

CITIBANK N.A. ACCOUNT

TERMS AND CONDITIONS

1. SCOPE OF APPLICATION

- 1.1 These Citibank Account Terms and Conditions including any changes/modifications from time to time ("Terms and Conditions") shall govern the relationship including, without limitation, all transactions relating to the operation and maintenance of the Account between the Customer and the relevant branch of Citibank in India, that is maintaining the Account and shall govern the general relationship and the particular services mentioned hereinafter and made available to the Customer at the sole discretion of the Bank (the "Facilities"). Any other services may be offered to the Customer at the discretion of the Bank, on special conditions, which may be separately agreed to between the Bank and the Customer. In case of conflict between any of these Terms and Conditions and the abovementioned special conditions, such special conditions shall, in case of the particular services to which they relate, prevail.

2. ACCEPTANCE

The Customer unconditionally accepts and agrees to comply with and be bound by these Terms and Conditions, as in force from time to time. Without prejudice to the foregoing, the use of the Account by the Customer will be deemed acceptance of the terms and conditions. No act, delay or omission by the Bank shall affect its rights, powers and remedies under these Terms and Conditions.

3. DEFINITIONS AND INTERPRETATION

In these Terms and Conditions, unless the context otherwise requires

- 3.1 Words importing the plural shall include the singular and vice versa.
- 3.2 References to any gender shall include references to all genders, i.e. references to the masculine gender shall include references to the feminine and neuter genders, and vice versa.
- 3.3 "Account" shall mean the account opened by the Customer with the Bank by acceptance of the terms and conditions and would be a domestic liability account offered by Citibank in India, as more particularly described in the Account opening documents.
- 3.4 "Authorised Signatory(ies)" means the persons appointed by the Customer for the purpose of giving instructions on behalf of the Customer to the Bank.
- 3.5 "Citibank" or "Bank" shall mean Citibank, N.A., a national banking association duly constituted, registered and in existence in accordance with the laws of the United States of America now in force and having its Head Office at 399, Park Avenue, Borough of Manhattan, City of New York and branch offices in India and acting through the specific branch (as the context permits) at which the Customer has opened the Account.

- 3.6 "CitiPhone" shall mean the direct telephone banking services available to a Customer from the Bank in India, presently under the name "CitiPhone", being subject to the terms and conditions applicable to the same from time to time.
- 3.7 "Customer" shall refer to the person / persons whose details are more particularly set out in the Account opening documents and shall (i) in the case of the Customer being an individual, include his heirs, executors, legal representatives and/or administrators, and in case of the Customer being a minor shall mean the minor acting through his/her natural guardian or by a guardian appointed by a court of competent jurisdiction; (ii) in the case of the Customer being a Partnership Firm include the partners of the said firm for the time being and from time to time, the survivor or survivors of them and the heirs, executors and administrators of the deceased partner; (iii) in the case of the Customer being a body corporate include its successors in title and assigns; (iv) in case of the Customer being a Trust include the trustees or trustee for the time being and from time to time of the said trust, the survivor or survivors of them and the heirs, executors and administrators of the deceased trustee; (v) in the case of the Customer being a Hindu Undivided Family include the members or member for the time being of the Hindu Undivided Family, and their respective heirs, executors and administrators; (vi) in the case of the Customer being a Proprietorship include the successors and assigns to the Proprietorship; (vii) in the case of the Customer being a Society include the members or member for the time being and from time to time of the said society, the heirs, executors, administrators, successors and assigns of the said Society; (viii) in the case of the Customer being an Association of Persons, all the members/ office bearers of such association for the time being and from time to time, the survivor or survivors of them and the heirs, executors and administrators of the deceased member.
- 3.8 "Reserve Bank of India/RBI" means the Reserve Bank of India established under the Reserve Bank of India Act, 1934.
- 3.9 "Schedule of Charges" means the fee/charges levied/to be levied by the Bank in respect of the various services and facilities provided/to be provided by the Bank as amended from time to time and available at the branches of the Bank.
- 3.10 "Web-site(s)" shall mean the web-site(s) bearing URL(s) <http://www.citibank.com/india> or <http://www.citibank.co.in> in the content of which is owned and controlled by the Bank.

4. GENERAL CONDITIONS

- 4.1 **KYC updation :** As per the RBI Circular DBOD.AML.BC.No.63/14.01.001/2007-08 dated February 18, 2008, the Bank is required to periodically update the customer identification data after the account is opened. The Customer shall, as and when called for by the Bank, provide the necessary documents for identification, address verification, latest photograph and/or any other document as may be specified by the Bank. Failure to provide these documents may result in the account being blocked for debit / credit transactions or the account being closed.
- 4.2 **Validation of deposit receipts:** Deposit receipt tickets for deposits made into the Account will be validated by the Bank's machine stamp or initials of the Bank's authorized persons. In the event a deposit is made at an ATM, the same will be validated by the Bank's authorized persons and in case of any discrepancy between the ATM customer input and the Bank's validation, the latter will prevail.
- 4.3 **Monies in Account:** The Customer shall only deposit into the Account monies, which the Customer is legally entitled to deposit. The Customer understands and acknowledges that the

Bank is entitled to information with regard to source of any monies being deposited in the Account and the Customer shall, upon demand, without demur or dispute, inform the Bank of any such source of monies.

4.4 Cheque Deposits: If a cheque credited to the Account is subsequently dishonoured, the amount thereof will be debited to the Account and the cheque returned to the Customer at his last known mailing address as per the Bank's records (subject to these Terms and Conditions) and the Bank will levy applicable service charges in accordance with the Schedule of Charges. In the event the amount in the Account is not sufficient, the Bank shall be entitled to recover the same from any other account of the Customer along with interest levied at the prevailing commercial rate on such funds used by the Customer and for the period used.

4.5 Withdrawals / Payments

4.4.1 The obligations with respect to the Account and operations of the Account are subject to all applicable laws (including, without limitation, any governmental acts, orders, decrees, guidelines, rules and regulations including fiscal exchange control regulations). The Customer understands and confirms that the Bank will be entitled at all times, to act in accordance with applicable laws, without being required to provide prior intimation of such actions to the Customer. Any and all limits/constraints imposed by applicable law shall apply to the Account and the Facilities.

4.4.2 The Bank shall not be liable to pay any interest on the credit balance in any current account.

4.4.3 Unless specifically agreed with the Bank, the Account shall not be temporarily overdrawn. The Bank may, at its discretion, allow the Account to be overdrawn to the extent agreed and advised by the Bank in writing, if the Customer has previously made arrangements with the Bank for such overdraft facility. Interest will be charged on any overdrawn Account in accordance with the Bank's prevailing rate and practice.

4.6 Account Information / Statements

4.5.1 The Bank will issue and send to the Customer statements of Account ("Statement(s)") at periodic intervals on the basis of the type of Account. Customers will have the option to avail Pass Book facility in lieu of Statements of Account. For Customers who have applied/requested for receiving their Statement or intimation of availability of Statement via e-mail, the Bank may but not be obligated to send a physical Statement for such time periods as the Bank decides at its sole discretion save and except when the Customer has specifically requested for a physical Statement. The Customer must notify the Bank in writing if any Statement or other advise expected by the Customer is not received. In case there is a discrepancy, error or omission in the particulars or details of the Account as contained in the Statement, the Customer shall intimate the Bank in writing of the relevant discrepancy, error or omission within 14 days of receiving the Statement which the Customer thinks has a discrepancy, error or omission, failing which the Statement shall be deemed to be true and correct for all intents and purposes and accepted as such by the Customer and the Customer shall not be entitled to dispute the same. The Customer hereby agrees and consents to the Bank giving any notice of availability / readiness of the Customer's monthly / quarterly Statement via e-mail, to the e-mail address specified by the Customer. The Bank would be deemed to have delivered the Statement to the Customer, immediately on the Customer receiving notice of the e-mail containing the Statement as an attachment and/or notice of the availability of the Statement. The Customer will be obliged to open / print the Statement after receiving the e-mail as aforesaid from the Bank. The Customer shall promptly inform the Bank if the Customer is not able to access the electronic copy of the statement delivered via e-mail to enable the Bank to make delivery of the Statement

by alternate means if there is a problem with online access and the Customer specifically requests for that particular Statement to be delivered by other means acceptable to the Bank. Failure to advise the Bank of any difficulty in accessing the Statement sent via e-mail within 24-hours after the Customer receiving notice as aforesaid shall serve as an affirmation regarding the receipt and acceptance of the Statement. With respect to joint Accounts, all communication shall be addressed to the first Account holder and this shall constitute communication to all Account holders.

4.5.2 The notice of discrepancy, error or omission referred to in Clause 4.5.1 above shall provide sufficient details to enable the Bank to investigate the alleged discrepancy, error or omission and shall include the following information:

- (i) the Customer's name and address and all relevant details of the Account;
- (ii) a description of the irregularity or error or discrepancy;
- (iii) a copy of the Statement/other record; and
- (iv) any other information requested by the Bank.

4.5.3 The Customer may also obtain balance information relating to the Account or get a verbal or written history of the Customer's transactions by calling the 24-hour telephone banking service of the Bank, "CitiPhone" or availing of the Facility under Citibank Online Internet Banking or using the Facility of an automated teller machine.

4.5.4 The use and storage of any information including, without limitation, the Account password (including ATM PIN/H-PIN/I-PIN/T-PIN), Account information, transaction activity, Account balances and any other information made available on any media whatsoever is the Customer's sole responsibility and liability.

4.7 National Electronic Funds Transfer system of RBI (**NEFT**) & National Electronic Funds Transfer system of RBI (**RTGS**)

Bank shall act upon instructions for transfer of funds using the NEFT/RTGS system of RBI only upon receipt of complete information required for initiating such transfer of funds for giving effect to the Instructions.

The transaction shall be initiated by the Bank a) for NEFT, on the date of the instruction as per the RBI clearing timings specific to the location of the branch where the Customer holds the account and the city notified by RBI for NEFT transaction clearings; b) for RTGS, on the date of the instruction as per the RBI clearing timings at the location of the branch where the Customer holds the account.

The transaction may be rejected or cancelled in case the instructions and or /any information provided by the Customer does not meet the security procedures of the Bank / the Reserve Bank of India/ the beneficiary bank. The Customer also understands that the transaction may also be 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 of any of the details pertaining to the beneficiary/beneficiary account details recorded with the Beneficiary bank , the beneficiary bank branch not being part of the clearing system or any other reasons beyond the control of the Bank and/or beneficiary bank.

The RTGS system is primarily for a large value transactions. The present minimum amount to be remitted through RTGS is Rs. 1,00,000.00 (Rupees One Lakh) without any upper ceiling.

The Bank shall be entitled to charge such fees and charges as it determines to be adequate for provision of the NEFT/RTGS and as specified in Schedule of Fees/ Charges.

The Customer acknowledges and understands that the completion of transactions for transfer of funds based on the Customer's instruction shall involve various counter-parties. The Customer confirms that the Bank shall not be held liable or responsible for any delays/deficiencies in settlement of a transaction due to system constraints, actions of other parties or any other circumstances beyond the control of the Bank.

Without prejudice to the generality of the foregoing, the Customer agrees to indemnify and save, keep harmless and keep indemnified the Bank against any improper/ fraudulent instructions purporting to be received from the Customer and/or for furnishing incomplete information.

The Customer understands that the provision of NEFT/RTGS is subject to the guidelines and regulations issued from time to time by the Reserve Bank of India in this behalf. 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 NEFT/RTGS and, subject to the availability of sufficient funds in the Account, 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 the Bank within a reasonable time (decision of the Bank as regards reasonable time shall be final). RTGS and NEFT transaction shall be deemed to be settled at the time when the Account has been debited and the account of the beneficiary has been credited in central system of Reserve Bank of India.

- 4.8 Reversal of Entries: The Bank reserves the right and the Customer hereby authorizes the Bank to reverse any entries erroneously passed, with or without notice to/from the Customer; and to debit/credit the Account to the extent required to correct any erroneous entries that may have been inadvertently made by the Bank.
- 4.9 Corporate Signature: The Authorized Signatories on behalf of a Customer being a corporate body, a partnership firm, a proprietorship or a trust may be changed/removed/suspended and made effective upon receipt of written instructions from the Customer in such form as is acceptable to the Bank and upon production to the Bank of evidence (including specified documents) satisfactory to the Bank that such change has been duly and properly authorized. The Customer is aware that such change would be effective after receipt of such written instructions by the Bank, subject to holidays and normal banking working hours norms.
- 4.10 Notices: Any notice, communication or letter addressed to the Customer and sent through post or courier or by any other means, at the discretion of the Bank, at the address (which term will include the mailing/office/residence/any alternate address) of the Customer as per the Bank's records shall be considered as duly delivered to the Customer at the time it would be delivered in the ordinary course of post. Any communication from the Customer to the Bank shall be effective upon actual receipt of such communication by the Bank in a form and manner satisfactory to the Bank. The Customer shall notify the Bank, without delay of any change in his name, address or other particulars, filed with the Bank and shall completely indemnify the Bank from all acts performed by the Bank under this Clause in the event the Bank has not received such aforesaid notification of change of name/address/other particulars.
- 4.11 Notwithstanding anything contained in these Terms and Conditions, in the event two consecutive communications, sent at the last recorded address or e-mail of the Customer with the Bank, are received back by the Bank as returned mail, the Account shall automatically be marked as "Whereabouts Unknown". The Customer understands that in the event the Account

is marked Whereabouts Unknown, the Customer shall not be permitted to carry out over the counter or online instructions/transactions (including but not limited to cash deposits/cash withdrawals/issuance of drafts/stop payment instructions, etc.) and/or use of ATMs. The Customer acknowledges that the Whereabouts Unknown status shall be removed from the Account only upon receipt by the Bank of a written confirmation from the Customer of the current mailing address of the Customer.

