



How to make a complaint

We view client complaints as an opportunity to continuously improve the quality of our services and our organisation. We have clear procedures and responsibilities when it comes to client complaints, and we try our best to treat all client complaints fairly and diligently.





You can submit a complaint free of charge to us which will be handled in an independent manner by our complaints team, or you can discuss your complaint with your private banker, associate banker or investment counsellor. Contact details for our complaints teams in each of the countries in which we provide services are listed in the drop-down menu below. Please note that for clients that receive services from Citibank Europe plc, Italy Branch, Citibank (Switzerland) AG and Citibank N.A. Swiss Branches the process for submitting a complaint to us is slightly different and further information can be found in the drop-down menu below.

When submitting a complaint, please include the following details:

- Your name
- Your address, phone number and email address
- Nature of complaint
- Name of the department or person to whom the complaint is addressed (if known)
- Date of the complaint
- Any documents or emails that may support your complaint.

Please provide us with as much information as possible when submitting your complaint to help us resolve your complaint as quickly and efficiently as possible.

Complaints process

Within 5 business days:

Within 4 weeks:



acknowledgement or receipt of your complaint we will send you a final or holding response, either to explain the action that has been taken or will be taken and the date upon which we expect this action to take place.

Within 8 weeks:

You can expect to receive further correspondence regarding your complaint within eight weeks of receipt of the complaint. If we are unable to make a final response by the end of the eight-week period, we will explain our reasons for this and indicate when you can expect to receive a final response.

If you are not satisfied with our response:

You may refer the complaint to the relevant alternative dispute resolution service in the country in which we provide services to you. These options are further detailed per country in the drop-down options below.

Jurisdiction / Legal Entity

Please select the relevant jurisdiction / legal entity for you from the list below.

Please Select


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GOVERNMENT INSURED · NO BANK
GUARANTEE · MAY LOSE VALUE.

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