

Quick Start Guide



DocuSign

Electronic signature (E-signature) technology for investments and other transactions.

At Citi, we work hard to bring you all the convenience of digital technology while keeping your finances secure at all times. DocuSign gives you the freedom to manage your investments in an efficient, secure and completely paperless way.

What is DocuSign?

Using advanced E-Signature technology, DocuSign allows you to review and sign documents electronically and submit them in hours rather than days using your mobile or tablet device.

Security for every transaction:

DocuSign is the only E-Signature company to be ISO 27001 certified (the highest level of global information security assurance available today) and each time you use DocuSign, a one-or-two-step authentication needs to be performed before the document can be accessed and signed electronically, giving you the assurance that DocuSign meets stringent international security standards.

A clear and convenient record:

DocuSign provides a complete audit trail to confirm the completion of your transaction, including your name, email address, authentication method and more.

Who can use DocuSign?

Eligibility criteria

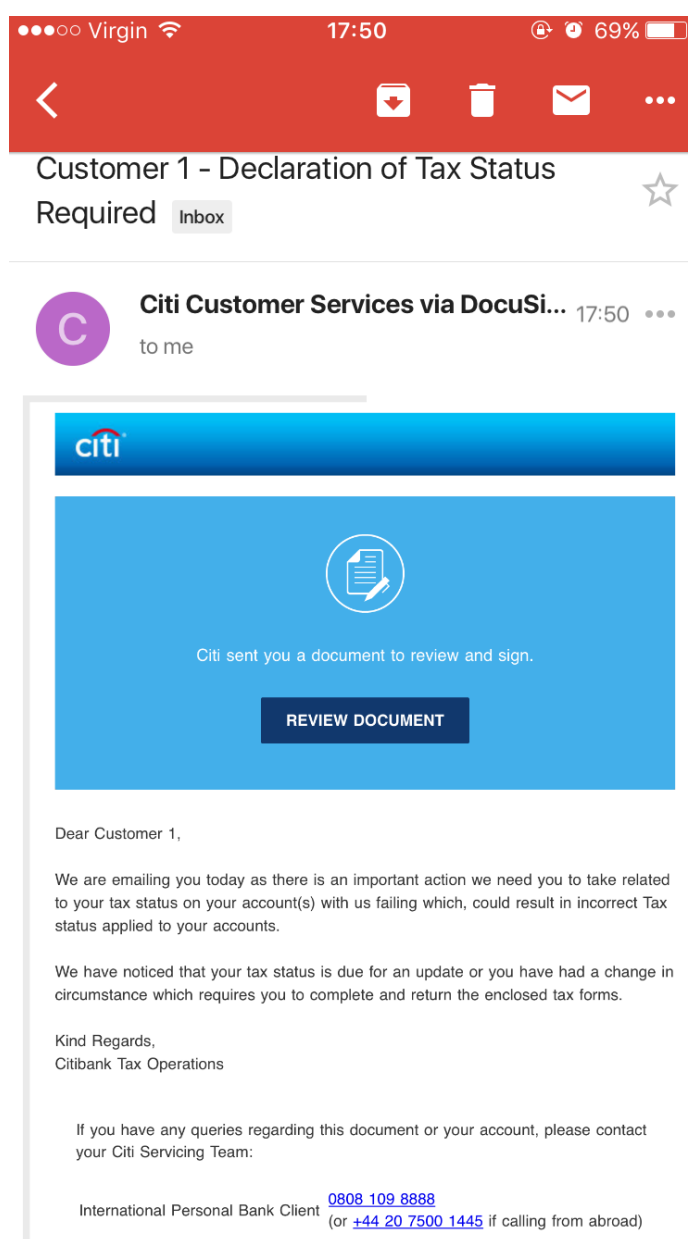
- DocuSign can be used by clients of Citi UK and Citibank International Personal Bank EMEA.
- Clients must have a valid email address and mobile number registered with Citi.
- The existing Terms & Conditions you signed when first opening a Citi account also apply to DocuSign. However, you will still need to provide consent to use the technology.
- DocuSign can be used for SOLE, JOINT/OR, and JOINT/AND accounts.
- For transactions executed under a JOINT/OR relationship, any one of the account holders may sign the transaction electronically using DocuSign.
- For JOINT/AND relationships, all account holders must sign the document electronically using DocuSign.

