INTERNAL DISPUTE RESOLUTION PROCEDURE

The Plans

Citi (UK) Pension Plan

Citibank (UK) Pension Plan

Citigroup Global Markets Limited Pension & Life Assurance Scheme

Introduction

CG Pension Trustees Limited, the Trustee of the Plans, has established an internal dispute resolution procedure to ensure that all members of each Plan have an opportunity to discuss and resolve any misunderstandings and problems which may arise from time to time in relation to the Plan.

It is the Trustee's hope that most issues can be resolved without recourse to the formal procedure described below and that, instead, resolution can be reached via informal discussion.

The internal dispute resolution procedure may be used by all active members, pensioners, pension credit members and deferred pensioners. It is also available for use by widows, widowers, surviving civil partners or surviving dependants of members, by individuals entitled to Plan benefits on the death of a member and by prospective members (as defined in the regulations relating to the Pensions Act 1995). If you cease to be in any of these categories, for example, by taking a transfer value out of the Plan, then the procedure will still be available to you, but only for 6 months commencing from the date on which you ceased to be in one of these categories.

Notwithstanding the above, if you feel that the dispute resolution procedure is the way to address your problem, then the following two-stage process will apply.

Please note that a separate process applies to data protection complaints (which relate to the handling of your personal information). A copy of this process can be found on our website: **www.stepsforyourfuture.com/assets/Citi-Data-Protection-Complaints-Process.pdf**. If you have a data protection complaint,or aren't sure whether to use the IDRP or data protection complaints process,please contact the Pensions Manager using the details on the following page.

Stage 1

You must request a decision in writing. Your written request should be sent to the Pensions Manager, who makes the decision at Stage 1. Your request should be emailed or mailed to the following addresses:

citiUKPT@citi.com

The Pensions Manager
c/o Citi Human Resources Citigroup Centre
Canada Square
Canary Wharf
London
E14 5LB

Your request should include full details of your concerns or problem including details showing why you feel concerned. Please state which Plan you are a member of. In addition, your application should include your full name, previous name if relevant, address, date of birth and your National Insurance number.

If you are writing in the capacity of a dependant of a Plan member who has died, your application should also include the member's full name, previous name if relevant address, date of birth and National Insurance number, where such details are known. Finally, you should also include details of your relationship to the member.

The internal disputes resolution procedure is intended to be suitable and accessible to individuals wishing to raise a complaint without the need to be represented by someone else. However you have the right to be represented by someone else.

If you so elect, then your written application should include your representative's full name and address. You should indicate whether correspondence should be sent to your home address or to that of your representative. If the applicant is a minor, or is for some other reason incapable of acting for himself or herself, the application may be made or continued by a member of his or her family or by some other suitable person. If you die while your complaint is being investigated, the application may be continued by your Personal Representatives.

You will receive a written response from the Pensions Manager within two months of the date that your written request is received. In most cases, this response will set out the decision in relation to your concerns.

The response will refer to any legislation and/or to any specific Plan rules upon which the response has relied and if a discretion has been exercised, a reference to the part of the Plan rules which confers the discretion.

The response will also include details of MoneyHelper, stating that it is available if you have general requests for information or guidance concerning your pension arrangements.

Occasionally, however, your concerns will be such that a decision cannot be reached within two months and in these cases, the Pensions Manager will write to you or your representative explaining why there is a delay and informing you of the date on which a decision is expected.

Stage 2

If you are still concerned after receiving a response, either about the decision reached in Stage 1 or with the Trustee's action following this decision, you or your representative may write to the Trustee asking for the decision to be reconsidered. Your letter, which must be sent within six months of receiving the Stage 1 decision, should be emailed or mailed to the following addresses:

citiUKPT@citi.com

CG Pension Trustees Limited
c/o Citi Human Resources
Citigroup Centre
Canada Square
Canary Wharf
London
E14 LB

This letter should include all of the information that was given at Stage 1 (you may just want to enclose a copy of the original Stage 1 application). You should also send a copy of the Stage 1 decision sent to you by the Pensions Manager and you must set out the reasons why you are still concerned.

The decision at Stage 2 is made by the Trustee. You will receive a written response from the Trustee within two months of the date that your letter is received. In most cases, this response will set out the decision of the Trustee in relation to your concerns. The response will refer to any legislation and/or to any specific Plan rules upon which the Trustee have relied. If the Trustee cannot make a decision within two months, you will still receive a written response within two months but, in these cases, this response will explain why there is a delay and will inform you of the date on which a decision is expected.

You have the right to refer your complaint to The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:

10 South Colonnade
Canary Wharf
London
E14 4PU

0800 917 4487

CentralSupportMailbox@pensions-ombudsman.org.uk

www.pensions-ombudsman.org.uk

You can also submit a complaint form online: **www.pensions-ombudsman.org.uk/making-complaint**

If you have general requests for information or guidance concerning your pension arrangements contact:

The Money and Pensions Service
c/o MoneyHelper
Borough Hall
Cauldwell Street
Bedford
MK42 9AB

maps.org.uk/en

Please Note:

1. The procedure is not available in respect of any issue in relation to which legal proceedings have begun or the Pensions Ombudsman has been approached and has commenced an investigation.

   The procedure is also not available in respect of an issue where the problem is one that should be raised with your employer, for example where the dispute is related to terms and conditions of employment or in relation to earnings.

2. The Trustee reserves the right to alter the procedure described above to reflect experience and changes in either the Plans' circumstances or the law.

3. There may occasionally be disagreement between the Trustee and certain individuals over whether or not they belong to a membership category eligible to raise a dispute under this Procedure. In this event, any time limits quoted as part of the procedure will be suitably adjusted to allow for the question of eligibility to be resolved.