

Information about the sale of Personal Banking

Information about the transfer of retail banking products and credit cards of Citibank Europe plc in the Czech Republic to Raiffeisenbank.

Citibank Europe plc has transferred ownership of its retail banking business in the Czech Republic to Raiffeisenbank a.s., which is a credit institution authorized by the Czech National Bank with banking license number 2003/4974/520 and with its registered office at Hvězdova 1716/2b, Praha 4, 140 78.

Contact:

Raiffeisenbank a.s., Hvězdova 1716/2b, P.O. Box 64, Praha 4, 140 78, entered in the Commercial Register maintained by the Municipal Court in Prague, Section B, File 2051. Company ID No.: 492 40 901, e-mail: info@rb.cz, www.rb.cz, info line 800 900 900.

The transfer of retail banking products and credit cards of Citibank Europe plc in the Czech Republic was carried out between May and October 2016. Detailed information about the sell including the official notification can be found below (Client communication and General information).

Our telephone bankers are available on working days between 9 a.m. and 3 p.m. to provide more information to former retail banking clients of Citibank Europe plc in the Czech Republic on the customer lines 233 06 1602 and 233 06 1307 or via email retailcustomerservice@citi.com.

Documents related to the retail banking segment of Citibank Europe plc in the Czech Republic:

[Citibank sells retail banking and credit cards business to Raiffeisenbank – most frequent Q&A](#)

[A List of Third Person Involved in the Provision of banking services \(in Czech\)](#)

A List of Third Person Involved in the Provision of the Products and Services of Citibank Europe plc, organizační složka

[The CNB has approved the takeover of Citibank's retail business in the Czech Republic by Raiffeisenbank.](#)

CNB granted consent to Raiffeisenbank to take over Citibank's Czech retail business

The Czech National Bank has approved the takeover of Citibank's retail business in the Czech Republic by Raiffeisenbank. The transaction had already been approved by the Office for the Protection of Competition. Raiffeisenbank will take over Citibank's retail banking on 29 February 2016.

(Excerpt from Raiffeisenbank's press release of 5 January 2016)

Terms and definitions:

"Effective Date" means the effective date of the transfer of ownership concerning the segment of retail banking, credit cards, investment products, and consumer loans (the retail banking segment) from Citi onto Raiffeisenbank, which is the date of publishing the document evidencing the purchase of a part of enterprise in the Commercial Register's collection of documents, i.e. 1 March 2016.

and

"Transitional Period" means the period after the Effective Date, during which Citi will continue to administer and service accounts and other products for Raiffeisenbank. From the client's perspective, the transition period ends at the moment when the client's products are fully held in Raiffeisenbank's systems.

Client communication

[Notification to creditors and debtors of Citibank Europe plc, organizační složka](#)[Transfer notification - account](#)[Transfer notification - investment account](#)[Transfer notification - personal loan](#)[Transfer notification - CitiProfession](#)[Privacy statement closed and divested retail bank operations](#)

General information

1. What is Citi selling and to whom?

On 14 September 2015, Citi and Raiffeisenbank entered into an agreement to transfer the segment of retail banking, credit cards, investment products, and consumer loan onto Raiffeisenbank. The transaction covers customer agreements, branch offices, ATMs, third-party arrangements related to the retail banking segment, as well as employees working in the segment. The entire transfer of ownership was completed on 1 March 2016. Citi's segments of corporate, investment, and business banking are not part of the sale.

2. Why does Citi sell the segment?

Sale of the segment is part of Citi's strategy announced along with the results for the third quarter of 2014. It aims at speeding up the global transformation of the personal banking segment through improved efficiency and focus on 24 markets with the largest coverage and highest potential for growth. These measures also include Citi's plan to discontinue its personal banking services in 11 countries, including the Czech Republic.

3. Why Raiffeisenbank and not another bank?

Conclusion of the agreement ensued from an extensive and thorough bid evaluation, where Raiffeisenbank's bid represented the best offer from the perspective of our customers, employees, and shareholders. Raiffeisenbank is a major financial institution operating in the Czech Republic; it runs an extensive distribution network and offers a wide range of top quality products and services.

4. What will I have to do? Does anything change from my point of view?

You do not need to make any steps as part of the transfer; your account(s) and products will be transferred automatically. In specific cases, clients will be informed about steps required to be made jointly. Raiffeisenbank now prepares a smooth transfer of your banking products into Raiffeisenbank's systems while preserving the high level of service. For the time being, you do not have to make any steps as you can continue using the branches, offices, customer line, and your banking products the way you are used to.

5. Which branch offices can I use now?

Keep using the branch offices you are used to.

The network of all Raiffeisenbank branch offices will be fully available to you after transferring all your banking products into Raiffeisenbank's systems.

6. Will there be any changes to my client contracts concluded with Citi?

Unless agreed with you otherwise or unless prevented by the specific client contract, your client contract remains without modifications, only the counterparty in your client contract will be changed from Citi to Raiffeisenbank. Raiffeisenbank will inform you about other changes, if any, and will implement such in accordance with applicable legislation.

7. Will the same terms and conditions of my contracts apply after the end of the Transition Period?

Unless agreed otherwise with you or unless prevented by the specific client contract, your client contract remains without modifications, only the counterparty in your client contract will be changed from Citi to Raiffeisenbank. Raiffeisenbank will inform you about the changes, if any, and will implement such in accordance with applicable legislation after the Effective Date.

8. When will I learn about Raiffeisenbank's products and terms?

You will be informed about the products and conditions between May and October 2016 when your personal banker will contact you (in the case of current account maintenance), or you will receive the information by e-mail or in a letter.

9. How will I communicate with the bank now?

During the Transition Period, you are free to communicate with Citi by means of all existing communication channels (website, customer lines, mail, e-mail, internet banking, branch offices, and bankers). After the Effective Date, you will be able to communicate with the bank using any of the above channels, save for communications with Citi's headquarters and written

communications. After the Effective Date, please address your written communications to Raiffeisenbank. Raiffeisenbank will send you timely information about any changes to the communication channels available to you.

The address for written communications is:

Raiffeisenbank a.s.
Client Services
tř. Kosmonautů 108/29
779 00 Olomouc
e-mail: info@rb.cz

10. If I am already holding Raiffeisenbank's products, can I consult Raiffeisenbank's bankers about my Citi products, accounts, etc. now?

In matters related to your existing Citi products, please refer to your banker and branch office that you are used to. Your banker will agree with you on the most suitable procedure.

The network of all Raiffeisenbank branch offices will be fully available to you after transferring all your banking products into Raiffeisenbank's systems.

11. What will happen with my personal data?

After the Effective Date, all personal data acquired from you by Citi in connection with your client contract are transferred to Raiffeisenbank, their new administrator. The transfer and protection of personal data will comply with the requirements implied by applicable laws.

12. Citi will not be processing the personal data after the transfer?

To ensure smooth transfer of your account, Citi will continue to process your data – on behalf of Raiffeisenbank – in the course of the Transition Period until completion of the transfer of client contracts into Raiffeisenbank's systems. Your personal data protection rights will remain intact.

13. Will I be paying anything in connection with the transfer of my client contracts?

No, all costs associated with the transfer are covered by Citi and Raiffeisenbank.

14. What is the governing law of the transfer?

The transfer as well as your contracts with Citi is governed by laws of the Czech Republic.

15. Who, i.e. which regulator, has approved the transaction and supervises the transfer of the retail banking segment to Raiffeisenbank?

The transaction has been approved by the Czech National Bank. The transfer of ownership came into force as of 1 March 2016. The main supervisory authority in respect of all regulatory matters related to the retail banking segment is the Czech National Bank