power of attorney on behalf of a customer. The attorney must present a power of attorney with a copy of customer's and the attorney's ID card to the officer in order to receive money on behalf of the customer. In addition, the attorney will also need to fill in the application accepting the property in deposit and submit such application to the officer.

9. In cases of customers passing away, how can the family claim for outstanding balance from the Deposit of Property Office? What documents need to be prepared?

Answer: There will be two cases as follows:

1.If the customer passed away before Citi closes the account, Citi will be the one who keeps the outstanding balance. The administrator can claim the funds from Citi according to Citi's usual procedure. The administrator must present evidence that they have power to deal with the deceased customer's properties (e.g. court order appointing the administrator).

2. If the customer passed away after Citi has deposited the outstanding balance with the Deposit of Property Office, the administrator can claim the funds from the Deposit of Property Office according to its procedure, which includes presenting that the administrator has power to deal with the deceased customer's properties (e.g. court order appointing the administrator).