



Consumer Business Support Unit
1000 Technology Drive MS61
O'Fallon, MO 63368-2239

September 24, 2024

! ACTION REQUIRED

THE 534 WEST 42ND STREET CONDOMINIUM
534 W 42ND ST
NEW YORK NY 10036

THE 534 WEST 42ND STREET CONDOMINIUM
Account ending in: 6158

! Please contact us as soon as possible.

Important account information is needed by October 24, 2024.

Hi, thank you for being a valued Citi client. We appreciate our relationship with you. In order to better understand how to serve you, safeguard your account(s), and meet our regulatory obligations, it's important that we keep your account information up to date.

Why are we writing you?

We're writing to let you know that we've begun a review of your account relationship, to ensure that our records are a current and accurate reflection of your financial information. We'd like to ask for your cooperation to work together to complete this review by October 24, 2024.

What do you need to do?

To get started, please visit your Citi® Online account at citi.com or contact us through any of the methods listed below and have your Reference ID KYC-240823485612 handy. You'll be asked to confirm information we have in our records and may be asked to provide additional documentation.

Contact Citi at:



1-800-986-5706
Monday - Thursday,
7:00 a.m. - 9:00 p.m. ET,

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! ACTION REQUIRED

Frequently Asked Questions

Why is Citi required to have this requested information?

To comply with federal regulatory requirements, Citi periodically reviews our clients' accounts to be sure that we have complete and accurate personal and financial information. The information that we are requesting ensures compliance with these requirements.

What types of information might I be asked to provide?

There are many different pieces of information that we require. For example, if you have a personal account, we might need to verify your identity, employment information or annual income. For business accounts, we might ask to verify your business ownership structure, (such as owners and percentage of ownership), the nature of your business, the number of employees and locations you have, or the business' annual revenue.

What happens if the review is not completed?

If the review is not completed by the Due Date you may receive a new letter notifying you that your accounts will be restricted, which will prevent transactions on your account.

How does Citi protect my accounts and information?

The security of your personal information is our priority. We protect this information by maintaining physical, electronic and procedural safeguards. We train our employees in the proper handling of personal information.



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