- 4.12 Notwithstanding anything contained in these Terms and Conditions, the Customer understands that ordinarily the Account shall not be placed on a "Hold All Mail" status. However, in case of exceptional circumstances and at the request of the Customer, the Bank may agree to mark the Account as 'Hold All Mail' but at its sole and absolute discretion and subject to the Customer executing an indemnity bond in favour of the Bank in a pre-approved format of the Bank.
- 4.13 The Accounts not operated for a period of 6 (six) months shall be automatically marked as "Inactive Accounts". Once an Account is marked as an Inactive Account, the Customer shall not be permitted to make payments towards Citibank Credit Cards or any pre paid payment towards mobile phones through Citibank Online. As per RBI regulations, the Bank shall also be entitled to flag any account as "Dormant" if the said account has remained inoperative for a consecutive period of 2 (two) years. The Customer shall be allowed to carry out transactions only through Branches in these "Dormant" accounts. The Bank shall not allow internet banking and ATM transactions on "Dormant" accounts to such Customers.
- 4.14 Stop Payment Orders: The Customer can request the Bank to stop payment on cheques/SI/ECS drawn on the Account by notifying the Bank in writing on the Bank's standard 'stop payment' order form or by such other means as may be approved by the Bank from time to time, including on CitiPhone or through Citibank Online (including as detailed herein). The Bank shall endeavour to carry out such instructions on a best-effort basis.

Charges will be levied for each stop payment instruction in accordance with the Schedule of Charges.

In case the Account is a joint account or has joint signatories, if any stop payment instructions are received from any one of the joint account holders or joint signatories or any other no-debit instruction with regard to the Account, no amount shall be paid from the Account except in accordance with Account operating rules as may be applicable or on the discharge of all the joint holders or joint signatories, as the case may be.

- 4.15 Death of a Customer: In case of death of a Customer, the Bank shall have the right to release the money lying to the credit of the Account of the Customer to the nominee appointed by the Customer and/or the legal heirs of the Customer who shall hold the said funds / items in locker etc. in the capacity of the trustee of the survivor(s) / legal heirs of the deceased Customer and strictly in accordance with the prevailing laws in that regard.

Advantages of Nomination: The Bank recommends that all Customers avail nomination facility. The nominee, in the event of death of the Customer/s, would receive the balance outstanding in the account. Nomination facility is intended only for individuals including a sole proprietary concern. There cannot be more than one nominee in respect of single/joint account. This is also applicable to deposits having operating instructions "Either or Survivor". It may be noted that in the case of a joint account, the nominee's right would arise only after the death of all the holders.

The Bank may retain any and all funds in the Account until it establishes the identity and credentials of the successor(s) to its sole satisfaction, and the Bank reserves the right to demand and inspect requisite documentation in this regard, including a succession

certificate/probate of a will. In case the Account is a joint account, the Customer agrees that in the event of death, insolvency or withdrawal of any one or more of the Account holders, the surviving holders shall have full control of the monies then and thereafter standing to the credit of the Account and shall be entitled to withdraw the same and shall be fully liable for any liabilities that may arise by reason of their being holders of the Account and hold the same in trust for the other survivor/survivors/legal heirs of the deceased Customer, provided there is no order from a competent court restraining the bank from making any payment from the account of the deceased Customer and/or there is any dispute among the survivor or survivors or legal heirs. Without prejudice to the foregoing, in the event of death of a Customer, the Bank reserves the right to pursue all courses available to it under law and equity at its discretion to recover any outstandings from the survivors/heirs/executors/administrators of the Customer.

- 4.16 Assignment/Transfer: The Customer agrees that the amounts deposited by the Customer in the Account cannot in any way be assigned or charged to any third-party by way of security, without the prior written consent of the Bank.
- 4.17 Right of Set-Off: The Bank may at any time and without notice to the Customer combine and consolidate all or any of the Customer's Accounts and/or any other facilities availed of by the Customer and/or held with the Bank and the Customer hereby authorizes the Bank to set-off, adjust or transfer any sum or sums standing to the credit of any one or more of such Accounts in or towards satisfaction of any of the Customer liabilities to the Bank on any Account or in any other respect whether such liability is actual or contingent, past/crystallized or future, primary or collateral and several or joint.
- 4.18 Collection of Dues: The Bank provides the manner, amount and period for repayment of loan. In case of a default by the Customer in repayment of the loan, the Bank is has to recover the outstanding dues in accordance with its collection policy, which has been made in accordance with the applicable law. The recovery process may include sending notices, personal visits and repossession of any security created in favour of the Bank by the Customer.
- 4.19 Tax Deduction at Source: The maturity value of deposits is subject to tax deduction at source as per the prevailing Income Tax Act, 1961 and rules framed thereunder and/or any of the prevailing laws in this regard. Deposits are available on request at all branches of the Bank in India. The Customer hereby authorizes the Bank to make any and all deductions prescribed by applicable law from time to time.
- 4.20 Additional Facilities: The Bank may, at the Bank's sole discretion, make available to the Customer one or more additional facilities and/or services in relation to the Account (including, without limitation, the Mobile Pay Facility, the Bill Pay Facility etc.) and the Customer agrees that the persons specified by the Customer to avail of or instruct for availing of the Facilities then being offered shall also be entitled to avail all enhanced / additional facilities, as may in future be made available by the Bank. The Customer agrees and understands that such additional Facilities and/or services may have specific terms and conditions (such as the Mobile Pay Facility Terms and Conditions and the Bill Pay Facility Terms and Conditions) which would apply in the event the Customer opts to avail of the said additional Facilities/services. Such additional terms and conditions would be in addition to these Terms and Conditions. The Bank, shall, in its sole discretion, at any time, with notice to the Customer, be entitled to withdraw, discontinue, cancel, suspend and/or terminate any Facility or services related to it or suspend use of any particular devices and shall not be liable to the Customer for any loss or damage suffered by the Customer resulting in any way for such withdrawal, suspension or termination.
- 4.21 Closure of Account: The Bank may at any time, in its sole discretion, without liability, close the Account after giving a prior notice of at least thirty (30) days to the Customer. However, the Bank may also close the Account under certain conditions including improper conduct of the

Account without giving any prior notice to the Customer. The Bank shall not be liable for any consequences arising out of such closure of an Account. The Customer would be required to make alternate arrangements for cheques already issued and should desist from issuing fresh cheques. The Bank may at any time at the Bank's sole discretion, without liability, refuse to accept any deposit or limit the amount that may be deposited, return all or part of the deposit and discharge all liability. The Customer may close the Account at any time he so chooses by way of providing a written communication in this regard to the Bank along with: a) The ATM card (if availed of) and b) the unused cheque leaves pertaining to the Account. If the ATM card/unused cheque leaves are unavailable, the Customer shall provide a declaration stating that the ATM card / Unused cheque leaves have been destroyed.

In the event of closure of an Account, the Bank will refund the monies (including balance) lying to the credit of the Account to the Customer subject to payment of applicable standard service/processing charges.

- 4.22 Closure or shifting of Branch: the Bank will give a prior notice of ninety (90) days in the event of closure of a branch of the Bank.
- 4.23 Verification of Instructions: The Customer acknowledges that the security and control procedures provided by the Bank are designed to verify the source of communication and not to detect errors in transmission of content and that the Bank, or any intermediary, may execute an instruction by reference to the Account number only. While the Bank shall exercise due caution, the Customer agrees that the Bank shall have no duty to verify the correctness of any instruction or the identity of the sender, and the Customer expressly agrees to be bound by any instructions and communications, whether or not authorized, sent in its name and accepted by the Bank. The Customer assumes full responsibility for the genuineness, correctness and validity of all endorsements appearing on all cheques, guarantees, orders, bills, deeds, negotiable instruments and receipts or other documents deposited in his Account.
- 4.24 Collection and disclosure of information: The Customer hereby expressly consents and permits the Bank to:
- (i) collect, store, communicate and process information relating to the Account by any means necessary for the Bank to maintain appropriate transaction records; disclose information to third parties about the Account where it is deemed, at the sole discretion of the Bank, as necessary;
 - (ii) comply with all laws or government agencies or court orders or legal proceedings and/or when necessary to resolve errors or questions the Customer or any other party may have raised and/or in order to satisfy the Bank's internal data processing requirements;
 - (iii) disclose at any time and for any purpose, any information whatsoever relating to the Customer or the Account or transactions or dealings with the Bank, to any branches, subsidiaries, service providers, affiliates, group companies, third parties whatsoever (including employers/family members of the Customer) so far as is deemed to be necessary in the exclusive discretion of the Bank, or associated or affiliated corporations of the Bank wherever located or to any government or regulatory agencies or authorities in India or elsewhere or any agents or contractors or third parties which have entered into an agreement to perform any service(s) for the Bank's benefit, and any other person(s) whatsoever (including employers/family members of the Customer) or where the disclosure is required by law or otherwise and to whom the Bank deems fit in its exclusive discretion to make such disclosure;

(iv) the Customer agrees to provide to the Bank such information/and or documents as the Bank is required to obtain from the Customer by law or regulation or any other appropriate information/and or documents, which the Bank may reasonably request from time to time;

(v) where the Account has been opened under the Suvidha Salary Credit Programme, disclose the Account number to the employee concerned (or to such person as authorized by the employed concerned) of the Customer;

(vi) disclose and disseminate to the RBI or to a court of law or any other competent authority or to any third person, as the case may be, the credit information of the Customer in its possession, subject to applicable law and guidelines issued by the RBI from time to time, with notice to the Customer;

(vii) share Customer information with any existing or future credit Bureaus (including credit information Bureau (India) Limited) as determined by the Bank from time to time and as may be required under laws. The Customer acknowledges that the Bank is entitled to share such information with notice to the Customer, and such information may pertain to positive or negative performance/default by the Customer.

The Customer hereby expressly authorizes the Bank to disclose, exchange, share or part with all any information relating to the Customer's Account and/or the Customer to all companies/entities/subsidiaries/affiliates of the Bank or under Citigroup/their agents/Banks/Financial Institutions /Credit Bureaus/Agencies/Statutory Bodies as may be required and undertake not to hold Citibank, N.A. and/or companies/entities/subsidiaries/affiliates under Citigroup and/or their agents liable or responsible for use of the aforesaid information. I/We further expressly authorise Citibank, N.A. and/or all the companies/entities/subsidiaries/affiliates thereof under Citigroup and their agents to offer and/or market/sell to me/us any of the products or services offered by Citibank, N.A. and/or all/any of the companies/entities/subsidiaries/affiliates thereof under Citigroup.

4.25 Indemnity: In consideration of the Bank providing the Facilities and any other facilities and maintaining the Account, the Customer hereby agrees to indemnify and save 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 the Bank may suffer or sustain or incur at any time as a consequence of or arising out of the services/facilities provided to the Customer by the Bank 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 whosoever or any other cause beyond the Bank's control. Without prejudice to the generality of the foregoing, the Customer shall identify and save, keep harmless and indemnified the Bank against any improper/fraudulent instructions purporting to be received from the Customer.

4.26 Fees/Charges: The Bank may charge such fee/service charges for any or all of the Facilities provided by the Bank, from time to time, in accordance with the Schedule of Charges, to the Customer and the Customer agrees that the said fees/service charges will be debited by the Bank from the Account. Details of the current applicable fees/charges may be obtained from the Bank, from time to time which fees/charges shall be debited automatically to the Account. Any government charges, duties or taxes payable as a result of any use of any of the Facilities shall, if imposed upon the Bank (either directly or indirectly), be debited to the Account. The Customer also authorizes the Bank to deduct from the Account, any expenses the Bank may incur in collecting money the Customer owes the Bank in connection with any Facilities (including, without limitation, legal expenses and fees). The charges/fees may be revised by

the Bank, at the Bank's absolute discretion, from time to time by giving prior notice to the Customer. The Bank may debit the Account with the full amount of costs, charges, fees and penalties payable for services rendered by the Bank whether in respect of the Account or otherwise. The Bank shall charge a monthly service fee if the Customer does not maintain a certain monthly average minimum balance. The computation methodology of minimum balance and the amount arrived at, thereby, is the sole discretion of the Bank and the same may be subject to change, from time to time, with prior notice of 60 days to the Customer.

The said charges could be calculated in the following manner:

Minimum Average Balance = Average of Daily Closing Balance for the Quarter i.e. for e.g. Apr-Jun, Jul-Sep etc.,

Actual no. of Days for e.g. (90,91 or 92) for maintaining the minimum balance
(Day1+Day2+Day3+....+Day 90)/90=Minimum Average Balance

Apart from such monthly service fee, the Customer will be charged separately for specific services that may be availed of by the Customer from the Bank, as detailed in the schedule of charges as communicated to the Customer at the time of opening the Account and as amended from time to time. The charges would be as may be decided by the Bank. These charges may be revised by the Bank, at the sole discretion of the Bank, from time to time. Subject to the facility being available, if a Customer wishes to avail of linking of various accounts held with the Bank, the Customer may request the Bank to link the accounts and Bank would, in its sole discretion and on such conditions as it deems fit, link the accounts.