How to use DocuSign

When you decide to complete and sign a document using DocuSign, we will send you an email that allows you to access the document. This email will come from either your Relationship Manager, CitiPhone Officer or Client Service Manager, or from Citibank Operations.

Step 1: accessing your document

1. In the email, click on REVIEW DOCUMENT.
2. This takes you to a secure DocuSign website where you will be asked to perform a one-or-two-step authentication.



Step 2: authentication

1. The first authentication method is an **access code**. Your Relationship Manager, CitiPhone Officer or Client Service Manager will advise you on this code.
2. You will further be advised on the secure DocuSign website as below.

The screenshot shows a mobile browser interface with the URL <https://demo.docusign.net>. The Citi logo is at the top. The main heading is "ACCESS CODE AUTHENTICATION". Below it, a paragraph explains that the user needs an Access Code to view a document, which is the initials of their first and last name followed by @ and the last 6 digits of their mobile number. An example is given: John Richard Doe with mobile number +44 7777777777 would have an Access Code of jd@567891. There is a text input field labeled "Enter Access Code" and a blue "Validate" button.

3. For certain transactions, a second authentication method is required for additional security. This will be a **One Time Password (OTP)** - a dynamic six-digit PIN that is sent by text message to your registered mobile phone. To receive your One Time Password, click the "Send SMS" link. You can then enter it online to complete the authentication process.

The sequence of three screenshots illustrates the SMS authentication process:

- First Screenshot:** The "ACCESS CODE AUTHENTICATION" page with an additional section titled "SMS CODE AUTHENTICATION". It explains that for security, the user's identity needs to be confirmed by sending an authentication code to their mobile number. It lists two steps: 1. Click the "Send SMS" button to receive your authentication code. 2. Enter the access code on the next page. It identifies the user as "Authenticating Signer Name: Customer 1" and provides the mobile number "+44 7777777777". A blue "Send SMS" button is at the bottom.
- Second Screenshot:** An SMS message from "+44 7777777777" stating "Your DocuSign authentication code is: 779792". Below this, the "ACCESS CODE AUTHENTICATION" page shows the "SMS CODE AUTHENTICATION" section with instructions to enter the received code. A text input field contains "779792", and there are "Confirm" and "Cancel" buttons.
- Third Screenshot:** The "ACCESS CODE AUTHENTICATION" page with the "SMS CODE AUTHENTICATION" section. The text input field now contains "779792", and the "Confirm" button is highlighted in blue.

Step 3: giving your consent

After completing the authentication process, you will see a notice requesting your **consent to receipt of electronic record and signature**. Once you've given your agreement, the document will be made available for you to review and sign.

The image shows two side-by-side screenshots of a mobile device screen displaying the DocuSign 'REQUEST FOR SIGNATURE' page. The left screenshot shows the 'I agree to use Electronic Signatures' checkbox as unchecked. The right screenshot shows the same checkbox as checked. An arrow points from the left to the right, indicating the state change.

Step 4: reviewing and signing the document

To review the document, click START. DocuSign lets you navigate between pages by clicking NEXT, or by scrolling.

Areas where a signature is required are indicated with the SIGN icon. When you first click on this icon, you will be shown the various styles of signature and initials that can be applied to the document.

When you've decided the style you prefer, click ADOPT & SIGN. This makes your selected signature or initial style the default style for the entire document.

The image shows two side-by-side screenshots of a mobile device screen displaying the DocuSign 'Check Your Info' and 'Select Style' pages. The left screenshot shows the 'Check Your Info' screen with fields for 'Your Full Name' and 'Your Initials'. The right screenshot shows the 'Select Style' screen with a 'Back' button, 'Adopt & Sign' button, and a list of signature styles. An arrow points from the left to the right, indicating the flow of the process.

Step 5: Completing the Review

When you're happy with the document and have added signatures where required, click FINISH. This will only be possible once all signatures are in place and all mandatory fields have been completed.

