

## KEY FACT STATEMENT - CURRENT AND SAVINGS BANK ACCOUNTS

This Key Facts Statement (KFS) provides you with important information about interest, fees, charges and other features of a bank account. This document is being provided to you to understand the key features of a Bank Account and assess its appropriateness and suitability for your needs.

This KFS is to be read and understood in conjunction with Citibank's General Terms and Conditions as communicated at [https://www.citibank.ae/uae/consumer/info/terms\\_and\\_conditions.htm?icid=AEFO1](https://www.citibank.ae/uae/consumer/info/terms_and_conditions.htm?icid=AEFO1)

Citibank reserves the right to change Terms and conditions and/or interest, fees & charge at any point with 60 days prior notice.

In the event of conflict between the information provided in this document and Citibank's General Terms and Conditions, Citibank's General Terms and Conditions shall prevail.

### SECTION 1: WHAT IS THIS PRODUCT AND HOW DOES IT WORK?

Citibank offers both interest bearing and non-interest bearing bank accounts which offers convenient 24/7 access to funds.

### SECTION 2: PRODUCT DETAILS

#### ACCOUNTS OFFERED: -

Non-interest bearing: Current Accounts

Interest Bearing: Savings Accounts, CitiBest Accounts

	Current Account	Savings Account	CitiBest Account
Currencies Available	AED and all major Foreign Currency	AED and all major Foreign Currency	USD
Interest Computation	No interest payable	Accrues interest on lowest End of Day balance in a month	Pays interest on daily End of Day balances
Interest Credit	N/A	Monthly	Monthly
Checking Facility	Yes	No	Yes

#### ELIGIBILITY REQUIREMENT FOR OPENING A BANK ACCOUNT:

- Resident of UAE
- Minimum age should be 18 years old
- List of documents required to apply may be found at <https://www.citibank.ae/personal-banking/personal-account/how-to-apply/>

#### SERVICES AVAILABLE:

##### Fund Transfer Services:

- Transfers between own accounts: Instantly transfer between your Citibank UAE accounts.
- Local AED Transfers: Instantly transfer in AED to any local bank account in the UAE.
- Utility Bill Payments: Pay your bills at your leisure by using our services.
- Debit Direct: Utilize our services to set up scheduled money transfers and manage your ongoing payments effortlessly.
- Foreign Currency Transfers: Transfer funds in foreign currency at attractive interest rates.
- Citi Global Transfers: Transfer funds from one Citibank personal account to another around the world in an instant
- Further details may be found at <https://www.citibank.ae/personal-banking/fund-transfer/>

#### WARNING:

##### Please note for Foreign Currency Transfers and Citi Global Transfers:

- The actual time to complete a transaction may differ from estimates due to increased scrutiny of transactions by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
- This product/service may be affected by changes in foreign currency exchange rates.
- Additional fees may be levied by the correspondent bank/financial institution or entity providing financial services to the beneficiary of remittances.
- Penalties and Fees may be applied if there is a customer error or omission in providing correct or incomplete information for remittances.

### DEBIT CARD FEATURES:

- A Debit Card is issued which can be used free of charge at Citibank ATMs locally & worldwide. The applicable switch charges, if any will apply, for Debit Cards used at any non-Citi ATM locally & worldwide. Withdrawals limits vary for CPC/Citigold and other clients.
- Save time with the new contactless feature on your Citibank MasterCard Debit Card. It eliminates physical contact with your card and reduces the inconveniences of carrying cash.
- You can transact in 9 currencies with your Citibank MasterCard Debit Card and avoid currency conversion fees using Citibank Global Wallet.
- Your MasterCard Debit Card allows you to define your own monthly spending limits. The default limit is AED 40,000 and you can set a limit of up to AED 100,000 per month by logging into Citibank online
- If your card is lost or stolen, please call our 24-hour CitiPhone Banking Service immediately. The replacement card may be issued to you as early as three business days.

### OTHER SERVICES OFFERED:

- 24-hour phone banking is available to customers at +971 4 311 4000.
- Citibank Online and Citi Mobile facilitates transactions in relation to Liability products.
  - Visit [www.Citibank.ae](http://www.Citibank.ae) and set up your user ID and password through [www.citibank.ae/register](http://www.citibank.ae/register)
  - Download the Citi Mobile app from [www.citibank.ae/mobile](http://www.citibank.ae/mobile)

## SECTION 3: FEES AND CHARGES

Details of all fees and charges may be found at [https://www.citibank.ae/uae/consumer/info/pdf/fin\\_charges.pdf](https://www.citibank.ae/uae/consumer/info/pdf/fin_charges.pdf)

Minimum Monthly Average Balance Requirement per Account	Monthly Fee per Account
AED 3,000 or more	Free
Less than AED 3,000	AED 25 (No charge for Citigold (CG) and Citigold Private Client (CPC))

## SECTION 4: RATES OFFERED

Savings Account interest rate may be found at

[https://www.citibank.ae/uae/consumer/personal\\_account/pdf/sa\\_interestrates.pdf](https://www.citibank.ae/uae/consumer/personal_account/pdf/sa_interestrates.pdf)

### YOU NEED TO KNOW:

- Upon breach of any of the Bank Account Terms and Conditions by the Customer, Citibank may refuse to process any pending or future orders or transactions regarding such Account and/ or close such Account.
- If cheque(s) issued on the Customer's Current Account or CitiBest Account, are returned unpaid on account of inadequate funds, Citibank may close the Customer's Account in accordance with UAE law. Upon closure of the Account, the Customer will return to Citibank all cheque books relating to his Account. The Customer understands that Citibank will report such Account and related details to the UAE Central Bank and any other relevant authorities.
- Details of transactions will be available in customer's statement of account which may be availed on Citibank online, MBOL, e-mail or basis request.
- CONTACT US: For any complaints / queries you can write to us at [uaeservice@citi.com](mailto:uaeservice@citi.com) or call us on +971 4 311 4000.

Citibank Terms and Conditions apply, are subject to change and are available on our website [www.citibank.ae](http://www.citibank.ae). Partner terms and conditions also apply. All offers are made available on a best-effort basis and at the sole discretion of Citibank N.A. - UAE Branch. Citibank N.A. - UAE Branch makes no warranties and assumes no liability or responsibility with respect to the product and services provided by partner(s) / other entity(ies). Citibank, N.A. - UAE Branch is licensed by Central Bank of UAE as a branch of a foreign bank.

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