

# Financial Services Guide

Consumer Credit  
Related Insurance  
Services

May 2019

## Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use financial services offered by Citigroup Pty Limited ABN 88 004 325 080 AFSL No. 238098 (Citi).

Citi holds an Australian financial services licence (AFSL) issued by the Australian Securities and Investments Commission (ASIC).

This FSG outlines the types of financial services that Citi provides in connection with consumer credit insurance related to personal lending products including credit cards, and indicates how you can receive advice from a Citi representative, the remuneration that may be paid to your Citi representative and other relevant entities in relation to the services offered, and, if necessary, how to make a complaint.

With this FSG, you may also receive a Product Disclosure Statement ('PDS') for a consumer credit insurance product (the 'Insurance Products') when we may make a recommendation to you to buy an Insurance Product and/or arrange it to be issued by third parties.

The purpose of the PDS is to help you compare products and make an informed decision about whether to acquire the Insurance Product. The PDS includes information such as the fees payable, risks, benefits and significant characteristics of the particular Insurance Product.

## How you can contact us

You can contact Citi by:

- Visiting our website [citibank.com.au](http://citibank.com.au) and selecting 'Contact Us' from the bottom of the homepage
- Mailing GPO Box 40, Sydney NSW 2001
- Calling CitiPhone Banking 13 24 84 (within Australia) or +61 2 8225 0615 (from overseas)

## Who is Citi?

Citi is a part of Citigroup Inc., one of the world's largest and best-known global financial service companies, operating in over 100 countries. Citi and its related companies issue some – but not all – of the financial products that may be recommended to you. Citi is responsible for the provision of the advisory services described in this FSG.

## What financial products and services do we offer?

Citi is able to provide a range of financial products and services.

This FSG sets out information about the financial services that we will, or are likely to provide to you, in relation to the consumer

credit insurance products Citi offers in connection with credit cards and personal loans.

Depending on factors including the financial service or product sought by or provided to you, Citi may provide you with one of or a combination of factual information and general financial product advice (general advice). Citi may also deal in a consumer credit insurance product on your behalf, e.g. by arranging on your behalf for it to be issued to you or otherwise dealing in consumer credit insurance on your behalf.

Citi does not provide personal financial product advice (personal advice) in relation to consumer credit insurance products. This means you won't receive a Statement of Advice.

In providing the financial services described in this FSG Citi generally acts on its own behalf.

Should you want to reference the FSG with Citi's other product and services you may obtain a copy by:

- **Visiting our website – [citibank.com.au](http://citibank.com.au)**
- **Mailing – GPO Box 40, Sydney NSW 2001**
- **Calling – CitiPhone Banking 13 24 84 (within Australia) or +61 2 8225 0615 (from overseas)**

## How will I pay for the service provided?

If you purchase a consumer credit insurance product, you will be required to pay a premium as described in the PDS.

Citi may receive either a commission or fee that is not a direct additional cost to you.

## How are fees and commissions calculated and deducted?

For the sale of insurance products, Citi may receive either a commission or a fixed fee which is paid to Citi by the insurer and is not a direct additional cost to you as the policy owner.

Product Category	Consumer credit insurance
Insurer	AIA, MetLife, Suncorp, Hallmark
Received by Citi	Up to 20% of the premium (plus GST)
Received by Citi Representatives	Nil

Citi may, where permissible, also receive additional payments which are not in the nature of a commission. These may include, depending on the insurer, fees and other amounts relating to establishment costs for a new program, or Citi's services in establishing, or providing ongoing servicing, of policies. For example, Citi may receive an amount to establish systems for the operation of a new program, or flat fee per policy to send annual or other notices to you on behalf of the insurer as required. Citi may also receive non-monetary benefits, such as briefings, training

and sales materials from financial product issuers with whom insurance policies are placed.

You may request particulars of these benefits by contacting us within a reasonable time after receiving this FSG and before any financial service set out in this FSG is provided to you.

An insurance provider may (in accordance with the terms of its agreement with Citi) continue to pay commission to Citi in respect of an insurance product held by you, notwithstanding the relationship between Citi and you may have ceased.

## Relationship with insurance providers

Citi has agreements in place to distribute and administer consumer credit products on behalf of the following insurance providers:

Insurance Provider	Brand Used by Insurer
AAI Limited, Suncorp Life	Suncorp
AIA Australia Limited AIA	AIA
MetLife Insurance Limited MetLife	MetLife
Hallmark General Insurance Company Limited	Hallmark
Hallmark Life Insurance Company Limited	Hallmark

Citi may have other relationships with the insurance providers or their associated entities in relation to the insurance provided (e.g. administrative or banking services) as well as providing other unrelated banking or financial services to the insurance provider.

## What commissions, fees or other benefits does your representative or referrer receive?

The Citi representative that provides you with information about an Insurance Product are paid a salary or wages, but do not receive a commission relating to the sale to you of insurance products. A Citi representative may receive, where permissible, non-monetary benefits and rewards. These may include issuer briefings and training.