- 4.27 Interest: The Bank will pay interest on savings accounts at the rates specified by the RBI. The Bank will inform the Customer of the said rates of interest and the methods of calculation of the same on a periodic basis as may be determined by the Bank.
- 4.28 Recording: The Bank, may, at the Bank's discretion, video tape or record on camera the Customer's access/presence/use of the Bank's premises/machines/equipment or record on tape any oral instructions or communication with the Customer whether initiated by the Bank or the Customer. All records maintained by the Bank, in electronic or documentary form of transactions pertaining to the Account and such other details (including, but not limited to, payments made or received), and all camera/video and/or audio recording made as mentioned above, shall, as against the Customer, be deemed to be conclusive evidence of instructions and such other details and the Customer understands that the Bank may rely on any such stored record, whether electronic or documentary, as evidence in any proceedings. The entries in the Bank's books (including Citibank Online logging/SMS/other Mobile responses from the Customer's designated mobile number/transaction records stored in tables or as web or application logs) kept in the ordinary course of business of the Bank with regard to all or any of the matters contained herein shall be binding on the Customer.
- 4.29 Force Majeure: The Bank shall not be liable for any losses caused by its inability or delay in providing all or any service or Facility or fulfilling any of the Bank's obligations hereunder, either wholly or in part, caused by or in connection with any force majeure events including, but not limited to, restrictions on convertibility, transferability, requisitions, involuntary transfers, riot, disturbance, strikes, lock-outs, bandhs, war, civil strife, burglary, theft, dacoity, accident, technical fault including problems related to computers, accessories, software, printers, fax machines, Internet, telephone system and such related hardware and software beyond the control of the Bank, breach of trust by any authorized persons, flood, fire, earthquake, act of God, act of any government, change in regulation or law and other allied acts of regulatory or statutory nature or if the performance of such obligation or provision of such service would result in the breach of any law, regulation or other requirement of any governmental or other authority or on account of any other restriction or requisition or other circumstances or events

whatsoever beyond the control of the Bank and the Bank shall not be obliged to provide any service or Facility or perform any of its obligations hereunder during the period while the Bank's performance is affected by force majeure conditions. The Bank shall not be responsible for any loss or damage caused to the customer by reason of any failure to comply with the Customer instructions, when such failure is caused due to reasons beyond the control of the Bank, the opinion of the Bank being final in this regard.

4.30 **Governing Law:** The laws of India will govern these Terms and Conditions and the same shall be subject to the exclusive jurisdiction of the courts at the location at which the relevant branch of the Bank, which maintains the Account, is located.

4.31 **Grievance Redressal:**

In the event the Customer would like to share any suggestion, opinion, feedback, scope of improvement or any complaint on any of the Bank Services/Facilities, then the Customer may either register the complaint in the Online Complaint Form or approach/write to the Branch Business Leader (Branch Manager) of the nearest Branch explaining the details concerned for immediate redressal.

The Customer understands that that on receipt of written complaint by the Bank, the Bank shall endeavor to send an acknowledgement/ a response within a reasonable period of time. If the complaint is relayed over phone at the Banks designated telephone helpdesk or Customer service number, the Bank shall provide the Customer with a complaint reference number and keep the Customer informed of the progress within a reasonable period of time.

After examining the matter, the Bank will send the Customer with a final response or explain the Customer why Bank needs more time to respond and Bank shall further endeavor to do so within a reasonable period of time of receipt of the complaint and guide the Customer how to take the complaint further and if the Customer is still not satisfied.

In the event of an unsatisfactory or no response:

- a) from the Branch Manager within a reasonable period of time, the Customer can address concern to the Regional/Zonal Manager (Name & Contact details of the Regional Business Leaders displayed in the respective Branches)
- b) from Regional/Zonal Manager within a reasonable period of time, the Customer can address his concern to the Banks Nodal Officer designated to deal with the Customers complaints/grievances by giving full details of the case.

Further more, if the Customer does not receive any satisfactory response from the concerned officers as mentioned hereinabove, the Customer can address concern to the Chairman & Managing Director of the Bank and thereafter, if the Customer is not satisfied, the Customer is free to take recourse to the following:

- a) Directorate of Public Grievances, Govt. of India, Cabinet Secretariat
- b) The District Consumer Forum under Consumer Protection Act, 1985.

The Customer understands that the Bank is covered under the Banking Ombudsman Scheme 2006 of the Reserve Bank of India which was introduced by Reserve Bank of India with the objective of enabling resolution of Customer complaints relating to the provision of Banking Products & Services/Facilities and to facilitate the satisfaction or settlement of such complaints. Under this scheme, any grievance against the Bank, if not addressed within 30 days, will be addressed to the Banking Ombudsman in charge of the region where the Customer holds the account details of which are available at

www.bankingombudsman.rbi.org.in or at the nearest Branches. A copy of the scheme will also be available in all the Branches for the Customer's perusal.

Before approaching the Banking Ombudsman, the Customer agrees that :

- i) The Customer has made a written representation to the Bank, and the Bank has either rejected the complaint or the Customer has not received a satisfactory response within a period of one month after making the Complaint to the Bank or unsatisfactory response received by the Customer from the Bank.
- ii) The complaint is made not later than one year after receiving Bank's reply or where no reply is received, not later than one year and one month after the date of representation to the Bank.
- iii) The complaint has not been settled by the Ombudsman in any previous proceedings.
- iv) The complaint is not the subject matter of proceedings before any Court, tribunal, arbitrator or any other forum.
- v) The complaint is not frivolous or vexatious in nature.
- vi) the Complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

4.32 Miscellaneous: The Customer unconditionally agrees that:

- (i) The Customer shall not hold the Bank liable on account of the Bank acting in good faith on any instructions given by the Customer or on account of delay or inability on the part of the Bank to act immediately or at all on any of the Customer's instructions.
- (ii) In following any instructions with regard to any of the Facilities, the Bank will be doing so on a best-effort basis.
- (iii) The Bank may, in its discretion and, from time to time, charge for any or all of the Facilities wholly or in part.
- (iv) In case the Account has joint signatories, the Bank may act on instructions from either/any one of the signatories, subject to there not being any conflict between such instructions prior to the Bank acting on the same.
- (v) The Bank may rely on the authority of each Authorized Signatory designated (in a form acceptable to the Bank) by the Customer or on a Customer's mandate to send Communications (as hereinafter defined) until the Bank has received return notice or other notice acceptable to it of any change from a duly authorized person and the Bank has had a reasonable time to act (after which time it may rely on the change).
- (vi) An Account in the name of a minor shall be converted into a normal individual Account upon the minor attaining the age of majority and the right of the guardian to operate the Account shall cease forthwith. Provided the Bank receives a written notice for conversion of the Account along with documentation as may be required by the Bank.

- (vii) If the Bank deems appropriate, Accounts upon which an attachment order or other legal notice prohibiting operation of the Account is received by the Bank will be blocked and no further operation will be allowed until the prohibition order is removed. The Bank shall endeavor to inform the Customer about any such order or notice, however, the Bank shall not be bound to do so.
- (viii) The Bank may, at its sole discretion, decide not to carry out any instructions where the Bank has reason to believe (which decision of the Bank the Customer shall not question or dispute) that the instructions are not genuine or are otherwise improper or unclear or raise a doubt. If the Bank receives any process, summons, order, injunction, execution, distraint, levy, lien, information or notice, which the Bank, in good faith, believes calls into question the Customer's ability, or the ability of someone purporting to be authorized by the Customer, to transact any business, the Bank may, at the Bank's option and without liability to the Customer and/or such other person, decline to allow transactions or may take any other steps required by applicable law.
- (ix) For the provision of any of the Facilities hereunder, the Bank may, at its sole discretion without any prior intimation to or approval of the Customer, appoint any authorized person(s) and the Customer hereby authorizes the Bank to appoint such authorized persons as the Bank may, in its absolute discretion, deem necessary. .
- (x) All information/instructions/Triggers are at the discretion of the Bank, liable to will be recorded at/stored at/transmitted to various locations and be accessed by personnel of the Bank (and its affiliates). The Customer hereby authorizes the Bank to use the information thus stored in any proceedings before any forum and relay, transmit or provide such information to any person whosoever in accordance with applicable law and shall not dispute the conclusiveness of the same. The Customer hereby authorizes the Bank to, at its sole discretion, tape or record such instructions and rely on the transcripts of such telephonic instructions as evidence in any proceedings.
- (xi) The Customer and the Bank may, with regard to certain Facilities, agree to certain security procedures (the "Procedures"), designed to verify the origin and authenticity of communications such as enquires, advises and instructions sent by the Customer or any person designated and authorized to do so on its behalf (each a "Communication"). The Customer hereby confirms that the Bank is not obliged to do anything other than what is contained in the Procedures to establish the authority or identity of the person sending a Communication. The Bank is not responsible for errors or omissions made by the Customer or the duplication of any Communication by the Customer and may act on any Communication by reference to the Account number only. The Bank may act on a Communication if it reasonably believes it to contain sufficient information.
- (xii) If the Customer informs the Bank that it wishes to recall, cancel or amend a Communication, the Bank will use reasonable efforts to comply. No liability shall attach to the Bank as a result of its acting or failing to act in accordance with such recall, cancellation or amendment.
- (xiii) Transactions initiated will be completed only if the amount of funds available in the Account is sufficient to meet the transaction amount in full, including any applicable charges/fees, etc. The amount of each completed transaction will be immediately deducted from the Account. The Customer will not hold the Bank liable except in cases of gross negligence on part of the Bank or it's employees, in case of improper/fraudulent/unauthorized/duplicate/erroneous use of the confidential codes and/or the materials supplied by the Bank to the Customer. Nothing contained herein shall require the Bank to violate any applicable laws, rules or regulations relating to transfer of funds or other transactions.

- (xiv) The Customer hereby authorizes the Bank to dispatch all advices, acknowledgements, Statements and/or reports pertaining to the issuance and status of the Account by mail, fax, e-mail or any other means of telecommunication to the last known address or fax number or e-mail address of the Customer on the records of the Bank and the dispatch of such advice, acknowledgements, Statements and/or reports to the Customer to such address or such fax number shall be deemed to be due discharge of the Bank's obligations under this Agreement. The Bank shall not be responsible for any liability or breach of any duty of secrecy or confidentiality and the Customer waives all rights in connection therewith, in the event that any such advices, acknowledgements, Statements and/or reports are received by any unauthorized person(s).
- (xv) If the Bank acts on any Communications sent by means requiring manual intervention (such as telephone, telefax, electronic mail or disks sent by messenger) then, if the Bank complies with the Procedures, the Customer will be solely liable for any and all losses, costs, charges, expenses or penalties that the Bank may incur in connection with that Communication.
- (xvi) The Customer consents to the transmission of communications through the Internet and/or mobile phone transmission (including SMS/text messaging). The Customer understands and acknowledges that the Internet and/or mobile phone transmission (including SMS/text messaging) is not necessarily a secure communications and delivery system, and understands the confidentiality and other risks associated with it. The Customer acknowledges and accepts that transmission over the Internet and/or mobile phone involves the risk of possible unauthorized alteration of data and/or unauthorized usage. The Customer hereby agrees and confirms that the Customer shall not hold the Bank liable or responsible for any such interception, alteration or misuse and agrees that the same shall not be considered as a breach by the Bank of banker-customer confidentiality. The Customer agrees to hold the Bank free and harmless from all losses, costs, damages, expenses that may be suffered by the Customer, the Bank or any third-party whosoever due to any errors, delays or problems in transmission or unauthorized/illegal interception, alteration, manipulation of electronic data or otherwise caused by using the Internet and/or mobile phone as a means of transmission.
- (xvii) The Bank may, at its sole discretion, convert an Account, if the same has been opened under the Suvidha Salary Credit Programme Account, to an Account under the Suvidha Non-Salary Credit Programme if there has been no credit of salary into the Account for any consecutive period of three months or on receipt of a communication from the employer. In the event of any such conversion of an Account, the Bank will send all future communications to the residential/other mailing address of the Customer as stated by the Customer in the Account opening form concerned. The Customer will indemnify the Bank for all acts performed by the Bank in relation to and/or pursuant to any such conversion. The Customer hereby understands and agrees that on such conversion the Account shall be governed by such terms and conditions and charges as are applicable to Suvidha Non-Salary Credit Programme.
- (xviii) The Bank shall not accept any cheques, dividend-warrants and other instruments in the name of payees, other than the Customer and the other joint account holders for collection.
- (xix) The amount of cash/or other instrument deposited by the holder through a depository/ATM for credit to the Account, shall be verified by two authorized representatives of the Bank. The Customer understands and agrees that the amount

ascertained on verification by the authorized representatives shall be deemed to be the correct amount deposited by the holder, irrespective of the amount mentioned on the receipt generated by the depository at the time of making the deposit.

- (xx) The Customer expressly recognizes and accepts that the Bank shall, without prejudice to its right, perform such activities itself or through its officers or employees, be entitled and have full power and authority to appoint any such third parties as the Bank may select and to delegate to such third party such functions of the Bank as may be permissible. The Customer further authorizes the Bank to disclose/exchange information relating to the Customer or the products availed by the Customer as may be necessary for the purposes of such third party to perform and execute all lawful acts, deeds, matters and things connected therewith and incidental thereto.
- (xxi) In the event, the Customer wants to receive any marketing/solicitation calls from the Bank, the Customer shall inform the Bank accordingly. The Customer will on opening an account/opting for a product offered by the Bank, automatically get registered with the Bank's Do Not Call Registry (DNCR).

