

CitiFirst

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Important information

Notice in relation to all CitiWarrants

28 September 2021

Citigroup Global Markets Australia Pty Limited (ABN 64 003 114 832 and AFSL 240992) (Citi) has issued product disclosure statements in relation to a range of warrants which are in use (each a **PDS**). Each PDS includes, at Appendix 1, a financial services guide (**FSG**).

In accordance with *ASIC Corporations (Updated Product Disclosure Statements) Instrument 2016/1055*, Citi updates the FSG at Appendix 1 of each PDS by amending the section headed '**WHAT YOU SHOULD DO IF YOU HAVE A COMPLAINT**' by deleting the red struck through words and inserting the blue underlined words as follows:

Citi has formal internal complaint handling procedures which are consistent with the [applicable](#) Australian Standard ~~ISO 10002-2006~~. As a client, you have the right for any complaints in relation to your dealings with Citi to be considered in a timely manner. Our management is committed to a high level of client service, and as such regard all complaints as serious and entitled to be handled ~~promptly, fairly, consistently and in a professional manner~~ [effectively and promptly](#). Clients may either complain verbally or in written form.

If you have any complaint about the service provided to you, you should take the following steps.

Verbal complaints

If you wish to make a verbal complaint, you can call Citi on 1300 30 70 70 and provide details of your complaint to the Compliance Manager.

Written complaints

If you wish to make a written complaint, you should write to the Compliance Manager, Citigroup Global Markets Australia Pty Limited, Level 22, 2 Park Street, Sydney NSW 2000, and provide all relevant details of your complaint.

External Complaint Services and Regulatory Bodies

Citi is a member of the Australian Financial Complaints Authority (**AFCA**). AFCA assists with the resolution of disputes between consumers and participating financial services providers.

If you have made a complaint to Citi and ~~have not received a response within 45 days~~ [your complaint is not resolved within 30 days](#), or if the complaint has not been resolved to your satisfaction, you have the right to take your complaint to AFCA. AFCA's details are:

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
Telephone: 1800 93 16 78
Fax: + 61 3 9613 6399
Web: www.afca.org.au
Email: info@afca.org.au

The complaint must be lodged before the earlier of:

- 2 years from the date you receive written notice advising you of Citi's final position in relation to your complaint and your right to take your complaint to AFCA (if applicable); and
- 6 years from the date you first became aware or should reasonably have become aware of the loss,

although AFCA can extend the time limit if it considers that special circumstances apply to your case.

Further information is available from either Citi or AFCA. For a complaint that exceeds \$1,000,000, alternative dispute resolution mechanisms may be utilised.

ASIC also has an information line that you may use to make a complaint and obtain information about your rights on 1300 30 06 30.

Holders should always consider the PDS in its entirety when making any decision regarding their investment in CitiWarrants. The PDS can be obtained at www.citifirst.com.au.

Capitalised terms not defined in this notice have the same meaning given to them in the PDS.

The information provided in this notice is not financial product advice and has been prepared without taking into account your personal investment objectives or financial situation. Accordingly, nothing in this notice is a recommendation by Citi, its associates or any other person to invest in CitiWarrants. For further information, please contact your stockbroker, financial adviser or Citi.