



## **Citi Brief: Update on Move to NAB customer communications**

### **Important Information**

Hi,

Following the acquisition of the Citi Consumer Business by NAB last year, Citi branded customers will be migrating to the NAB Banking system early next year. Customers will receive regular communications throughout the migration journey.

Your clients will begin receiving comprehensive communications about the changes shortly.

#### **What communications will Citi branded customers receive?**

We notified you in August that customers who hold Citi branded Transaction and Savings accounts, including customers who hold an Offset Savings account linked to their Citi branded home loan account would begin to receive a communication called 'Getting Ready'.

Effective 31 October, all customers who hold a Citi branded home loan account will begin to receive a "Getting Ready" communication.

The call to action is to update contact details and marketing preferences to ensure they are up to date. To assist you with supporting your clients, we have included the steps below:

#### **How to update your contact details:**

- 1** Log in to (or register for) Citi Online at [citibank.com.au/signon](https://citibank.com.au/signon)
- 2** Go to 'Services', 'My Profile', 'View/Update Details'
- 3** Check your information is correct - importantly your address, primary mobile number and email address
- 4** Request One-Time PIN via SMS to your mobile phone

- 5 Click 'Update Information'
- 6 Review details to ensure correct and select 'CONFIRM'

### How to update your communication preferences (Consent to contact):

- 1 Log in to (or register for) Citi Online at [citibank.com.au/signon](https://citibank.com.au/signon)
- 2 Go to 'Services' and select 'My Profile'
- 3 Under 'Personal Information' click 'Consent to contact' then 'EDIT' to update your preferences
- 4 Request One-Time PIN via SMS to your mobile phone
- 5 Click 'CONFIRM' then 'DONE'

Customers can also contact us directly on 13 24 84.

Citi customers will be moved to a similar NAB product. While there will be some changes to customers' loans, the essential features will remain the same, including their loan balance, interest rate and the amount of their repayments.

### What's next for customers?

Citi branded mortgage customers will start to receive a series of communications as we move closer to migrating to the NAB banking system early next year. We have provided an outline below to assist you.



A **notice of changes**, including:

- An explanation of the changes
- Full details of the terms and conditions for customers updated account as well as a guide to fees and charges.



Customers' **NAB branded account information**, including:

- BSB and account number
- NAB ID to register for NAB Internet Banking

- Guides on how to download the NAB app and set up NAB Internet Banking
- Instructions on transferring regular and recurring payments - customers receive a list of active direct debits set up on their account so it's easier to make any necessary transfers.

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A **NAB debit card** for each Citi branded account that currently has a Citi branded debit card.

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A notification ahead of the Citi branded account being **moved to the NAB branded account**.



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Confirmation when the Citi branded account has been **moved to the NAB branded account**, at which point:

- Customers will not be able to access their Citi branded account on Citi Online or Citi Mobile® App
- A closing Citi branded statement that will include all transactions up until the date on when funds moved to the NAB branded account will be accessible in NAB Internet Banking
- Previous Citi statements will also be available in NAB Internet Banking. For more information, please visit our dedicated support page [citibank.com.au/nab-home-loans](http://citibank.com.au/nab-home-loans).

We will give customers notice before we move their loan to their NAB branded account.

Citi customers can continue to contact us via our regular customer service channels.

We will continue to keep you informed as we progress through the migration of the Citi accounts to NAB via email and updates to the Citi Broker Portal, which will remain active until after the migration is completed.

Please do not hesitate to contact us if you have any questions about this update.

Thank you for your ongoing support.

Regards,

**Brent Spanhel**

Senior Consultant, Strategic Partnerships & Enablement  
Broker Distribution, Home Ownership  
Personal Banking | National Australia Bank



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