



Citi

1000 Technology Drive MS61  
O'Fallon, MO 63368-2239



0000205-0001339 D0106 001 ----- 733732 5



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



## ❗ ACTION REQUIRED

### What happens if my accounts are closed?

#### For Bank accounts:

- 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 payments, transfers and electronic debit transactions will be declined or returned.
- Direct deposits, automatic payments, and any other type of electronic transactions will be declined. 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:

- If you have an IRA with Citi, additional information will be sent in a corresponding letter.
- 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 International accounts:

- Citibank Online Funds Transfer - This is a free service that allows you to transfer funds from your Citibank checking, savings, and money market accounts to an account you own at another U.S. bank, investment account, or credit union. Consumer clients can transfer up to \$2,000 per day or \$10,000 in a rolling calendar month.
- Domestic or International Wire Transfer - You can transfer from your Citibank account to an account at another U.S. or foreign financial institution. You do not need to be an owner of the account receiving the funds. You can wire funds through Citibank Online by selecting Wire Transfers under the Payment and Transfers tab, or by completing and returning the enclosed wire form by January 23, 2025. Please note the telephone number you provide on the wire form must match the telephone number in our records for this account. For your convenience you can return the form by fax to 210-200-6171 or by email to [MandAcctCloseout@citi.com](mailto:MandAcctCloseout@citi.com).

### For investment accounts:

## ! ACTION REQUIRED

- 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.

When an account is closed, this means that:

- ATM and debit cards will stop working 5 business days **before** your accounts are closed.
- When your accounts close, checks, bill payments, transfers and electronic debit transactions will be declined or returned.
- Direct deposits, automatic payments, and any other type of electronic transactions will be declined. 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 to cover the overdraft.

Please contact us to remove the account restrictions and prevent account closure.

Please contact us and have your Reference ID KYC-240823485612 available. It's critical that we receive the required documentation to remove the restriction and prevent account closure. Please note, it may take up to 7-10 full business days to remove the restriction and restore full account access.

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.





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

January 8, 2025

## ! 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 Citi account(s) is currently restricted.

Please get in touch with us immediately to recover account access and prevent account closure.

Thank you for being a valued Citi client. We appreciate our relationship with you. As communicated in previous notices, we've been attempting to reach you to confirm some of your account information. Since we haven't received the requested information, your account(s) has been restricted.

This information is necessary to meet our regulatory obligations. As a financial institution we're required to ensure that our clients' financial information remains up to date and accurate. If we don't receive the information by January 23, 2025, your Citi account(s) will be closed.

If you have already provided the requested information, please contact us to confirm the latest status.

### What is the difference between restricted and closed accounts?

When an account is restricted, this means that:

- Deposits, transfers, and withdrawals will be declined or returned for checking, savings, and money market accounts.



## ! 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 add cash or purchase securities in your investment accounts. Bank accounts will be restricted to prevent transactions.
- To remove the restriction, you'll need to contact us.
- Holdings and positions in your investment account(s) may be liquidated.
- 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.



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CitibankKnowYourCustomer@citi.com

For more information about account restrictions and closures, please see the enclosed Frequently Asked Questions.

This is a time-sensitive matter that requires your action. We value our relationship with you and want to work together to resolve this as quickly as possible. If you're unable or unwilling to provide the requested information, we can facilitate closure of your account and disbursement of funds upon your request. Thank you for being an important Citi client.

Your Citi Team





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- 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 available. 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.



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