

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

Citi Australia

CAB06QW: A copy of the bank's model litigant standards applied to legal proceedings

Answer:

As a global bank operating in over a 100 jurisdictions, Citi has a number of different policies that reflect Citi's strong ethical culture and a commitment to responsible finance, including treating customers fairly, and dealing with consumer complaints and concerns. Citi in Australia also subscribes to the Australian Banking Association Banking Code of Practice, which sets out a commitment to ensuring that its processes for handling complaints are fair and reasonable. We do not, however, have a model litigant policy per se.