In the event an existing Customer, at any point of time, does not wish to receive any marketing/solicitation calls from the Bank, the Customer may register themselves on the Bank's DNCR, by calling the 24 hour CitiPhone banking facility or through the bank's web site.

The Customer hereby understands:

- a) Only numbers registered on the Registry shall not be considered for telemarketing offers for products offered by the Bank. The Bank shall not be liable or responsible for any calls made on a number not registered on this site.
- b) Any subsequent change in the telephone numbers would need re-registration on this site.
- c) Registration on this site shall not limit calls from the Bank on account of Account/Card maintenances, Alerts on transactions, Recovery calls etc.
- d) It will take 45 working days for your registration in this site to take effect.

Notwithstanding any registration on a Do Not Disturb Registry, the Customer hereby understands and agrees that the Bank and all such third parties as duly authorised by the Bank shall be authorised to contact/get in touch with the Customer for purposes of administering or servicing (other than marketing/sale) of any of the Bank's products/services availed of by the Customer.

5. DEPOSITS

- 5.1 The Customer is required to specifically apply for deposit-related products in accordance with specific terms and conditions applicable to the same from time to time and subject to directives laid down by the RBI from time to time and all other applicable laws. The Customer specifically acknowledges that the deposits made under the Resident Foreign Current (RFC) Account scheme for resident Indians shall be governed by the applicable guidelines and regulations prescribed under Foreign Exchange Management Act, 1999 (FEMA). Further, these Terms and Conditions shall apply to RFC Account in addition to the specific terms and conditions mentioned in the RFC Account application form, save and except when prohibited by or in contravention of any rules, regulations, guidelines and provisions laid down by Government of India, RBI, FEMA and/or any other applicable law. When a deposit is booked, an advice confirming booking of the deposit shall be sent on the next day at the Customer's mailing address last registered with the Bank.

- 5.2 Interest: The Bank shall pay interest on all deposits maintained by a Customer with the Bank at the rates specified by the RBI. The Bank will inform the Customer of the said rates of interest on a periodic basis as determined by the Bank. The Customer understands and acknowledges that in the event of any premature withdrawal of the deposit by him, the Bank has the right to levy a penal interest on the Customer at a rate that will be specified by the Bank on a case to case basis. Notwithstanding the above, for any premature withdrawal of deposit on account of death of a Customer, the Bank shall not levy any penal interest.
- 5.3 Customers who are holders, whether jointly or singly, of Citibank savings and/or Citibank current Accounts and who have placed Time Deposits with Citibank may hold Citibank Unfixed Deposits. Customers who are holders, whether jointly or singly, of Citibank savings and/or Citibank current accounts may hold Citibank multi-deposits. Provided, however that, for Customers who are holders of Suvidha savings accounts, the Citibank multi-deposit would be available if the savings balance in the Account exceeds Rs. 50,000 or such other sum as may be specified by the Bank from time to time. The Customer would have to specifically apply for any deposit-related product. The amount deposited will be held in units of Rs. 1,000 each or any other amount as may be determined by the Bank from time to time and communicated to the Customer.
- 5.4 Renewal: In the absence of any special instructions, the deposit will be renewed on maturity for a like term at the then prevailing interest rates.
- 5.5 Overdraft facility against Citibank Unfixed Deposit:
- 5.5.1 At the Customer's request, the Bank may grant an overdraft facility, to such maximum limit as the Bank may deem appropriate, against security of a Citibank unfixed deposit. However, the overdraft facility may not be operated by any Account holder who is a minor under Indian law. The validity of the overdraft facility shall not exceed the tenor of the Citibank Unfixed Deposit.
- 5.5.2 In consideration of the Bank granting an overdraft facility to the Customer, the Customer unconditionally agrees that the amount of all fixed and/or unfixed deposits now placed or which may hereafter be placed including renewals of such fixed and/or unfixed deposits with the Bank and all interest accrued or accruing thereon and standing to the Customer's credit in the Bank's books, shall be and stand specifically charged (and the Customer hereby pledges the same in the Bank's favour) by way of continuing security for the due payment to the Bank of all such monies whether principal, interest or other costs charges and expenses which are now or may hereafter be due to the Bank under and in respect of or incidental to such overdraft facility as per the records in the Bank's books.
- 5.5.3 The Bank shall be entitled in the Bank's absolute discretion, at any time upon notice to the Customer, to discontinue, cancel and/or terminate such overdraft facility and utilize, apply, set-off, appropriate and adjust the principal sum and all interest standing to the credit in such unfixed deposit or any part thereof in or towards satisfaction or liquidation of any amount due and payable or owed to the Bank by the Customer under or in respect of such overdraft facility or in respect of any other credit facility granted to the Customer by the Bank.
- 5.6 Citibank Multi Deposit: If the balance in the Customer's Account with the Bank results in the account being overdrawn, without the Customer being entitled to such overdraft, the Bank will be entitled and have full right liquidate the Citibank multi-deposit(s) or any of them to the extent necessary to adjust the same towards satisfaction of the overdrawn sum.

- 5.7 Off-Shore Deposits: The Bank may offer a Customer the Facility of Citibank Global Deposits under the Liberalized Scheme of RBI. The said Facility shall be made available to the Customer in accordance with the relevant RBI, FEMA and other regulatory/statutory requirements.. This Facility will be made available at the sole discretion of the Bank and will have specific terms and conditions. The Customer agrees that in the event he avails of the said Facility, he will obtain a copy of the said terms and conditions and abide by the same.
- 5.8 The Customer understands that these Accounts/deposits are with, and payable solely at and by, Citibank, N.A., India, in accordance with Reserve Bank of India rules, and in accordance with and exclusively subject to the laws of India, including any governmental actions, orders, decrees and regulations. No other branch or office of Citibank, N.A. or its affiliates will be liable for payment in respect of the Account/deposit, and there is no recourse whatsoever against Citibank, N.A. or any of its affiliates. Deposits at any branch in India are insured in accordance with the terms prescribed by Deposit Insurance and Credit Guarantee Corporation (DICGC) or such other agencies, as mandated by law or regulation, from time to time.
- 5.9 The terms and conditions as specified above are in addition to such other terms and conditions as communicated and accepted at the time of availing of the Deposit by the Customer.

6. PHONE BANKING

- 6.1 The Customer confirms that, at the Customer's request, the Bank has agreed to additionally directly or through its appointed representatives provide the Customer with the facility of carrying out banking transaction by giving telephonic instruction which may be accepted either manually or by an automated system ("CitiPhone Banking Facility") apart from any written Standing Instructions given by the Customer. The Customer further understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the CitiPhone Banking Facility (including applicable payment methods/charges). The Customer understands and agrees that the availment of such Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same.
- 6.2 The Customer is aware that in connection with the CitiPhone Banking Facility, the Bank shall allocate to the Customer, or each Authorized Signatory or the Authorized Representatives of the Customer (under the Authorized Representative (AREP) Facility of the Bank), as the case may be, a confidential telephone personal identification number which may thereafter be changed, if so desired by the Customer/Authorized Signatory ("T-PIN"). The Customer understands and confirms that the T-PIN is confidential and the Customer is solely liable to ensure that it is not disclosed or misused. The Customer is required to provide to the Bank over the telephone the Account details and T-PIN prior to carry out any transactions on the Account that may be permitted under the CitiPhone Banking Facility. In the absence of a T-PIN, the Bank may at its sole discretion, permit the Customer to avail of the CitiPhone Facility by use of any alternate security check as the bank deems to be appropriate and necessary. The Customer understands and acknowledges that the Customer shall not be required to divulge, either orally or in writing, the Customer's T-PIN and would only be required to key the same in while accessing the CitiPhone Banking Facility.
- 6.3 The Customer may link any and all of the Customer's Accounts held with the Bank to the CitiPhone Banking Facility.
- 6.4 The Customer understands and accepts that the telephonic instructions given through the CitiPhone Banking Facility may also include instructions to change the Customer's demographic details such as residence and/or mailing address, residence and or office

telephone number, mobile phone number, e-mail address or any other personal details of the Customer as decided by the Bank from time to time.

Account Representative of the Customer

- 6.5 Any Customer, who is not an individual, may nominate persons, who may or may not be Authorized Signatory(ies), as an account representative(s) of the Account (the "Account Representative(s)"). Each Account Representative would be given a recognition Card with a unique 16-digit number (the "Recognition Card") in addition to a T-PIN to access the Account through the CitiPhone Banking Facility and/or and Home Personal Identification Number ("H-PIN") or Internet Personal Identification Number ("I-PIN") to access the Account through the Internet Banking Facility. The Customer understands that each Account Representative would be required to utilize the Recognition Card provided in conjunction with the corresponding T-PIN/H-PIN/I-PIN to perform any transactions on the Account. The limit for transactions which each Account Representative may undertake will be in accordance with the specific form for that purpose executed by the Customer for this particular Facility. The Customer understands and acknowledges that the Account Representative will not be able to perform transactions through any channel other than the CitiPhone Banking Facility and/or Citibank Online Internet Banking Facility. The Customer is aware that any of the Account Representatives may initiate a transaction over the telephone and/or the Internet in accordance with the authorization for the same provided to the Bank through written instructions or the AREP form. The Customer hereby confirms that the Account Representative is fully conversant with the procedures, as explained to the Customer, which are required to be complied with and further confirms that the Customer and each Account Representative shall comply with the same.
- 6.6 In the event of a debit instruction being initiated by an Account Representative/Authorized Signatory that, as per the authorization provided to the Bank requires confirmation of another/other Account Representative(s)/Authorized Signatory(ies), the funds will go into debit status and cannot be withdrawn or transacted upon in any way through any channel till such instruction is cancelled by any of the required Account Representatives. The Customer understands that if the Bank does not receive the required authorizations for any transaction initiated within two (2) days of the first call/login, the transaction shall stand automatically cancelled and the funds which have been previously marked for debit will be available for disbursement. In case of debit instructions, where there are not enough funds in the Account, any funds lying in multi-deposit(s) linked to the Account, shall be utilized. Failing the required authorization within two (2) days, the amount will flow back into the Account, but will not be reinstated as a multi-deposit unless express instructions for the same are received by the Bank. The Bank shall not be liable nor responsible for any dishonour of cheques or any other loss caused in any manner whatsoever, due to non-availability of funds, while such funds have been marked for debit pending confirmation and authorization by the other Account Representative(s)/Authorized Signatory.
- 6.7 On receipt of instructions from the Account Representative/Authorized Signatory, the Bank shall have no responsibility except to verify the Recognition Card and match the same with the individual T-PIN/H-PIN/I-PIN respectively. In the event of any mismatch or unclear instructions, the Bank shall not be obliged to act upon the instructions nor inform the Customer or the Account Representative/Authorized Signatory of the same.
- 6.8 The Customer understands that the Bank shall only take on record any change/removal or suspension of any Account Representative/Authorized Signatory, upon receipt of written instruction from the Customer in such form as is acceptable to the Bank and shall provide to the Bank such other documents as may be required by the Bank for the purposes of recording such change. The Customer is aware that such change would be effective four (4) banking business days after receipt of such written instructions by the Bank, subject to holidays and normal banking working hours norms.

- 6.9 The Customer understands that the Recognition Card, T-PINs, I-PINs and H-PINs are confidential and that each person to whom such PIN has been assigned shall at all times keep the same confidential and the Customer shall be solely responsible and liable for any and all losses that may be suffered/incurred by the Customer as a consequence of the PINs being misused.

7. INTERNET BANKING AND E-COMMERCE

Internet Banking

- 7.1 The Customer accepts that, at the request of the Customer, the Bank may, at its sole discretion, agree to provide the Citibank Online Internet Banking Facility through the web-site and/or as per written Standing Instructions given/to be given to the Bank by the Customer. The Customer further understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the Citibank Online Internet Banking Facility (including applicable payment methods/charges). The Customer understands and agrees that the availment of such Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same.
- 7.2 The Customer is aware that for the purposes of utilization of Citibank Online Internet Banking Facility, the Customer would be required to use the CitiCard number or the Account number and a password (H-PIN/I-PIN/Q-PIN) as advised by the Bank and/or as subsequently changed by the Customer/Authorized Signatory/Account Representative of the Customer. The Citibank Online Internet Banking Facility may cover and be applicable to all the Accounts now existing or which may hereafter be opened by the Customer with the Bank.
- 7.3 The Customer acknowledges and confirms that:
- a) the Customer understands that passwords assigned to the Customer or as subsequently changed by the Customer/Authorized Signatory of the Customer would be required to be used by the Customer to transmit/give instructions and access the Citibank Online Internet Banking Facility. The Customer is aware of the confidential nature of the H-PIN/I-PIN/Q-PIN and confirms that neither the Customer nor any Authorized Signatory/Account Representative of the Customer shall disclose the H-PIN/I-PIN/Q-PIN to any person. The Customer will promptly inform the Bank in case any H-PIN/I-PIN/Q-PIN becomes known to any unauthorized person. The Customer hereby instructs the Bank to comply with any/all instructions given through the use of the Citibank Online Internet Banking Facility in conjunction with the correct H-PIN/I-PIN/Q-PIN. The Bank shall be entitled to assume that any instruction given to the Bank using in accordance with the above are given/authorized by the Customer and agrees that the Bank will not be liable for any fraudulent, duplicate or erroneous instructions given to the Bank by usage of the H-PIN/I-PIN/Q-PIN of the Customer.
 - b) the Bank shall not be required to verify or judge the correctness of any instructions received by it, so long as it satisfies itself of the correctness of the H-PIN/I-PIN/Q-PIN used to transact on the Internet. The Customer acknowledges that any instruction received by the Bank shall be irrevocable. Should any instruction issued by the Customer, be capable of being executed by the Bank in more ways than one, the Bank may execute the said instruction in any one of the said ways at the Bank's sole discretion.
 - c) the Customer shall not be discharged by transmission over the Internet of any notice, instruction or request which, as per the terms hereof or any other specific terms and conditions,

require the Customer to send the same in writing. The customer acknowledges and confirms that all records of instructions received from the Customer maintained by the Bank, in electronic or documentary form (including, without limitation, logs of Citibank Online Internet Banking Facility transactions and SMS/Mobile transactions), and such other details (including, but not limited to, payments made or received) shall, as against the Customer, be deemed to be conclusive.

d) the Customer shall not interfere with, alter, amend, tamper with or misuse in any manner whatsoever (the opinion of the Bank being conclusive in this respect), the CitiBank Online Internet Banking Facility.

e) in the event of any alleged fraudulent use of the Account through the Internet, the Customer agrees that the Customer shall be solely and exclusively responsible for all loss caused thereby and shall not hold the Bank liable for any loss caused thereby.

f) The Customer understands and accepts that the instructions given through the Internet may also include instructions to change the Customer's demographic details such as residence and or mailing address, residence and or office telephone number, mobile phone number, e-mail address or any other personal details of the Customer as decided by the Bank from time to time.

