

Solicitation Policy

When conducting sales of financial products, Citibank, N.A., Tokyo branch will make efforts to ensure that solicitation activities are conducted appropriately in accordance with the following policy.

1. Citibank, N.A., Tokyo branch will solicit financial products that we determine to be suitable for customers, based on their financial condition, their investment related knowledge and experience and their purpose of using such financial products.
2. Citibank, N.A., Tokyo branch aims to provide appropriate information, including the nature and the risk of individual products, so that customers may make and take responsibility for their own informed decision.
3. Citibank, N.A., Tokyo branch will not make solicitation phone calls or visits during hours that are inappropriate for customers.
4. Citibank, N.A., Tokyo branch will train employees to ensure that all solicitation activities are conducted appropriately.
5. Citibank, N.A., Tokyo branch will sincerely respond to the complaints and requests from customers and strive to improve our solicitation activities.
6. Citibank, N.A., Tokyo branch will maintain robust internal controls to ensure compliance with relevant legal and regulatory requirements and implementation of appropriate solicitation activities.