



## Notice of Business Continuity Preparedness

Citibank, NA (the Bank) is committed to safeguarding the interests of its customers in the event of a disaster or significant disruption that may affect its operations and premises.

Accordingly, the Bank has developed Business Continuity Plans (BCP). The BCP is designed to facilitate the continuity of all critical business processes in the event of defined disaster scenarios. The scenarios address city wide (wide-area) disruptions too.

### **What does the Bank's business continuity plan address?**

The Bank's business continuity plans provide 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 and maintaining the Bank's presence in the marketplace and servicing clients. These plans are designed to enable the Bank to continue critical operations whether the disruption is Bank wide or city wide, affecting an entire business, district, region or a single building.

The Bank believes it is important that its 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, we keep them confidential and so do not provide specific details in this notice. In addition, the Bank is committed to maintaining effective communications with its clients during a business disruption.

Our business continuity plans are reviewed and tested regularly to ensure appropriate enhancements are implemented as technology improves, business plans evolve, or regulatory requirements change. Should material changes to the plans occur, this "Notice of Business Continuity Preparedness" will be updated as appropriate.

### **Contacting Us**

If after a significant disruption or a disaster, you cannot contact us through the regular channels please contact our 24 hour call centres. The contact number for the call centre in your city is available from the link given below:

<https://www.online.citibank.co.in/customerservice/citiphone.htm?eOfferCode=LFTNVCS>

If you are not able to contact us through our call centre you can also visit our web-site at [www.citibank.co.in](http://www.citibank.co.in) and send us / register your service requests.