E-Commerce

- 7.4 The Bank would, from time to time, be identifying web-sites where the Customer could use Facility of making acquisitions/purchases of products and/or services ("Products") and making payments for the same through the Account by giving instructions for such payment through the Internet/mobile phone channel. The Customer understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the Bank's E-Commerce Facility (including applicable payment methods/charges). The Customer understands and agrees that the availment of such Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same.
- 7.5 The Customer agrees and confirms that the web-sites on which the Customer places any orders and in respect of which the Customer requests payments would be solely and exclusively those that are associated with and utilize the Internet payment gateway of the Bank. The Customer agrees that the Customer shall provide payment instructions solely and exclusively on the payment gateway provided by the Bank or such other web-sites as may be designated by the Bank from time to time or via a mobile phone channel. It shall be the responsibility of the Customer to ensure that the certificate of the web-site where Customer inputs any data is valid and, further, that such certificate is a certificate in the name of the Bank. The Customer understands and acknowledges that the Bank shall not be responsible for any errors caused in respect thereof.
- 7.6 The Customer agrees and confirms that the Customer shall ensure that all the details of any orders placed are stored accurately by the Customer, including, without limitation, the order number, price payable etc.
- 7.7 The Customer understands and acknowledges that all orders placed by the Customer on such web-sites are orders between the Customer and the merchant supplying the Products. The Bank shall not, at any time, be deemed to be a supplier of the Products or a party to such contract. The Customer understands that the Bank is only providing the Customer a Facility (without obligation) of effecting purchases which may be debited from the Account and that the

Bank is, in no manner associated with or part of the actual transaction of the sale of the Products. The Customer hereby specifically agrees and acknowledges that the Customer shall be solely responsible to make all such independent inquiries as the Customer deems fit in respect of the Products offered by the merchants on the web-sites and that the Customer is not placing the order on the web-sites based on any representation or Statement of the Bank and that such order shall be placed at the Customer's own volition and shall not in any manner hold the Bank responsible for any deficiency, defect or incomplete Products or for any delay in delivery or non-delivery of the same. The Customer further confirms that the Bank shall not be held responsible for the delivery, suitability, quality or merchantability of the Products.

- 7.8 The Customer understands and acknowledges that the Bank may, without assigning any reason whatsoever, refuse to transfer funds to the merchants/companies. The Customer also confirms and agrees that the Customer shall not hold the Bank responsible or liable for any failure to process payment instructions by reason of the services being temporarily unavailable or there being an overload on the server or for any other technical or other reason, whatsoever.
- 7.9 The sole and exclusive recourse for any deficiency in the Products and any and all matters incidental thereto shall be against the merchant only and the Customer confirms that in the event of any dispute with the merchant, the Customer shall not implead the Bank as a party. The Customer understands and acknowledges that the Bank shall not entertain any communications in this regard from the Customer and/or the merchant.
- 7.10 The Customer shall ensure that the Customer does not, in any manner, release any confidential data to the merchants and the suppliers during access to the various web-sites of the merchants and the Customer shall indemnify the Bank from any loss that may be caused to the Bank by any breach of this covenant.
- 7.11 If required by the Bank, the Customer shall communicate the payment instructions and provide to the Bank such details as the Bank may require in respect of the payments to be made including, without limitation, details in respect of the site on which the purchase order was placed and the relevant Customer order number. The Customer shall indemnify the Bank from any loss caused from any inaccuracies in this regard. The Customer agrees that in the event of any alleged fraudulent use of the Account through the Internet, the Customer shall be solely and exclusively responsible for all losses caused thereby and shall not hold the Bank liable for any loss caused thereby.
- 7.12 The Customer hereby agrees that the Bank may place limits, as it deems fit from time to time, on the number of transactions that the Customer may enter into in a particular period or the aggregate payments that the Customer may make on transactions during a particular period or any other restrictions as the Bank may, in its sole discretion, place on the Account. The Customer hereby agrees to abide by and be bound by all such limits that may be placed by the Bank from time to time.
- 7.13 Drafts on Internet

A Customer may request for issue of demand drafts by using the Citibank Online Internet Banking Facility. All the terms and conditions relating to the CitiBank Online Internet Banking Facility shall apply to this facility of issue of demand drafts on the Internet. The Customer understands that the Customer shall be required to provide all particulars as stipulated, at the time of filling the application form for issue of drafts on the Internet. A request based on incomplete information is liable to be rejected forthwith by the Bank. All requests will be processed by the Bank and only those requests which fulfill the Bank's eligibility and credit

criterion will be given effect to. The Bank will have the sole discretion to take a decision to accept or reject a request.

No draft will be issued for part of the amount requested. Drafts will be issued subject to the availability of sufficient credit balance in the Account. A transaction fee as prevailing on the date of issuance of the draft will also be charged to the Account.

The draft once issued will be mailed/couriered to the Customer's latest mailing address recorded with the Bank or to such address as has been mentioned at the time of placing the request for the draft. While every effort will be made to deliver the draft within four (4) days from the time the request is received by the Bank, no assurance in this behalf is held out.

The Bank will not be responsible on Account of non-delivery or delays in delivery or non-receipt of drafts to the Customer. If a draft is lost or is to be cancelled, the Bank must be informed immediately by the Customer. The Bank will refund the principal amount of the draft only through credit to the Account after receiving a duly filled indemnity form (in a form acceptable to the Bank) by the Customer who requested for the issuance of the draft, provided the draft has not been encashed or paid or dealt with by the Customer in any manner whatsoever and the decision of the Bank on whether to cancel/issue a fresh draft shall be final. The transaction fees levied on the draft will not be refunded. For drafts to be cancelled, the original draft must be returned to the Bank. If a draft is lost/stolen or encashed fraudulently or otherwise, the Bank will not be responsible for replacement or compensation.

The Bank will be entitled to discontinue the facility contained in this Clause 7.13 at any time without prior notice and without any liability to the Customer.

8. CITIALERT FACILITY

8.1 For the purposes of this section, the following terms shall have the following meanings:

"Alerts" means the customized messages in response to the Triggers sent as short messaging service messages ("SMS") to the Customer over his mobile phone and/or through e-mail, or in such other mode as offered by the Bank from time to time and opted for by the Customer.

"CitiAlert Facility" shall mean the facility under which the Bank will enable the Customer to receive customized Alert messages in accordance with the terms herein.

"Mobile Phone(s)" shall mean mobile phone(s) owned/in the control of the Customer which support(s) SMS, offered by any cellular service provider / other service provider and having distinctive phone number(s) that have been provided to the Bank by the Customer for the purposes of provision of the CitiAlert Facility.

"Triggers" shall mean events/transactions at specified/unspecified time frequencies with respect to the Account in conjunction with instructions of the Customer from among the events/transactions as more particularly described in the CitiAlert application form.

8.2 The CitiAlert Facility is made available to the Customer, at the sole discretion of the Bank and may be discontinued by the Bank at any time, without prior notice. .

8.3 The CitiAlert Facility will be available only in relation to Accounts held in sole name or in case of "either/survivor" instructions, only to the primary or first named signatory. This is without

prejudice to the Bank's right to offer the CitiAlert Facility on its own initiative to such Customers as the Bank deems fit. The Customer understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the CitiAlert Facility (including applicable payment methods/charges). The Customer understands and agrees that the availment of the CitiAlert Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same. Further, the Customer understands and accepts that Registration for the CitiAlert Facility shall be treated as registration for Citibank Online and Mobile Pay, as and when the same are operational.

- 8.4 The Customer understands that under the CitiAlert Facility, the Bank will enable the Customer to receive customized Alert messages with respect to events/transactions relating to the Account based on the Triggers set.. The Customer understands that to avail of the CitiAlert Facility, the Customer would be required to provide to the Bank the Triggers through written instructions in a pre-designated format or by setting the same through the Citibank Online Internet Banking Facility or by registering for the same through the CitiPhone Banking Facility or by such other modes as the Bank may allow hereafter from time to time. The specific terms and conditions relating to Citibank Online Internet Banking, Mobile Banking and CitiPhone Banking would apply to the CitiAlert Facility in addition to the terms herein.
- 8.5 The Customer understands that the Alerts pursuant to the CitiAlert Facility would be dispatched through the SMS to the Mobile Phone and/or would be dispatched to the Customer in the form of an e-mail to the e-mail address provided for the same by the Customer or by such other mode as chosen by the Customer from the modes made available by the Bank from time to time. The Customer hereby authorizes the Bank to, from time to time, send additional Alerts that are relevant to the Account/products/operations of the Bank and/or its related entities/group companies/affiliates, though not specifically requested for by the Customer, if the Bank deems that the same is relevant. The Customer acknowledges that CitiAlert will be implemented in a phased manner and the Bank may at a later stage, as and when feasible, send Alerts over e-mail to expand the available Triggers or Alerts to meet Customer requirements.
- 8.6 The Bank may, from time to time, change the features of any Trigger or Alert. The Customer will be responsible for keeping himself updated of the available Triggers or Alerts, which will be notified by the Bank over its website. The Customer may, from time to time, change or add to the Triggers selected by him, without the necessity of a fresh registration.
- 8.7 The Customer confirms that, unless otherwise expressly informed to the Bank by the Customer, any communication (whether by SMS or e-mail or otherwise, as aforementioned) shall be with the knowledge of and within the control of the Customer. The Customer hereby also undertakes to inform the Bank immediately upon any of: i) change in the Mobile Phone number or e-mail address of the Customer or of any other person nominated by the Customer for the purposes of the CitiAlert Facility; ii) loss of the Mobile Phone or unauthorized access to the e-mail messages of the Customer or of any other person nominated by the Customer for the purposes of the CitiAlert Facility; iii) the Mobile Phone being outside the control of the Customer or of any other person nominated by the Customer for the purposes of the CitiAlert Facility and/or any other change, circumstances or event that may affect the provision of the CitiAlert Facility to the Customer.

Until the Bank has received information as above, in writing from the Customer, and the Bank has intimated in writing to the Customer as having taken the same on record, the Customer shall, in all circumstances, be fully responsible, and accepts full responsibility and knowledge of any and all Alerts sent to the Customer, and hereby authorizes the Bank to send such Alerts in accordance with the Triggers set by the Customer. The Customer accepts that the Bank is not

at all, in any circumstances obliged to, and accordingly will not, verify, under any circumstances whatsoever, whether the Alerts are being received by the Customer or not. The Bank will not be liable for any misuse, interception, tampering with, and/or unauthorized access to the Alerts sent.

- 8.8 The CitiAlert Facility may be made available in certain specific regions and to subscribers of Mobile Phones of certain specific cellular service providers and the same are liable to change, additions, modifications, suspension, removal and/or withdrawals from time to time at the sole discretion of the Bank. The Customer understands that the CitiAlert Facility shall not be available unless he is a subscriber of such specific cellular service providers and is within the Customer's geographical limit for receiving SMS and the Mobile Phone is switched on. Further, the Bank does not warrant that Alerts will not be delayed, including for reasons beyond its control. As the CitiAlert Facility would depend on various electronic technology used from time to time, there could be delays and snags in receipt/transmission of any Alerts including errors, loss or distortion in transmission from the Bank. The Bank may, if feasible, extend the CitiAlert Facility to other cellular circles as well as to subscribers of other cellular service providers, as will be notified by the Bank, from time to time.
- 8.9 For the provision of the CitiAlert Facility, the Bank may, at its sole discretion, without any prior intimation to or approval of the Customer, appoint any authorized person(s) and the Customer hereby authorizes the Bank to appoint such authorized persons as the Bank may, in its absolute discretion, deem necessary. Such authorized person(s) shall act as agents of the Customer and the Customer hereby indemnifies the Bank for all acts done by such authorized persons pursuant to the instructions of the Customer.
- 8.10 All Triggers will be recorded at/stored at/transmitted to various locations and be accessed by personnel of the Bank (and its affiliates). The Customer hereby authorizes the Bank to use the information thus stored in any proceedings before any forum and relay, transmit or provide such information to any person whosoever in accordance with applicable law.
- 8.11 The Customer shall be solely responsible for setting the Triggers whether the same is done in writing, by using the Internet Banking portal of the Bank or by any other means that the Bank may, in its sole discretion, make available to the Customer from time to time.
- 8.12 The Customer understands and confirms that the Bank will not acknowledge receipt of any Triggers nor shall the Bank be responsible to verify the origin or the content of any Triggers. The Bank will endeavour to give effect to the Triggers on a best-effort basis and as soon as practically possible for the Bank.
- 8.13 The Bank may, in its sole discretion, not give effect to any Triggers if the Bank has reason to believe (which decision of the Bank shall be binding on the Customer) that the Triggers are not genuine or otherwise improper or unclear or raise a doubt or in case any Triggers cannot be put into effect for any reasons whatsoever.
- 8.14 Triggers will be processed by the Bank after receipt and the Bank, at its discretion, will decide the processing time. The Customer acknowledges that there will be a certain time lag taken by the Bank to process the Triggers and send the Alerts.
- 8.15 The Customer hereby authorizes the Bank to send any and all Account-related and operational/other information through the CitiAlert Facility channels, though not specifically requested, if the Bank deems that the same is relevant.

