

Dear Customer,

Pursuant to the Guidelines from PBOC on Carrying out Identity Verification on National Stock of Personal RMB Deposit Accounts, Citibank (China) Co., Ltd (“Citibank China”) has been conducting an Identity-Verification process for all individual RMB account holders to implement real-name system in our bank and protect customers’ legitimate rights. Up to now, some customers’ verification in Citibank China still cannot be completed due to failure in providing any of the required documents.

Therefore, for these unverified customers, according to the regulations of the People’s Republic of China and the Terms and Conditions for Products and Services of Citibank China, your RMB settlement account shall be blocked, and Citibank China may not be able to provide any further service of these accounts. Please provide required identity document to us by the ways listed as below as soon as possible, and **your account will be un-blocked after completing the identity verification.**

Option 1: Please come to any branch of Citibank China in person recently to provide your personal valid identity document (Passport/HK or Macao Pass/Taiwan’s current mainland Pass) and one of the following identity documents as auxiliary proof for verification (**Please refer to Other Acceptable Second Identification**).

Option2: If you cannot go to any branch of Citibank China recently in person, you may fax or email us a copy of one of the following identity documents as auxiliary proof (Please remember to mark the name of the branch where you have your account opened on the copy). (**Please be noted that after receiving your fax/scan copy, we will call you again for verification. So, please ensure your phone is contactable.**)

Fax Number: (86 21) 2896-3663 (Preferred)

Email Address*: consumer.china@citi.com

* Due to the nature of the Internet, the Bank cannot guarantee the confidentiality of such information provided via email channel. The information you send to the Bank could be delayed, lost and /or accessed by third parties; the Bank accepts no liability for the security and confidentiality of data outside its own internal systems.

The List of Auxiliary Document

- **For Hong Kong, Macao and Taiwan residents:** ID cards, Passport or Household Certificate Transcript issued by Hong Kong, Macao and Taiwan Authorities

- **Other Acceptable Second Identification (Issued by China Authorities)**

1. Work Visa, Long-term Resident Visa, Students Visa
2. China Mainland Driver License
3. Vehicle Registration
4. Residence Permit for Foreigners
5. Temporary Residence Permits for Foreigners
6. Temporary Residential Permit
7. Work Permit
8. Foreigner’s Permanent Residence Permit
9. Registration Form of Temporary Residence – with local police station or Census Register Office chop
10. Professional license or certificate (e.g. Bar license, CPA)
11. Passport information page + Chinese Visa + Entry Stamp of Chinese Custom

If you have completed the identity verification, please kindly ignore this letter. Thank you for your cooperation.

For more information, please contact your Relationship Manager or call Citibank 24-Hour Service Hotline: Domestic customers please call 400-821-1880/800-830-1880. Oversea customers please call 86-20-38801267.

Thanks for your kind support!

Sincerely,

Citibank (China) Co., Ltd
September, 2014