

# STANDING INSTRUCTIONS FORM

To  
Citibank, N.A.

Date: \_\_\_\_\_

[Please tick applicable]

- |   |                                     |                                    |                                 |                                      |                                     |                                  |                                     |                                  |
|---|-------------------------------------|------------------------------------|---------------------------------|--------------------------------------|-------------------------------------|----------------------------------|-------------------------------------|----------------------------------|
| <input type="checkbox"/> Ahmedabad        | <input type="checkbox"/> Aurangabad | <input type="checkbox"/> Bangalore | <input type="checkbox"/> Bhopal | <input type="checkbox"/> Bhubaneswar | <input type="checkbox"/> Chandigarh | <input type="checkbox"/> Chennai | <input type="checkbox"/> Coimbatore | <input type="checkbox"/> Delhi   |
| <input type="checkbox"/> Faridabad        | <input type="checkbox"/> Gurgaon    | <input type="checkbox"/> Hyderabad | <input type="checkbox"/> Indore | <input type="checkbox"/> Jaipur      | <input type="checkbox"/> Jalandhar  | <input type="checkbox"/> Kochi   | <input type="checkbox"/> Kolkata    | <input type="checkbox"/> Lucknow |
| <input type="checkbox"/> Ludhiana         | <input type="checkbox"/> Mumbai     | <input type="checkbox"/> Nasik     | <input type="checkbox"/> Noida  | <input type="checkbox"/> Pondicherry | <input type="checkbox"/> Pune       | <input type="checkbox"/> Surat   | <input type="checkbox"/> Vadodara   | <input type="checkbox"/> Vapi    |
| <input type="checkbox"/> Other City _____ |                                     |                                    |                                 |                                      |                                     |                                  |                                     |                                  |

## 1. Credit Card Standing Instruction

This is to authorize you to debit My Account No. \_\_\_\_\_ and credit Citibank, N.A., Credit Card No. \_\_\_\_\_ with  Total amount due or  Minimum amount due every month. I understand that in any case my Citibank, N.A., credit card is swapped or replaced with a new card, the above-mentioned Standing Instruction will be transferred for the payment due for the new credit card.

## 2. Demand Draft/Account to Account transfer Standing Instruction

This is to authorize you to debit My Citibank, N.A., Account No. \_\_\_\_\_ for an amount of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_)

Every month  Every quarter or \_\_\_\_\_ with a starting date of \_\_\_\_\_ and issue a Demand Draft payable at \_\_\_\_\_ to \_\_\_\_\_ and dispatch this to \_\_\_\_\_

Pincode :

(Please give full address with nearest landmark)

OR

Credit the funds to Citibank Account No. \_\_\_\_\_ in the name of \_\_\_\_\_ held in \_\_\_\_\_ (City)

The Standing Instructions is to be valid till a particular date \_\_\_\_\_ (mandatory).

## 3. Fund Transfer Standing Instruction

For RTGS: Minimum amount required is Rs. 2 Lakhs per installment.

This is to authorize you to debit My Citibank, N.A., Account No. \_\_\_\_\_ for an amount of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_)

Every month  Every quarter or \_\_\_\_\_ with a starting date of \_\_\_\_\_ and transfer this money through

NEFT or  RTGS to the following beneficiary account, the details of which are given below:

Beneficiary Name \_\_\_\_\_ Beneficiary Account No. \_\_\_\_\_

Beneficiary Bank Name \_\_\_\_\_ Beneficiary Bank Branch Name \_\_\_\_\_

Beneficiary Bank Location Name \_\_\_\_\_ Beneficiary Bank IFSC Code \_\_\_\_\_

Beneficiary Bank MICR Code (if participating in MICR Clearing) \_\_\_\_\_

Beneficiary Account Type  SA  CA  CC  NRO  NRE

Beneficiary Details (Name/Address/Phone) \_\_\_\_\_

Pincode :

(Please give full address with nearest landmark)

The Standing Instructions is to be valid till a particular date \_\_\_\_\_ (mandatory).

## 4. Locker Standing Instruction

This is to authorize you to debit My Citibank, N.A., Account No. \_\_\_\_\_ for an amount of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_)

Every 1st April with a starting date of \_\_\_\_\_ towards payment of Annual Rental fees for Locker No. \_\_\_\_\_ held with \_\_\_\_\_ Branch.

The Standing Instructions is to be valid till a particular date \_\_\_\_\_ (mandatory).

### Customer Declaration

I/We hereby agree and accept that I/We shall be responsible at all times for ensuring that there are adequate funds in the account for effecting the above Standing Instructions. I/We further agree and take unconditional responsibility for keeping you saved and harmless from and against all claims and demands that you may receive from a beneficiary pursuant to the above Standing Instructions for non-execution or delay in execution of My above Standing Instructions either on account of non-availability of sufficient funds in My account or closure of the account or delays in the mail/courier service or for any other reason whatsoever or for your being unable to accept the Standing Instructions for any reason and shall make available to you monies or costs, charges and expense that you may be put to incur in this regard. I take full responsibility to amend/modify/cancel the expiry date mentioned above. I agree in case the Standing Instruction is to be executed on a bank holiday, the Standing Instruction will get executed on the next working day. I/We agree and accept that Citibank, N.A. shall be in no way responsible for non-execution or delay in execution of the Standing Instructions either on account of non-availability of sufficient funds in My account or closure of the account or delays in the mail/courier services or for any other reason whatsoever or for Citibank, N.A. being unable to accept the Standing Instructions for any reason. I hereby give My unconditional consent to Citibank, N.A. to debit My account for all/any charges as may be applicable from time to time. I hereby confirm that I have read and understood the RTGS/NEFT terms and conditions given overleaf.

\*All required signatures as per account signature rule need to sign. The form should be signed after all details are completely filled..

