

May 18, 2012
Moscow

Changes to the Consumer Banking Terms and Conditions and the Tariffs.

Dear Customers,

We are writing to inform you of the following amendments to paragraph 5.2 and Section 8 of the Consumer Banking Terms and Conditions that will take effect **from June 20, 2012**.

Paragraph 5.2 is amended to read as follows:

5.2. The Bank Card will be sent to the mailing address stated by the Customer by mail, registered mail, courier or such other means as may be determined by Citibank. The Bank Card will be delivered to the Customer inactive. In order to start using the Bank Card, the Customer will be required to sign the back of the Bank Card and activate the Bank Card on Citibank's website at www.citibank.ru or by calling a CitiPhone number indicated on the back of the Bank Card. During the Bank Card activation process, the Customer will be required to set up his/her personal identification number ("PIN") and telephone personal identification number ("TPIN"). The Customer will be required to enter PIN in order to use the Bank Card at ATMs, register in or restore access to Citibank Online, or purchase goods or services from the merchants that accept chip bank cards if they so require. The Customer will be required to use TPIN in order to access Citibank's services available through CitiPhone. The Customer may request the issuance of a supplementary Bank Card(s) by submitting to Citibank an application to this effect in the form established by Citibank along with such other documents on the supplementary Bank Card holders as may be requested by Citibank. Citibank reserves the right to limit the circle of persons to whom supplementary Bank Cards may be issued or to refuse to issue a supplementary Bank Card to any person. The number of supplementary Bank Cards that may be issued upon the Customer's request may vary among the bank service packages. All procedures, rules, fees, commissions and charges established by Citibank in relation to the issue and use of the Bank Cards and the carrying out of Bank Card transactions in respect of the Customer's accounts shall fully apply to supplementary Bank Cards and their holders. The Customer undertakes to inform supplementary Bank Card holders of all such procedures, rules, fees, commissions and charges. The Customer may at any time cancel all supplementary Bank Cards issued upon the Customer's request by notifying Citibank thereof in the form and manner as determined by Citibank.

The following new paragraph 8.5 is added to Section 8:

8.5. The parties agree that any electronic documents signed by the Customer in Citibank Online with his/her simple electronic signature, created and used in the manner prescribed by Citibank, shall be of equal validity with paper documents signed with the Customer's handwritten signature. The Customer agrees that his/her sign-on Password to Citibank Online shall be deemed his/her simple electronic signature where such Password is entered to confirm an electronic document in Citibank Online. Citibank Online will check the Password so entered against system records and, if the Password checks out, the electronic document confirmed by the Password shall be deemed signed directly by the Customer. The Customer shall be obliged to keep his/her Password strictly confidential.

The current version of the Consumer Banking Terms and Conditions is available at www.citibank.ru.

Thank you for choosing Citibank!