- 8.16 The fees/charges for the CitiAlert Facility are as determined by the Bank. However, the Bank may, at its sole discretion, waive the fees/charges for a limited duration. The Bank may, at its sole discretion, revise the charges/fees for use of any or all of the CitiAlert Facility, by notice to the Customer. The Customer may at any time discontinue or unsubscribe to the said Facility. The Customer shall be liable for payment of such airtime or other charges which may be levied by the cellular service provider in connection with the receiving of the Alerts, as per the terms and conditions of the cellular service provider.
- 8.17 The Bank will not be concerned with, or made party to, any dispute between the Customer and the cellular service provider/other service provider and makes no representation or gives no warranty with respect to the quality of the service provided by the cellular service provider / other service provider nor guarantee the timely delivery or accuracy of the contents of each Alert.
- 8.18 The Bank may, in its discretion, withdraw temporarily or terminate the CitiAlert Facility, either wholly or in part, at any time. The Bank may, without prior notice, suspend the CitiAlert Facility at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which require the suspension of the CitiAlert Facility. If Alerts cannot be delivered to the customer on ten (10) consecutive occasions, the Facility will be temporarily suspended, until reactivated by the Customer.
- 8.19 The Customer shall not interfere with or misuse in any manner whatsoever the CitiAlert Facility and in the event of any damage due to improper or fraudulent use by the Customer, the Customer shall be liable in damages to the Bank. In consideration of the Bank providing the Facility, the Customer agrees to indemnify and keep safe, harmless and indemnified the Bank from and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or arising out in good faith acting on omitting or refusing to act on any instructions given by use of the CitiAlert Facility. The Customer shall indemnify the Bank for unauthorized access by any other person to any information/instructions/Triggers given by the Customer or breach of confidentiality.

9. MANUALLY INITIATED FUNDS TRANSFER (“MIFT”)

- 9.1 This MIFT Facility is provided by the Bank, at its sole discretion, to facilitate urgent payment instructions given over the telephone on the condition that the same are followed up by instructions in writing from the Customer or given in writing through a messenger/bearer/agent of the Customer or ordinary mail sent by the Customer. However, instructions given by fax/telex/e-mail for transfer of funds shall not be accepted by the Bank save and except for such cases wherein the Customer has expressly requested and executed an Indemnity in favour of the Bank.
- 9.2 The Customer understands and agrees that Cash Withdrawals shall not be permitted by any third-party/bearer on behalf of the Customer through withdrawal slips. The Customer further understands that the Bank will follow its internal security and control procedures while processing/acting upon the MIFT instructions initiated by the Customer and the provisions of Clause 4.19 hereinabove shall be applicable while processing of instructions.
- 9.3 The Bank may, in its discretion, determine the type of transactions it shall undertake and the transactions it shall need written instructions at the first instance to act upon.

- 9.4 All telephonic instructions shall be followed by written instructions to the Bank in the format as supplied by the Bank from time to time on the same business day. The terms and conditions relating to the CitiPhone Banking Facility shall apply to this Facility.
- 9.5 The responsibility of the Bank shall be limited in the case of telephonic instructions, to the verification of the T-PIN of the Customer. The Customer shall be unconditionally bound by the telephonic instructions and in the event of any discrepancy between the telephonic Instructions and the written instruction, the telephonic instructions shall prevail. The Bank will not be responsible for errors in the telephonic instructions or other causes beyond the Bank's control. The Bank shall only act on complete, unambiguous and clear instructions and will not be responsible for intimating the Customer in case of errors. The Bank may, in its absolute discretion, decide not to act upon any instructions if it, in good faith, has a doubt as to the validity or authenticity of the same and may notify the Customer in this behalf.
- 9.6 The Bank shall not be responsible/liable for acting on any telephonic instructions transmitted to the Bank/instructions given by a bearer/agent of the Customer in the absence of the original written instructions from the Customer. Nevertheless, such instructions shall be binding on the Customer even if the written instructions are not received by the Bank for any reason whatsoever. The Customer shall ensure that written instructions reach the Bank in all circumstances failing which the Bank shall have the right to withdraw this MIFT Facility and shall not be liable or responsible for any loss that may be caused to the Customer or any other person on account of the failure to deliver the original written instructions.
- 9.7 The Bank shall not be liable for any loss or damage caused to the Customer, whether due to subsequent revocation by the Customer of any MIFT instructions or otherwise, provided that the Bank has taken reasonable care to adhere to the processes of verification of signatures and confirmation by recorded telephone calls.
- 9.8 The Customer hereby irrevocably agrees, to indemnify and keep the Bank indemnified, at all times, from all losses, damages, costs, legal fees, charges and expenses and consequences whatsoever, suffered or incurred by the Bank on account of or arising out of or in connection with the Bank acting upon any instructions initiated by the Customer, whether given directly by the Customer or received by the Bank through ordinary mail purported to be sent by the Customer or given by a messenger/agent of the Customer, whether with or without the knowledge of the Customer, or whether the same have been initiated bonafide or otherwise. The Customer further agrees and confirms that this indemnity shall remain valid and subsisting and binding upon the Customer notwithstanding withdrawal of the MIFT facility or closure of the Account.

10. CASH DELIVERY / CHEQUE / CASH PICK UP

- 10.1 The Bank may, in its sole discretion, provide to the Customers, a Facility for delivery/pick up of cash and/or picking up of cheques (both being Indian Rupees only) from the address as available on bank records of the Customer. Delivery of cash would be against withdrawals from the Account and cheques/cash would be credited to the Account.
- 10.2 This Facility would be provided by the Bank through an authorized person. Any request for cash delivery or cash/cheque pick up may be sent by fax and/or telephone and the terms and conditions under the terms hereof for facsimile or telephonic requests shall apply to such facsimile or telephonic requests. The Bank shall be liable and responsible for all acts and omissions committed by the said agents except for any acts and omissions that may be directly attributable to the conduct or misdeed of the customers.

- 10.3 For cash/cheque pickup, the cash (in sealed bundles) or the cheque, as the case may be, together with the original deposit slip, duly signed with name and designation of signatory mentioned, shall be handed over by the Customer to the authorized person picking up the cash/cheque against a valid acknowledgement signed by the authorized person. In case of any discrepancy, the Customer shall intimate the Bank within seven (7) days of such discrepancy being known, failing which the transaction will be deemed to be correct and binding on the Customer for all intents and purposes.
- 10.4 For cash delivery, the Customer shall handover, to the authorized person, the original cheque (details of which have been provided to the Bank earlier) duly signed on the reverse by the authorized person(s) of the Customer setting out his name and designation. The Customer shall also sign the cash delivery acknowledgement receipt in the form prescribed by the Bank on receipt of cash.
- 10.5 If the whole or any part of the performance by the Bank of its obligations contained in the above-mentioned clauses is prevented or delayed by force majeure causes including riots, strikes, bandhs, traffic blockades etc. & circumstances or events beyond the control of the Bank including acts of Government, changes in the legislation & other allied acts of regulatory nature, then to that extent the Bank shall be prevented or delayed from performing all or any part of its obligations by reason thereof, despite due diligence & reasonable effort to do so, the Bank shall be excused from performance of its obligations hereunder for so long as such causes, circumstances or events, shall continue to prevent or delay such performance.
- 10.6 The above mentioned clauses shall be supplemented by and in addition to the Terms and Conditions/agreement duly executed by the Customer for availing the Cash Delivery / Cheque / Cash Pick Up facility. In case there is a conflict or repugnancy between the above mentioned clauses and the said Terms and Conditions, the said Terms and Conditions would prevail for all intents and purposes.

11. FEMA DECLARATION

The Customer hereby declares that any transaction involving foreign exchange hereunder will not involve, and will not be designed for the purpose of any contravention or evasion of the provisions of the Foreign Exchange Management Act, 1999 or any rule, regulation, notification, direction or order made thereunder.

The Customer also hereby agrees and undertakes to give such information/documents as will satisfy the Bank with regard to any foreign exchange transaction in terms of the above declaration.

The Customer also understands that if the Customer refuses to comply with any such requirement or makes only unsatisfactory compliance therewith, the Bank shall refuse in writing to undertake any transaction on the Account and shall, if it has reason to believe that any contravention is contemplated by the Customer, report the matter to Reserve Bank of India and/or such other authority as the Bank deems fit.

12. INTERNATIONAL CASH LETTER SERVICES FACILITY

- 12.1 The Bank may, at its sole discretion, offer the international Cash Letter Services Facility for collection of the Customer's cheques/drafts denominated in such currencies as are acceptable by the Bank. This Facility would be in the nature of a cheque/draft deposit service under which Citibank, N.A., India, would clear cheques/drafts denominated in such currencies as are acceptable by the Bank and credit the Account.

12.2 The Customer understands and confirms that:

- a) All credits to the Account under the Facility are provisional and subject to final realization under relevant clearing-house regulations. On all instruments, the return and credit risk will be assumed by the Customer.
- b) The value of any returned/dishonoured instruments will be debited to the Account. The Customer understands that the Customer would be required to fill out the foreign currency deposit slip in full. All deposit instruments would be required to be endorsed in favour of Citibank, N.A. or order.
- c) MICR-encoded cheques/drafts/traveler's cheques may be forwarded to the Bank.
- d) The maximum amount on each instrument that may be deposited would be as may be decided from time to time by the Bank. Any instrument for an amount exceeding the Bank's prescribed amount will be accepted for processing by the Bank at its sole discretion as a collection item by dispatch directly to the drawee branch.
- e) The deposit instruments and one copy of the deposit slip are to be forwarded to the Bank. The Bank would, at the risk of the Customer and in no way being liable for interruptions, errors or delays occurring on the part of any postal authority or company or any employee of such an authority or company, courier the instruments to the New York office of Citibank, N.A.
- f) **Missing Instruments:** The Bank will co-operate with the Customer to the extent that the Bank deems necessary, and Customer shall provide all reasonable assistance to the Bank in the recovery of, or the assertion of a claim for: (i) instruments missing in any circumstances during processing/operations under this Facility or (ii) any instruments that have been lost, destroyed or mutilated. The Customer will provide the Bank, within ten days of the Customer first coming to know about such loss, destruction or mutilation (whether such knowledge is obtained after notice from the Bank or otherwise learned or discovered by the Customer), with a clear and legible photocopy of the front and back of each instrument described in (i) or (ii) above. The Bank, upon timely receipt of a clear and legible copy of such instrument and subject to verification, will attempt to collect on such copy, subject further to the terms of the International Global Cash Letter Services User Guide, the AMEX Fine Sort User Guide and these Terms and Conditions. The Bank's count on the instruments would be final and binding on the Customer.
- g) If any instrument is lost, destroyed or mutilated after delivery by the Customer and while it is under the sole control of the Bank, and further, provided the Customer has complied, and continues to comply, with all of its obligations under sub-section (f) above, the Account will be credited in the amount of such instrument along with back value for the period of loss. Under all other circumstances, upon request of the Customer, the Bank will attempt to collect on a copy, as provide in sub-section (f) above, and the Account will be credited if and when each such instrument is paid. The Customer shall pay any additional fees for collection of missing instruments charged by the Bank or any other bank. Back value will not be given for the period of loss under such circumstances. The Customer shall indemnify and hold the Bank harmless from and against any claims, losses, assessments, judgments, costs and damages, resulting from the presentment of the original instrument that has been collected based upon a photocopy.
- h) In addition to its obligations under sub-section (f) above, the Customer shall take all such other action as may be reasonable under the circumstances to mitigate its loss or

damages as a result of the delay in, or inability to, collect on a missing, lost, destroyed or mutilated instrument, including, without limitation, issuing stop payment instructions on the set instrument and obtaining a replacement instrument from the holder thereof.

i) Customer Records: The Customer shall make and maintain clear and legible copies (microfilm and/or photocopy records) ("Records") of the front and back of each instrument. The Bank shall have no liability to the Customer in the event an instrument, in whole or in part, is lost or stolen, or is destroyed or mutilated or otherwise becomes un-process able (each a "Loss") for any Loss attributable to the failure of the Customer to make, maintain, or provide such Records to the Bank, irrespective of whether a Loss results from the Bank's negligence or failure to exercise ordinary care in the processing of the instrument. The Customer shall indemnify the Bank and hold it harmless from and against any claims, damages, losses, assessments or judgments, or any claim of the holder of an instrument or of any other person, arising from a Loss, if the Customer chooses not to make and maintain such Records, or, notwithstanding that the Customer have implemented a general policy and set procedures to make and maintain such Records, the Customer is unable, for whatever reason, to provide such Records to the Bank with respect to any specific instrument.

j) If, for any reason, instruments sent under the Facility are returned, such returned instrument advice will be sent by the Bank within a reasonable time period from receipt of such intimation at the relevant branch of the Bank. The returned instrument intimation will be sent by telex, telegram/letter or by any other alternate means to the Customer.

k) The Customer is aware and confirms that the bonafides and antecedents of the beneficiary of any instrument sent under the Facility is known only to the Customer. The Customer will be solely responsible and liable to make good to Citibank, N.A., New York any loss that may be incurred by Citibank due to collection of instruments which are declared fraudulent encashment by the paying banks.

l) The Customer understands that the drawee Bank has a right of recourse to the Customer if, subsequent to the payment of an instrument, it is shown that there was a forgery or if there was any alteration on the instrument resulting in the returning of the instrument. As per existing U.S. regulations, the liability of the Customer would subsist for one year for altered instruments and three years for forgeries and on U.S. Treasury cheques, the period is seven years. In case of such an occurrence, the Bank will debit the Account for the return amount and all associated charges with the same.

m) All ICLS deposit items are accepted by the Bank for transmission only, at the risk of the Customer. The Customer understands that the Bank is not responsible for losses or delay arising out of any act, neglect, default, failure or insolvency of any correspondent, agent, or sub-agent, wherever such loss or delay is not directly attributable to the Bank and a result of the gross negligence or willful misconduct of the Bank has held in a final, non-appealable order of a court of competent jurisdiction.

n) The Customer understands and acknowledges that:

- i. Courier/mailing cost on actuals will be charged for collection instruments.
- ii. Charges will be debited up-front on the date of credit (irrespective of hold period).
- iii. Any charges and conversion losses on account of bounced instruments will be debited to the Account.

