



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

October 14, 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

! Your account is at risk of being restricted.

Information is needed by November 12, 2024.

Hi, thank you for being a valued Citi client. We appreciate our relationship with you.

As communicated in previous notices, it's critical that you contact us to confirm some of your information.

If you have already provided the requested information, please contact us to confirm the latest status. If we don't receive the required information by November 12, 2024 unfortunately, all your accounts will be subject to restrictions.

Please contact us as soon as possible

Please 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,
Friday 7:00 a.m. - 6:00 p.m. ET,
Saturday 9:00 a.m. - 5:00 p.m. ET.
For TTY: We accept 711 or other Relay Service.

KW_PREBLOCK.A20241014P0006635..N.N.

0000466-0003825



! ACTION REQUIRED



CitibankKnowYourCustomer@citi.com

What happens when accounts are restricted?

- Bank accounts (checking, savings, money market accounts) are restricted from deposits, transfers or withdrawals. These types of transactions will be declined or returned. Account closure is the only permissible action.
- Citibank Individual Retirement Accounts (IRAs) are restricted from accepting new contributions. If you are unable or unwilling to provide the requested information, you have the option to transfer your account balance to an individual retirement account with another financial institution, or take a distribution of funds.

Why we need this information

As a financial institution, we're required to ensure that our customer records remain up to date, accurate and contain a complete picture of our customers and their financial information. This is necessary to comply with our regulatory obligations.

Questions? Please refer to the enclosed sheet of Frequently Asked Questions for more information.

Your Citi Team



Welcome what's next

! 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 all my accounts are restricted?

- After the restriction has been placed, you won't be able to make withdrawals or place trades from your investment accounts. Bank accounts will be restricted to prevent transactions.
- To remove the restriction, you'll need to contact us.
- If the requested information is not provided following the restriction, your accounts may be closed. This is inclusive of any managed investment accounts; your account agreements may be terminated within one year after the restriction is placed. *Please note: It may take up to 7 - 10 full business days to remove the restriction and restore full access.*
- Citibank Individual Retirement Accounts (IRAs) are restricted from accepting new contributions. If you are unable or unwilling to provide the requested information, you have the option to decide to transfer your account balance to an individual retirement account with another financial institution, or take a distribution of funds.

What happens if my accounts are closed?

For Bank accounts:



! ACTION REQUIRED

- ATM and debit cards associated with your accounts will stop working 5 business days **before** your accounts are closed.
- When your accounts close, check, bill payment, transfers and electronic debit transactions will be declined or returned.
- Direct deposits, automatic payments and any other type of electronic transactions you may have set up for your accounts will no longer work. Please cancel these transactions prior to the date of closure.
- You'll receive a final letter notifying you of the account closures. If you have a remaining balance, we'll mail you a check for the final amount. If you have an overdrawn balance, we'll notify you in writing with instructions on how to make a deposit and cover the overdraft.

For Individual Retirement Accounts:

- These accounts will be closed and we will resign as the Custodian of your Citibank IRA under the terms of your Citibank IRA Custodial Agreement in your Citibank IRA Plan Documents.
- You may be eligible to complete a tax-free rollover into another IRA if you have not completed another rollover within the preceding 12-month period. If you qualify, a rollover must be completed within 60 days of the date of distribution. Should you elect to transfer your account to another IRA custodian in a trustee-to-trustee transfer, the transaction won't be taxable, nor will it be reported to the Internal Revenue Service. You should contact your personal tax/legal advisor if you have further questions.

! ACTION REQUIRED

- If you don't contact us before the effective date to update your information or give us instructions, Citibank will liquidate and distribute the balance of each account affiliated with your IRA by issuing a check made payable to you. If you have multiple accounts, you will receive multiple checks. The check(s) will be mailed to the address we have on file for your IRA. Once your account(s) are liquidated, they will be closed, and Citibank will resign as custodian of your IRA. Citibank will send your IRA Annual Summary by the end of January the year after your account(s) are closed.
- Citibank is not providing any advice or recommendations to you in connection with this notice or your decision to take any action with respect to the IRA or the affiliated accounts. Contact your personal tax/legal advisor to understand the tax consequences of the various options available to you.

For investment accounts:

- There will be no further management or other transactions in the accounts (except for liquidating assets, withdrawing funds, or transferring assets to another financial institution).

How can I resolve an account restriction?

We welcome a phone call from you at any Citi customer assistance phone number, including the number on your debit card. Make sure to have your Reference ID handy. At this time, we can't accept your information through our Citibank Online website.

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.



© 2024 Citibank, N.A. Member FDIC and Equal Housing Lender. NMLS ID 412915. Citi, Citi and Arc Design and other marks used herein are service marks of Citigroup Inc. or its affiliates, used and registered throughout the world.