Signature1

Signature2

Signature3

Name/Account Title

## Terms & Conditions

- Citibank, N.A. ("Citibank") shall not be liable to act on incomplete information furnished by the Customer in this Instruction Form. The Bank shall act upon any instructions for transfer of funds using the NEFT/RTGS system of RBI (the "Instructions") only upon receipt of complete information required for initiating such transfer of funds for giving effect to the Instructions.
- The instructions issued shall be irrevocable and the Customer understands that the Customer shall not be entitled to withdraw the same under any circumstances.
- The Customer hereby undertakes and confirms that the Customer shall execute such other documents and writings, in addition to the Instructions, in a form and manner satisfactory to Citibank, as Citibank may require in relation to provision of the facility of making transfer of funds via NEFT and / or RTGS (hereinafter referred to as "Facility").
- The Customer understands and acknowledges that Citibank shall debit the Customer's account as mentioned in this Instruction Form upon receipt of the Instructions. As these Instructions are in the nature of Standing Instructions for periodic transfers, Citibank shall be entitled to make such transfers upon receipt of this Instruction Form and until such time as mentioned in the Instruction.
- A transaction shall be initiated by Citibank a) for NEFT, on the date of the Instruction or on the next subsequent business day at the location of the branch where the Customer holds the account and the city notified by RBI for NEFT transaction clearing; b) for RTGS, on the date of the Instruction or on the next subsequent business day at the location of the branch where the Customer holds the account and the city notified by RBI for RTGS transaction clearing. The Customer shall be solely liable and responsible for the accuracy of all information provided in the Instruction Form. The Customer understands and acknowledges that Citibank shall act upon the instructions on the basis of the information provided in this Instruction Form and shall not be liable to verify the correctness of such information.
- The Customer further understands that a transaction may be rejected or cancelled in case the Instructions and/or any information provided by the Customer in this Instruction Form does not meet the security procedures of Citibank / the Reserve Bank of India / the beneficiary bank. A transaction may be also cancelled/ rejected due to any of the reasons like the designated account of the beneficiary not being maintained by the beneficiary bank, an attachment order having been passed in respect of the designated beneficiary account by a competent authority / court, in case any of the details pertaining to the beneficiary/ beneficiary account given by the Customer in this Instruction Form do not correspond with the beneficiary/ beneficiary account details recorded with the beneficiary bank, or any other reasons beyond the control of the Citibank and/or beneficiary bank.
- The Customer hereby confirms that the account to be credited, in accordance with these Instructions, is not an account on which there are restrictions, as per applicable law, on crediting monies.
- The Customer hereby agrees and confirms that Citibank shall be entitled to charge such fees and charges as it determines as adequate for provision of the facility of Instructions. Without prejudice to any other rights of recovery that Citibank may have, Citibank shall be entitled to debit any account of the Customer held with Citibank for any such fees and/or charges.
- Citibank may accept and act upon the Instructions based on any one field in the Application Form.
- The Customer acknowledges and understands that the completion of transactions for transfer of funds based on the Instructions of the Customer involves various counter-parties. The Customer hereby confirms that the Customer shall not hold Citibank liable or responsible for delays/deficiencies in settlement of a transaction due to system constraints, actions of other parties or any other circumstances outside the control of Citibank.
- The Customer also understands that Citibank may amend the above terms and conditions, at any time, and such amended terms and conditions will thereupon apply to and be binding on the Customer.
- The Customer hereby agrees to compensate/reimburse Citibank and hereby agrees to protect and keep Citibank defended, saved, harmless and free at all times, against any and all harm, injury, costs, losses, liabilities, damages, charges, actions, legal proceedings, claims and expenses, including without limitation any costs between attorney and client, whether direct or indirect which Citibank may suffer or sustain or incur at any time as a consequence of or arising out of provision of the facility to the Customer by Citibank in good faith, taking or attempting to take or refusing to take or omitting to take action on any Instructions of the Customer due to any government order, law, levy, tax, embargo, moratorium, exchange restriction, action of the Customer or any beneficiary or any other third party whatsoever or any other cause beyond Citibank's control. Without prejudice to the generality of the foregoing, the Customer shall compensate/reimburse Citibank and hereby agrees to protect and keep Citibank defended, saved and keep harmless Citibank against any improper/ fraudulent instructions purporting to be received from the Customer.
- The Customer understands that the provision of the Facility is subject to Indian laws and the guidelines and regulations issued from time to time by the Reserve Bank of India in this behalf.
- The Customer understands that the Reserve Bank of India (and/or any other agency/company appointed by the Reserve Bank of India in this regard) shall be an intermediary/ a service provider in the process of settlement of a transaction initiated using any of the Facilities and, subject to the availability of sufficient funds in the Account of the Customer, a transaction should be deemed to be complete in all respects a) in case of RTGS fund transfer facility upon settlement of the transaction upon the central system of the Reserve Bank of India, b) in case of NEFT fund transfer facility if the transaction message is not returned unaffected by Citibank within a reasonable time (decision of Citibank as regards reasonable time shall be final). RTGS and NEFT transaction shall be deemed to be settled at the time when the account of the Customer has been debited and the account of the beneficiary has been credited in central system of Reserve Bank of India.
- The Customer understands that an Instruction shall not be revoked once processing for the same has been initiated by Citibank. However, Citibank may, in its sole and absolute discretion without being obligated to do so, revoke an Instruction under exceptional conditions (decision of Citibank as to what shall be treated as exceptional conditions should be final) and only if possible to do so for Citibank.
- The Customer hereby understands that for RTGS/ NEFT transfers, the beneficiary bank branch would need to be a part of NEFT/ RTGS clearing and the Instruction shall be rejected in the event of the beneficiary bank branch not being a part of such clearing.