13. CITICARD

The Customer has applied for the issue of a Debit Card(s) linked to the Account (“CitiCard(s)”), and the terms and conditions appearing in this section apply to all transactions involving use of the CitiCard. Terms and Conditions with regard to the Account, not repugnant to these terms and conditions, shall continue to apply and shall not be, in any way, over-ridden, annulled, amended, modified or substituted by the terms and conditions. The Customer understands and agrees that the availing and use of the CitiCard Facility will be deemed acceptance of relevant and applicable terms and conditions and the Customer agrees to be unconditionally bound by the same.

13.1 Definitions

Capitalized terms used herein, but not defined hereunder, shall have the same meanings as assigned to them under the terms and conditions generally applicable to the Account. In these Terms and Conditions:

“Account Transactions” shall mean any or all of the following transactions on the Account performed by using the CitiCard:

- a) withdrawal of cash / availing of an overdraft facility from an ATM;
- b) obtaining Account information from an ATM;
- c) changing of the ATM Code using an ATM;
- d) deposit of cash / cheques or other financial instruments through a Depository; and
- e) transactions at Merchant Establishments subject to available funds in the Account using EDC(s).

“ATM” means any automated teller machine whether of the Bank or a shared network, at which, amongst other things, the Holder can use the CitiCard issued, to perform Account Transactions.

“ATM Code” means the confidential personal identification number, allocated to each Holder of a CitiCard by the Bank or, as subsequently chosen by the Holder of the CitiCard from time to time, in relation to each CitiCard.

“CASST” or “Touch Access Banking Terminals” means Customer Activated Sales and Services Terminals (commonly called KIOSK), whether in India or overseas, whether of the Bank or a shared network, at which, amongst other things, the Holder can use the CitiCard to access the Account.

“CitiCard” means the Debit Card issued by the Bank to the Holder, which, either in conjunction with the ATM Code/IPIN or on authentication of the Customer’s signature, will allow the Holder to perform Account Transactions.

“Depository” means any machine/device whether in India or overseas, whether of the Bank or a shared network, at which, amongst other things, the Holder can deposit funds to be credited to the Account.

“Device(s)” shall mean any and all of the following devices:

- a) ATM;
- b) CASST;
- c) Depository;
- d) EDC;

- e) POS; and
- f) any other devices (whether of the Bank or shared networks of other banks and institutions) as are subsequently intimated to the holder or the Customer as being able to support Account Transactions.

“EDC” means any electronic data capture terminal, whether of the Bank or a shared network, at which, amongst other things, the Holder can use the CitiCard to access funds in the Account.

“Holder” shall mean the Holder, for the time being, of the CitiCard, being the Customer or a person duly authorized in this behalf by the Customer and acceptable to the Bank.

“Merchant Establishment” shall mean establishments which honour Debit Cards issued by the Bank and may include among others, stores, shops, restaurants, hotels, airline organizations and mail order advertisers (whether retailers, distributors or manufacturers).

“POS” means Point of Sale terminals whether in India or overseas, whether of the Bank or a shared network, at which, amongst other things, the Holder can utilize the CitiCard to access funds in the Account.

13.2 Issue of the CitiCard to Holder(s) and Cancellation of CitiCard

On the request of the Customer and subject to these Terms and Conditions and all of the terms and conditions applicable to the Account as may be applicable from time to time, the Bank shall, at its sole discretion, issue to each Holder, a CitiCard. The CitiCard is not transferable. The Holder may, subject to the terms and conditions, carry out Account Transactions through the use of the CitiCard at any Device. To enable such use, either an ATM Code/IPIN will be provided to each Holder or the Holder would be able to make the transaction by placing his signature on the chargeslip generated by the EDC. This ATM Code shall be pre-encoded on the CitiCard prior to its delivery to the Holder. The ATM Code shall be advised to the Holder by the Bank either personally or, at the request of the Holder and at risk of the Customer, through ordinary mail, and may subsequently be changed by the Holder, at the risk of the Customer, at any Device that supports and facilitates such change.

The use of CitiCard shall automatically stand terminated in case the Account is closed permanently or is temporarily non-operational or services in the Account are withdrawn permanently or temporarily for any reason whatsoever. Without prejudice to the Bank's right to cancel, suspend or terminate the use of CitiCard at its own discretion, the Customer may voluntarily request the Bank to cancel the CitiCard by cutting the CitiCard in half and returning the same to the Bank for cancellation.

13.3 Securing the ATM Code (if applicable to the Customer's Citicard)

The security of the ATM Code is very important. It is recommended that the Holder memorizes the ATM Code and then destroys all record of it. If the Holder fails to observe security requirements, the Customer may incur liability of unauthorized use.

The Holder will ensure that he/she:

- a) does not disclose the ATM Code to any person, under any circumstances whatsoever and shall prevent anyone seeing the ATM Code being entered into any Device and shall take all possible care to prevent its discovery by any person;

- b) shall not write or indicate the ATM Code on the CitiCard or keep a record of the ATM Code in any manner;
- c) shall not retain the physical of the ATM Code in any manner such that any person is able to access the same;
- d) shall observe all pre-cautions as indicated on the cover within which the ATM Code is delivered.

Neither the Customer nor the Holder shall hold the Bank liable in case of fraudulent/unauthorized use of the ATM Code through the CitiCard being misused and / or falling in the hands of any third-party or through the ATM Code being misused and / or coming to the knowledge of any third-party. The Customer shall be solely liable for any losses, damages, costs, charges or expenses including those that may be incurred / suffered by the Bank as a result of such misuse and/or fraudulent/unauthorized use of the CitiCard and/or the ATM Code.

13.4 Lost or Stolen CitiCard or disclosed ATM code

The Holder shall inform the Bank and the Customer forthwith and simultaneously, as soon as the Holder has reason to apprehend that the CitiCard has been or may be misused, lost or stolen or that the ATM Code has become known to anyone. Failing the Holder, the Customer shall forthwith so inform the Bank.

Upon receipt of advice/instructions from the Holder or the Customer, the Bank shall cancel the CitiCard and ATM Code. After cancellation, the CitiCard and ATM Code should not be used again even if subsequently found.

Provided that, in case of misuse, loss or theft of the CitiCard or disclosure of the ATM Code to / access to the CitiCard and / or ATM Code by any person, the Customer must immediately inform the Bank and also file an FIR with the local police and send a copy thereafter to the Bank. The Customer shall be liable for all charges incurred on the said CitiCard/ATM Code, till the CitiCard/ATM Code is reported lost to the Bank by the Customer and usage on the same is suspended as a result of such reporting. The Bank may, without referring or issuing notice to the Customer, give the police or other relevant authorities any information about the loss or theft of the CitiCard/ATM Code. Further a copy of the written confirmation of the misuse, loss or theft of the CitiCard or disclosure of the ATM Code to / access to the ATM Code by any third-party along with a copy of the police report shall be submitted to the Bank. The Bank shall not at all be liable for, and for the consequences of, any misuse of the CitiCard and/or ATM Code under any circumstances and/or at any time, whatsoever. Any replacement CitiCard and ATM Code subsequently issued by the Bank, at application therefore by the Customer, shall be governed by the terms and conditions.

13.5 Use of CitiCard and Liability for Misuse

All Holder(s) and the Customer, jointly and severally, accept and agree that, at the request and risk of the Customer, the Bank has agreed to provide the Holder(s) the facility of executing Account Transactions by using the CitiCard. However, the use of CitiCard is subject to a credit balance in the Account.

The facility of Cash Withdrawal through the CitiCard is made available by the Bank on a best-effort basis and the Customer agrees that he will not hold the Bank responsible or liable in any manner for any consequences whatsoever in case of inability of the Customer to withdraw cash at an ATM on Account of malfunction of the ATM or inadequate cash balance at the ATM or closure of an ATM site or otherwise howsoever.

The Customer hereby irrevocably authorizes the Bank to process any and all Account Transactions whether the same have been performed bonafide or otherwise and by the Holder or by any joint Holder of the Account or any other party whosoever. Each of the Holder(s) and the Customer undertake to comply with all applicable law and procedures while availing of / utilizing the CitiCard.

The Customer accepts full responsibility and liability in all circumstances for Account Transactions performed on any Device whether or not such Account Transaction is processed with the knowledge of the Customer. Any instruction given through utilization / in respect of the CitiCard shall be irrevocable. The Customer hereby authorizes the Bank to debit the Account with the amount of any withdrawal or transfer or carry out any such instructions that may be received by the use of any CitiCard in accordance with the Bank's record of transactions, which the Holder(s) and the Customer agree to accept as final and conclusive.

The Customer understands, acknowledges and confirms that the Bank shall not and cannot, in any manner, monitor and restrict the use of the CitiCard or the nature of Account Transactions performed on the CitiCard.

The Customer and each Holder understands and agrees that:

- a) Neither the Holder nor the Customer shall hold the Bank liable for acting on and pursuant to Account Transactions with the CitiCard;
- b) Neither the Holder nor the Customer shall hold the Bank liable for acting on and pursuant to the instructions of the Holder or the Customer;
- c) In following any such instructions, the Bank will be doing so on a best-effort basis and the Bank shall, in no way, be liable or responsible on account of delay or inability to act immediately or at all on any of the instructions of a Holder or the Customer;
- d) The Bank shall, in its sole discretion, without assigning any reason whatsoever, be entitled to charge for, withdraw, discontinue, cancel, suspend or terminate the facility to use the CitiCard and/or services related to it and shall not be liable for any loss or damage suffered or claimed by the Holder(s) and/or the Customer resulting in any way from such action. Such action may be immediate and without prior notice should the circumstances, in the view of the Bank, warrant the same;
- e) Without prejudice to the Bank's inability to monitor the use of, or the nature of Account Transactions performed on, the CitiCard, the Bank may, at its sole discretion but without any obligation, liability or responsibility in this regard, decide not to carry out any such instructions where the Bank has reason to believe that the instructions are not genuine or are such as to raise a doubt or are otherwise improper and cannot be put into effect for any reasons whatsoever;
- f) The Bank may, at its sole discretion, video tape or record on camera the Holder's access/presence/use of the Bank's facilities at premises/machines/equipment of the Bank

and/or any shared network and the Holder and the Customer understands and accepts that the Bank may rely on footage of such clipping as evidence in any proceedings;

g) Account Transactions initiated by the Holder will be completed only if the funds are clear and sufficient to meet the transaction amount in full including any applicable charges/fees, etc. The amount of each completed transaction will be immediately debited from the Account;

h) If any instruction given by the Holder or the Customer is capable of being executed by the Bank in more ways than one, the Bank may execute such instruction in any one of such ways, at its sole discretion;

i) The Bank shall not be liable for any failure to provide the facility of CitiCard for any reason whatsoever including, but not limited to, on account of any electronic or other systems or systems-related failure, disruption, force majeure or other circumstance outside the control of the Bank;

j) The Holder shall ensure that all Account Transactions initiated by the CitiCard are properly terminated so as not to allow any other person to transact on the Account;

k) The Holder(s) and the Customer shall be, jointly and severally, responsible to intimate the Bank, in the manner prescribed in the terms and conditions, if the CitiCard and/or the ATM Code has/have been or is/are likely to be fraudulently used, or misused.

The Customer specifically agrees, acknowledges and understands that any offers (schemes, gifts, discounts, etc.) of any nature whatsoever, made by any Merchant Establishment and availed/accepted by the Customer/Holder through use of a valid CitiCard, are made solely by the Merchant Establishment without any liability, warranty or representation of the Bank and the terms, conditions and rules laid down by the Merchant Establishment in that regard shall be applicable and binding on the Customer/Holder. The offers, as aforesaid shall be applicable to valid CitiCard(s) issued in India only. The Bank shall not be held liable or responsible in respect of the delivery, quality, merchantability or suitability of the offer and/or products/services under the offer and any disputes relating thereto shall be a matter between the Customer/Holder and the Merchant Establishment and the Bank shall not entertain/accept any claim or communication in that regard. The Customer further agrees and acknowledges that the Bank shall not be, in any manner, held liable or responsible for any loss, damage or injury whatsoever suffered by the Customer/Holder, directly or indirectly, by use or non-use of products/services under the offer.

