

Notice of Business Continuity Preparedness

Citi Islamic Investment Bank (hereinafter “CIIB”) is committed to providing uninterrupted service and support to clients. CIIB recognizes that certain uncontrollable events can cause varying degrees of disruption to normal business processes. CIIB and Citigroup affiliates recognize the responsibility to customers to continue critical operations during such events, including providing access to funds. CIIB’s goal is to meet this obligation with minimal interruption given the circumstances and scope of any disruptive event.

CIIB would like clients and potential clients to be aware that CIIB has developed and maintains written business continuity plans. We believe not to only provide effective responses to a wide variety of disruptive events, but also better enable CIIB to continue critical operations during a business disruption.

What does CIIB’s business continuity plan address? CIIB’s business continuity plan provides for continuity of critical operations and other activities during a variety of disruptions. They include client support responses such as conducting operations from alternate sites in different locations, if necessary, operating across multiple power grids or operating with self-generating facilities while maintaining CIIB’s presence in the marketplace and servicing client accounts. These plans are designed to enable CIIB to continue critical operations whether the disruption is firm-wide or city-wide, affecting an entire business, district, region or a single building.

CIIB believes it is important that clients remain confident in our commitment and ability to provide ongoing services and uninterrupted access to funds and securities in the event of a business disruption. To maintain effective and secure plans, they are kept confidential and thus specific details are not in this notice.

In addition, CIIB is committed to maintaining effective communications with clients during a business disruption. Alternatively, clients can contact call center 1758 2484.

CIIB’s business continuity plans are reviewed and tested to ensure appropriate enhancements are implemented as technology improves, business plans evolve, or regulatory requirements change.

If due to a significant disruption or a disaster, you cannot contact us through the regular channels please contact our 24 hour call centre on 1758 2484 or +9714 3114 240 (international).