

**Q: Why is Citi introducing Citi Priority?**

In an effort to meet the needs of a wide range of clients, Citi is updating its suite of account packages, and introducing Citi Priority as a new offering in the U.S. Citi Priority is designed for clients whose combined eligible deposit, retirement, and investment balances are \$50,000 - \$199,999, who enjoy flexibility in the way they manage their money and receive financial guidance, and who want additional benefits beyond what's offered in basic account packages.

**Q: How can I access my account during the transition?**

Your account number will not change, and you can continue to use your debit card as you do today.

**Q: What about my existing checks?**

You can continue to use your existing checks until they run out. You will receive new Citi Priority checks the first time you reorder checks after November 2016.

**Q: What about my other Citi relationships and accounts – such as credit cards, mortgage or investments? Will they change?**

No. Your other Citi accounts and relationships remain the same.

**Q: Will I lose the discount on the annual fee for the Citi Prestige card?**

No. You will continue to have that same discount available for Citi Prestige.

**Q: Can I continue to earn ThankYou® Rewards with my checking account<sup>1</sup>? What about points I already earned?**

Yes, you can continue to earn ThankYou Points at the same level with your new checking package, and you will retain the points you already earned.

**Q: What about the customer service for my account?**

You will have dedicated Citi Priority customer service and continue to enjoy the level of service you have today.

**INVESTMENT AND INSURANCE PRODUCTS: NOT FDIC INSURED • NOT A BANK DEPOSIT  
• NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY  
• NO BANK GUARANTEE • MAY LOSE VALUE**

Terms, conditions, and fees for accounts, products, programs and services are subject to change

1) Separate enrollment of eligible consumer checking account in Citi ThankYou® Rewards required. Eligible customers with a checking account in the Citi Private Bank Account, Citigold Account, Citi Priority Account or The Citibank Account Packages can enroll their checking accounts in ThankYou Rewards. Eligibility and participation are subject to terms, conditions and restrictions. Customer must be a citizen or resident alien of the United States (U.S.) with a valid U.S. taxpayer identification number. Taxes, if any, are customer's responsibility. You must complete 1 qualifying Bill Payment and 1 qualifying Direct Deposit each statement period in order to earn

monthly ThankYou® Points for eligible products and services linked to your checking account. Citigold® and Citi Private Bank clients who do not complete these transaction requirements can earn points at a reduced level.

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