

Matters Outsourced to Third Parties by Citibank Taiwan Limited

花旗(台灣)商業銀行委託他人處理事務之項目

In order to provide better service with the global experience and resources, Citibank Taiwan Limited (the "Bank") has and will continue to outsource certain of our operation, support, and other functions in connection with the customer's transactions to Citibank entities, affiliates or third party service providers (collectively the "Service Providers"), either situated domestically or overseas, in accordance with the Regulations Governing Internal Operating System and Procedures for the Outsourcing of Financial Institution Operation.

As to the outsourced matters, please refer to Appendix 1 for a list of the matters which the Bank may outsource to third parties, either locally or offshore. Please also note that all of the outsourcing activities are subject to regulator's outsourcing approval.

You hereby consent to the provision of information in connection with your transactions ("Client Information", including the information of you or any personal data and transaction information provided by you regarding your responsible person, shareholders, managers, employees, authorized personnel, beneficiaries, transaction counterparties, and/or its clients) to the Service Providers. The Bank shall require the Service Providers to protect the Client Information in accordance with relevant laws and shall use the Client Information only within the scope and purpose mandated or authorized by the Bank.

The Bank reserves the right to amend or update this notification from time to time, and any amended or updated notification will be posted at [https://www.citibank.com.tw/sim/zh-tw/citibusiness/pdf/TTS_TPO_Matters.pdf], or any other link which may be notified to you.

為藉由全球化的專業分工及資源提升客戶服務品質，花旗(台灣)商業銀行股份有限公司(以下簡稱「花旗銀行」)將持續根據金融機構作業委託他人處理內部作業制度及程序辦法之規定，將部分有關顧客交易之作業、後勤、及其他業務，委外予花旗集團成員、關係企業或第三服務提供者(以下合稱「服務提供者」)，不論其位於台灣境內或境外。

委外作業項目請詳附表一所列花旗銀行得隨時委託第三人處理事務之項目，不論該第三人位於台灣境內或境外。請注意，委外作業係取決於主管機關之委外核准。

您茲此同意得將您的各項往來資料(包括您本身之資料及您所提供之負責人、股東、經理人、受僱人、授權人員、受益人、交易相對人及/或其顧客等人之各項個人資料及交易資料)(「客戶資料」)提供予該服務提供者。花旗銀行應要求受委託之服務提供者依法保護「客戶資料」，並僅得於受託範圍或花旗銀行授權範圍內使用「客戶資料」。

花旗銀行有權隨時修改本通知書，任何修改或變更將公告於 [https://www.citibank.com.tw/sim/zh-tw/citibusiness/pdf/TTS_TPO_Matters.pdf] 或其他通知您之連結。

APPENDIX 1 附表一

Matters Outsourced to Third Parties

委託他人處理事務之項目

Matters outsourced to third parties by the Bank including but not limited to:

- (1) Data processing: Including the data entry, processing, and output of information system, the development, monitoring, control, and maintenance of information system, and logistical support for data processing in connection with Citibank's business.
- (2) Data Retention.
- (3) Drawing negotiable instruments for customers.
- (4) Back office support for trade financing activities.
- (5) Collection of consumer loans and credit card payment.
- (6) Preparation of credit analysis reports on credit customers.
- (7) Marketing of credit card issuance, input of customer information, printing of relevant forms and statements, envelope stuffing, sorting and mailing, computerized and manual card activation, reporting of lost cards, cash advances and emergency services.
- (8) Electronic customer services.
- (9) Collection of debts.
- (10) Hiring real estate closing agent to handle relevant legal matters.
- (11) Entrusting other institutions to dispose collateral from the assumption of debts, and the appraisal of real estate.
- (12) Internal audit operations.
- (13) Valuation, classification, bundling and sale of non-performing loans.
- (14) Transporting securities, checks, forms and statements, and cash.
- (15) Other operations approved by the competent authority for outsourcing.

花旗銀行委託他人處理事務之項目包括但不限於：

- (一) 資料處理：包括資訊系統之資料登錄、處理、輸出，資訊系統之開發、監控、維護，及辦理業務涉及資料處理之後勤作業
- (二) 資料保存
- (三) 代客開票作業
- (四) 貿易金融業務之後勤處理
- (五) 代收消費性貸款或信用卡帳款
- (六) 提供信用額度之往來授信客戶之信用分析報告編製
- (七) 信用卡發卡業務之行銷、客戶資料輸入、表單列印、裝封作業、付交郵寄，及開卡、停用掛失、預借現金、緊急性服務等信用卡相關事項之電腦及人工授權。
- (八) 電子通路客戶服務
- (九) 應收債權催收
- (十) 委託代書處理事項
- (十一) 委託其他機構處理因債權承受之擔保品、鑑價作業
- (十二) 內部稽核作業
- (十三) 不良債權之評價、分類、組合及銷售
- (十四) 有價證券、支票、表單及現鈔運送作業
- (十五) 其他經花旗台灣主管機關核定得委外之作業項目