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https://demo.docusign.net

Have you finished signing? **FINISH**

Part III Certification
Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and complete. I further certify under penalties of perjury that:

- I am the individual that is the beneficial owner (or am authorized to sign for the individual that is the beneficial owner) of all the income to which this form relates or am using this form to document myself as an individual that is an owner or account holder of a foreign financial institution.
- The person named on line 1 of this form is not a U.S. person.
- The income to which this form relates is:
 - (a) not effectively connected with the conduct of a trade or business in the United States,
 - (b) effectively connected but is not subject to tax under an applicable income tax treaty, or
 - (c) the partner's share of a partnership's effectively connected income.
- The person named on line 1 of this form is a resident of the treaty country listed on line 9 of the form (if any) within the meaning of the income tax treaty between the United States and that country, and
- For broker transactions or broker exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.

Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disclose or make payments of the income of which I am the beneficial owner. I agree that I will submit a new form within 30 days if any certification made on this form becomes incorrect.

Designated by: Customer 1 28-Jul-2017
Capacity in which acting (if beneficiary not signed for beneficial owner) (Date MM-DD-YYYY)

Sign Here **Customer 1**

Part I Taxpayer Identification Number (TIN)
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see how to get a TIN on page 3.

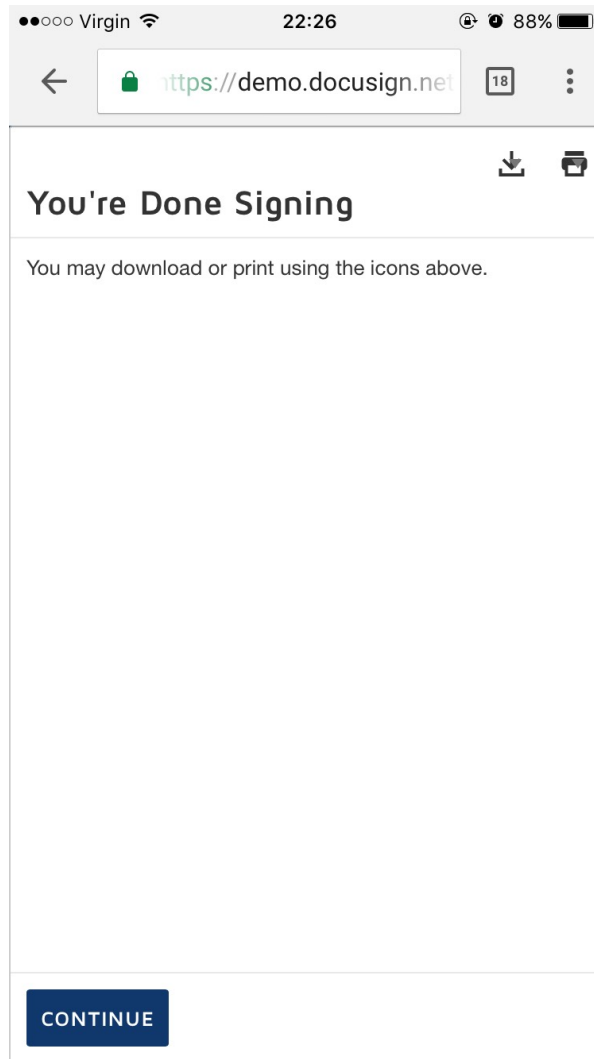
Part II Certification
Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for more details.

Email reminders will be sent if you are yet to complete the process.

After signing and submitting the document, you can access it whenever required to view, download or print. In case you wish to view, download or print your document at a later date, you can re-visit the email sent by DocuSign and review your document. You will need to authenticate once again through your access code and, if applicable, a new OTP (see Step 2 above).



Help using DocuSign

If you need help, your Relationship Manager, CitiPhone Officer or Client Service Manager can guide you through the process of using DocuSign.

To find out more about DocuSign and how it can make banking and investing more convenient, please contact us.

Minimum Hardware and Software requirements

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; MacOS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies
Platforms:	Compatible with desktops, laptops, mobiles and tablets

** These minimum requirements are subject to change. If these requirements change, you may be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

DocuSign uses cookies for authentication, security, remembering preferences, analytics and research, and personalized content that helps to deliver, measure, and improve services in various ways.



www.ipb.citi.com

www.citibank.co.uk



24-Hour CitiPhone Banking

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CitiGold - 0800 00 56 00 or +44 (0) 20 7500 5600 if calling from outside of UK

All Other Clients - 0800 00 55 00 or +44 (0) 20 7500 5500 if calling from outside of UK



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