

### 1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

### 2. Whose products do we offer?

✓	We offer products from the whole market.
	We only offer products from a limited number of companies. Ask us for a list of the companies whose products we offer.
	We only offer products from a single group of companies or We only offer our own products.

Our fund selection team review all the funds available in the market and using both quantitative and qualitative analysis (e.g. fund performance, fund ratings, quality of the investment process) select funds which satisfy set criteria. We offer the products in this selection to you. This process is ongoing and therefore includes a review of funds previously selected to ensure they still meet our criteria.

### 3. Which service will we provide you with?

	We will advise and make a recommendation for you after we have assessed your needs.
✓	You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.
	We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not: <ul style="list-style-type: none"> <li>• conduct a full assessment of your needs;</li> <li>• offer advice on whether a non-stakeholder product may be more suitable.</li> </ul>

Our service consists of making available four managed funds which are categorised within three risk categories - Cautious, Balanced and Adventurous. You will be provided with descriptions of the three risk categories to help you decide which of the four funds is best suited to match your individual circumstances, including your attitude to risk. Based on your own analysis you will have to choose which fund to invest in. If you are in any doubt about the suitability of this investment, we recommend that you speak with one of our qualified Investment Consultants. Please note that if you require personalised investment advice, a charge may apply.

### 4. What will you have to pay us for our services?

	Paying by fee.
✓	Paying by commission (through product charges).
	Paying by a combination of fee and commission (through product charges).

You will pay for our services on the basis of commission.

You will pay an upfront charge of 2% and an annual management charge of up to 1.50% (see table for exact charges, which vary by fund).

Fund Name	Upfront Charge	Annual Management Charge
BlackRock Cautious Portfolio	2.00%	1.25%
M&G Cautious Multi-Asset Fund	2.00%	1.35%
M&G Managed Fund	2.00%	1.50%
M&G Managed Growth Fund	2.00%	1.50%

#### Ongoing commission

We receive ongoing commission from the product provider. This is paid to us by the product provider out of the annual management charge which it charges on your investment. This annual management charge is at a rate of up to 1.50% per calendar year, is calculated by reference to the value of your investment from time to time and will be deducted from your investment by the product provider in instalments. Further details of this charge can be found on the product provider's website. However, by way of example, if the annual management charge is 1.50% per annum and your investment rises in value to £200 in a particular year, an annual management charge of £3 will be deducted in that year, reducing the value of your investment to £197.

The product provider pays us a proportion of this annual management charge as commission. This is to cover our ongoing administrative costs involved with your account and the investments in it.

## 5. Who regulates us?

Citibank International plc, Citigroup Centre, Canada Square, Canary Wharf, London E14 5LB is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 122342. Our permitted business is arranging deals in Collective Investment Schemes held within an ISA. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

## 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

- **in writing** Customer Service Team, Citibank International plc, P.O. Box 49930, London SE5 7XT
- **by phone** Telephone 0800 00 55 00

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Most types of investment business are covered for 100% of £50,000. Up-to-date information on the limits applicable under the Scheme are available at: <http://www.fscs.org.uk>