## How you can give us instructions

Generally you can give us instructions by letter or email. However, where applications or other matters need to be performed in a certain way (e.g. in writing and signed) we will tell you.

## Purposes for which we collect, use and disclose your personal information

We collect, use and disclose your personal information:

- to assess your application and future applications;
- to provide and manage your products, accounts and services and to manage your relationship and arrangements with us;

- so we can comply with applicable laws both in Australia and overseas (for more details about relevant Australian laws please see our Privacy Policy); and
- for other purposes as listed in our Privacy Policy.

If you do not provide us with the information we ask for or the information provided is incorrect or incomplete, we may not be able to provide or manage the products or services you are seeking.

We usually collect your personal information directly from you. However, sometimes we may need to collect personal information about you from third parties for the purposes described above. The circumstances in which we may need to do this include, for example, where we need information from a third party to assist us to process your application (such as to verify information you have provided or to assess your circumstances) or to assist us to locate or communicate with you.

To help the government fight the funding of terrorism and money laundering activities, the Australian legislation requires all financial institutions to obtain, verify and record information that identifies each person who opens an account. This means that we will ask for your name, address, date of birth and other information that will allow us to identify you when you open an account. We may also ask to see your driver's licence or other identifying documents; and obtain identification information about you or any authorised user you add to your account.

## **Disclosures of your personal information**

We may disclose to, and obtain from, the following organisations personal information about you for the purposes described above (as well as otherwise permitted by the Privacy Act):

- our related companies in Australia and overseas;
- Citi affiliates and sales agents;
- any signatory to the product for which you are applying;
- any broker, financial, legal or other adviser acting in connection with your product or application;
- regulatory and tax authorities in Australia and overseas;
- if you have applied for a product with rewards or similar benefits, entities and organisations involved in any Citi rewards program;
- any insurer relating to your product;
- organisations wishing to acquire an interest in any part of Citi's business for assessing or implementing any such acquisition;
- organisations that carry out functions for us or on our behalf including mailing houses, data processors, researchers and collection agents; and
- other organisations as further set out in our Privacy Policy.

## **Disclosures to overseas recipients**

Some of the recipients to whom we disclose your personal information may be based overseas. (For example, a disclosure to an overseas recipient may be necessary for operational

reasons – such as because you have requested an international payment to be made or another product or service that involves an international element – or to comply with foreign legal or regulatory requirements. We may also use service providers based overseas). It is not practicable to list every country in which such recipients are located but it is likely that such countries will include the United States of America, India, the Philippines and Singapore.

## **Our Privacy Policy (including how to access and correct information and make a complaint)**

You can view the Citi Privacy Policy on our website [citibank.com.au/privacy](https://citibank.com.au/privacy) or obtain a copy by calling us on 13 24 84. This policy includes information as to how you can access and/or seek correction of the personal information we hold about you. A charge may apply for providing you with access to your personal information. Our Privacy Policy also contains information as to how you can complain about a breach by us of the Privacy Act and how we will deal with such a complaint.

## **What should you do if you have a complaint?**

Citi and its representative will endeavour to provide you with quality financial service. We are committed to resolving any complaints you may have and dealing with them as quickly as possible.

If you have a complaint about the service provided to you, please take the following steps:

### **1. Contact your Citi representative**

In the first instance, please contact the Citi representative who provided you with the particular service and tell them about your complaint and they will try to resolve this.

### **2. Contact our Customer Relations Unit**

If you have raised your concern with a Citi representative and the matter has not been resolved to your satisfaction, our Customer Relations Unit can assist.

There are three ways you can lodge your complaint:

- **By email**  
Email us at any time through [citibank.com.au](https://citibank.com.au) by selecting 'Contact Us' from the bottom of the homepage. Once you have contacted Citi, we will begin the process of investigating and resolving your complaint.
- **By telephone**  
Call 1300 308 935 or +61 2 8225 0615 (from overseas) between 9am – 5pm Monday to Friday (AEST).
- **In writing**  
Mail your written complaint to:  
Citigroup Pty Limited  
Customer Relations Unit  
GPO Box 204, Sydney NSW 2001

## Alternate dispute resolution schemes

If despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you still have options.

### Citi Customer Advocate

Citi has appointed an impartial Customer Advocate to assist in reaching fair outcomes during the dispute process and make it easier for customers when things go wrong.

If you are not happy with the outcome of your complaint with our Customer Relations Unit, you can have your complaint reviewed by our Customer Advocate who will provide an independent review.

#### How to contact the Citi Customer Advocate

Email: [customeradvocate@citi.com](mailto:customeradvocate@citi.com)  
Post: Citigroup Pty Limited  
Attention: Citi Customer Advocate  
GPO Box 204, Sydney NSW 2001

### Australian Financial Complaints Authority (AFCA)

Alternatively, you can contact the Australian Financial Complaints Authority (AFCA).

AFCA offers an independent alternative dispute resolution service to customers who have been through the bank's internal complaint process.

#### How to contact AFCA

Post: GPO Box 3, Melbourne VIC 3001  
Phone: 1800 931 678 (free call)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