Without prejudice to the foregoing, the offer may be terminated/withdrawn/amended by the Bank without any prior notice. The Bank shall not be under any obligation to continue the offer after the offer termination date as notified by the Merchant Establishment or as subsequently changed by the Bank, as the case may be. Further, the Bank reserves the right, at any time during the offer, with prior notice, to add/alter/change/modify the terms and conditions of an offer or to replace, wholly or in part, an offer with another offer, similar or otherwise.

13.6 Limitation on Use

The Bank reserves the right to limit the minimum and/or maximum aggregate amount of the Account Transactions per day and such limits being further subject to availability of clear funds in the Account.

The Customer acknowledges and understands that daily minimum and/or maximum transaction limits apply to all ATMs (within India and outside India) and may vary between different ATMs belonging to different shared networks.

Account Transactions may be limited to minimum and maximum amounts in any specified period and to multiples of any amounts, from time to time. The Bank shall intimate the Customer in writing at least fifteen (15) days prior to such a restriction being imposed on any CitiCard. The Bank shall not be liable or responsible for any loss or inconvenience the Customer or the Holder(s) may suffer due to lack of uniformity in these limits for transactions through different ATMs/networks.

13.7 Reward Scheme

The Bank may offer the Customer various Reward Schemes on the usage of a CitiCard. The Customer shall earn no Rewards Points during a particular month if the CitiCard is not used at all during the month. The Customer understands and acknowledges that specific terms and conditions will apply to any such Reward Scheme as may be determined by the Bank in its sole discretion and as may be notified to the Customer. In the event of any such Reward Scheme being offered to a Customer, the Customer hereby agrees to comply with and be bound by the applicable terms and conditions of the same. The Customer specifically understands that a maximum of 500 Rewards Points can be earned per month on a particular CitiCard, subject to any limits imposed by the Bank on each respective Card or any other specific criteria/terms that may be imposed in this regard from time to time.

The Customer shall redeem the accrued Rewards Points within a period of one month from the closure of the Account/cancellation of CitiCard. All the accrued Rewards Points shall stand lapsed if not redeemed within one month of closure of Account/cancellation of CitiCard.

The Customer hereby acknowledges and agrees that, in the event, the total number of Rewards Points earned by the Customer on a CitiCard are less than 100 during a quarter, the Rewards Points earned shall be nullified at the end of the quarter and the Customer shall be deemed to have not earned any Rewards Points for that quarter.

The Customer further acknowledges and agrees that, in the event the total number of Rewards Points earned by the Customer on value-added CitiCard are less than the threshold limit applicable for the specific value-added CitiCard and as communicated to the Customer, the Rewards Points shall be nullified at the end of the membership year. In the event, the Rewards Points earned are greater than the specified threshold limit, the Rewards Points shall be carried forward to the next membership year. The Customer hereby understands that he/she shall need to call CitiPhone for redemption of the Rewards Points for that membership year. In the event the Rewards Points are not redeemed in the next membership year, the Rewards Points shall be nullified.

13.8 Verification of Deposits

The amount of cash / or other instrument deposited by the Holder through a depository / ATM for credit to the Account, shall be verified by two authorized representatives of the Bank. The Customer understands and agrees that the amount ascertained on verification by the authorized representatives shall be deemed to be the correct amount deposited by the Holder, irrespective of the amount mentioned on the receipt generated by the depository at the time of making the deposit.

13.9 Processing and Conversion Fee or Charges

Use of the CitiCard at any Device may entail a service charge and/or transaction fee and or processing and/or conversion fee and an annual fee being levied on the Account. Any charges/fees/conversions charges levied for transactions on the CitiCard shall be debited to the Account and the Customer shall be solely liable for payment of the same. The Bank shall intimate the Customer in writing at least one month's prior to effecting any change in such charges/fees/conversion charges.

13.10 Balance and Account-related Information

The amount of available funds in the Account and a summary of recent Account Transactions can be ascertained through ATM receipts by utilizing the CitiCard. The Customer confirms that the Customer shall check such record of balance and Account transactions on a periodic basis.

All records maintained by the Bank in the electronic or documentary form shall, as against the Customer and each of the Holders, be deemed to be correct, conclusive and binding.

13.11 Errors and Questions

The Customer shall write to the Bank, if the Customer or any Holder thinks that there has been an Account Transaction error involving the CitiCard or if the Customer requires more information about an Account Transaction as shown on a Statement or receipt, within a period of fourteen (14) days from receipt of the Statement where such Account Transaction appears.

The Customer will provide sufficient details along with such written notice to enable the Bank to investigate. The notice shall include the following:

- (i) name of the relevant Holder, his address, CitiCard serial number, the Account details and, if applicable, the name and registered office address of the Customer;
- (ii) a description of the error and why the Customer believes it is an error or why the Customer needs more information;
- (iii) the exact amount of the suspected error;
- (iv) a copy of the Account Transaction receipt/record, and
- (v) any other information requested by the Bank.

The Customer and/or the relevant Holder shall comply with any request by the Bank for further information (including, but not limited to, providing an affidavit / declaration if so required).

Where any dispute/inquiry is not settled to the satisfaction of the Customer, the Bank will advise the Customer in writing of the procedures for the investigation and resolution of the dispute and the Customer and the relevant Holder agree to abide by and act in accordance with such advise.

13.12 Maintenance

While advance notice of maintenance work likely to affect the usage of the CitiCard may be given on a best-efforts basis, the Bank reserves the right to suspend access to any Device or the provision of all or any of the services relating to the CitiCard, at any time, if the Bank deems it necessary to do so.

13.13 Charges and Fees

The Bank reserves the right at any time, with notice, to charge the Customer for the issue or reissue of a CitiCard and/or any fees and charges for the Account Transactions. Details of fees and charges prevailing from time to time may be obtained from the Bank. Any such fees and charges will be deducted automatically from the Account.

Any government charges, duty or debits or tax payable as a result of the use of the CitiCard shall be the responsibility and absolute liability of the Customer. The Customer hereby authorizes the Bank to debit such charge, duty or tax against the Account if the same is imposed upon the Bank (either directly or indirectly).

The Customer indemnifies the Bank and authorizes the Bank to deduct from the Account against any and all expenses the Bank may incur in collecting money owed in connection with the CitiCard (including, without limitation, legal expenses and attorneys fees).

13.14 Surrender/Replacement of CitiCard

The CitiCard issued to the Holder(s) shall remain the property of the Bank and will be surrendered to the Bank on request. The Holder(s) confirm that they will at all times exercise due care in the use and custody of the CitiCard including such that it is not damaged so as to be rejected by any Device and in the event of any damage due to any reason whatsoever including, but not limited to, improper or fraudulent use, the Customer shall be liable to the Bank.

The Bank reserves the right to cancel, suspend or withdraw the CitiCard facility partially or in totality at any time, should the circumstances so warrant, in the view of the Bank. The Holder(s) and the Customer confirm that they shall be jointly and severally liable to the Bank to return the CitiCard for cancellation in the event the services are no longer required by the Holder and/or the Customer or if the services are withdrawn by the Bank for any reason whatsoever. Use of the CitiCard after receipt by the Holder or the Customer of notice of withdrawal or cancellation of that CitiCard or the facility of CitiCard is unauthorized and the Bank reserves the right to take such action as may be appropriate.

The Bank may, in its sole discretion, at the request of the Customer, issue a replacement CitiCard with a new ATM Code for any lost or stolen CitiCard or a new or same ATM Code on such terms and conditions as the Bank may deem fit. In any event, unless otherwise specified by the Bank in writing, any replacement CitiCard and ATM Code issued by the Bank shall be governed by the terms and conditions.

13.15 Variation of the Terms and Conditions

The Bank reserves the right, in its sole discretion, to vary the terms and conditions, from time to time, under intimation to the Holder or the Customer. The Bank may effect changes to these Terms and Conditions, including, but not limited to, imposition or increase in charges relating to the use of the CitiCard and ATM Code, with intimation to the Customer.

The Bank may also effect change, if such change is necessary to maintain or restore the security of the electronic system or equipment used for CitiCard transactions. The Customer and/or the Holder will be notified within 30 days if such a change is made, unless disclosure would jeopardize the security of the electronic system or equipment.

13.16 Notification of Information and Changes

Notification of these and any other changes may be given by the Bank by delivering it either to the Customer or the Holder personally or by posting it by ordinary mail to the address of the Customer or the Holder recorded with the Bank.

The Bank may also give notice of the variation of the terms and conditions by displaying a notice on or within the immediate vicinity of the site of an ATM/branch or by a press advertisement or by a message in the periodic Statement of Account provided to the Customer and/or the Holder.

The Customer and the Holder shall forthwith notify the Bank of any change to the address of the Customer and/or the Holder.

13.17 Disclosure of Information

The Customer and the Holder understand and agree that the use of the CitiCard at any Device shall constitute the express consent of the Holder(s) and the Customer to the identification, collection, storage, communication and processing of Account and transaction information by any means necessary for the Bank to maintain appropriate transaction and account records;

The Holder and the Customer agree to provide the Bank information that the Bank may require from the Holder and/or the Customer by law or regulation or otherwise.

The Holder(s) and the Customer hereby expressly authorize the Bank to disclose at any time and for any purpose, any information whatsoever relating to particulars of the Customer or the Holder(s) or the Account or the Account Transactions.

13.18 Ability to Refuse Payment

If the Bank receives any process, summons, orders, execution, distraint, levy, lien, decree, information or notice regarding liability / purported liability of the Customer to any person whatsoever, which the Bank, in good faith, believes to be valid and true, the Bank may decline to allow the Holder to obtain any portion of the monies in the Account or may pay such monies over to an appropriate authority and take any other steps required by applicable law. The Bank reserves the right to deduct from the Account a reasonable service charge and any expenses the Bank may incur, including, without limitation, legal fees due to legal actions involving the CitiCard.

All monetary liabilities and obligations with respect to the Account are payable solely at the branch at which the Account was opened and are subject to all applicable laws (including, without limitation, any governmental acts, orders, decrees and regulations including fiscal and exchange control regulations). The Bank shall not be liable for non-availability of funds credited to the Account including due to restrictions on convertibility or transferability of the funds credited to the Account, requisitions, involuntary transfers, acts of war or civil strife or other similar causes beyond the Bank's control.

13.19 Appointment of Persons and Information Dissemination

For the better and more effectual doing and performing of actions related to the CitiCard, the Customer and each Holder understand, accept and authorize the Bank to appoint, from time to

time or generally such other persons, bodies, companies, organizations, agencies or third parties that the Bank may, in its sole discretion, deem fit, as its substitute(s) to do, execute and perform all or such acts or things as aforesaid and, accordingly, at pleasure to remove and to appoint other substitute(s) in its/their place. The Bank will treat information relating to Account Transaction(s) and/or the Customer and/or any of the Holders and/or the CitiCard as confidential but, unless consent is prohibited by law, the Customer and each Holder authorize the Bank to transfer, disclose, transmit such information to and between the branches, representative offices, affiliates, subsidiaries, agents, third parties and/or service providers of the Bank and third parties selected by any of them, wherever situated, for confidential use. The Customer and each Holder understand, accept and authorize the Bank and each of the parties referred to above to store at various locations any and all such information. The Customer and each of the Holders further authorize the Bank and each of the parties referred to above to contact and disclose any such information to any person (including without limitation family members/employer of the Customer and/or other third parties) if required by any law, court, tribunal, regulator or legal process including, but not limited to, any statutory / judicial / quasi-judicial authority and / or for the purposes of undertaking any of its obligations or exercising any of its rights under the terms and conditions (including, without limitation, to collect outstandings under the Account/Card or to obtain such documents as may be required by the Bank) and any other applicable terms and conditions.

13.20 Indemnity

In consideration of the Bank agreeing to provide to the Holder(s) and the Customer the facility of CitiCard, the Customer hereby irrevocably agrees, to indemnify and keep the Bank indemnified, at all times hereafter, from all losses, damages, costs, legal fees, charges and expenses and consequences whatsoever, suffered or incurred by the Bank on Account of any claims, actions, suits or otherwise instituted by all or any of the Holder(s) or the Customer, or any third-party whatsoever, arising out of or in connection with the use of the CitiCard and any and all transactions initiated by the use of the CitiCard, whether with or without the knowledge of all or any one of the Holders or the Customer, or whether the same have been initiated bonafide or otherwise which transactions, the Customer hereby acknowledges, that the Bank has processed on the instructions and authority of the Customer in accordance with these Terms and Conditions and other applicable terms and conditions. The Customer further agrees and confirms that this indemnity shall remain valid and subsisting and binding upon the Customer notwithstanding withdrawal of the facility of the CitiCard or closure, for any reason whatsoever, of the Account or suspension or cancellation of any or all CitiCards.

13.21 International Usage of CitiCard

Customers who are Holders of Suvidha Accounts would be required to request the Bank, with reasonable prior notice, to enable the CitiCard for international usage.

The Customer and each of the Holders hereby agree and confirm that they shall use the CitiCard for foreign currency withdrawals and transactions only under the Basic Travel Quota ("BTQ") Scheme of the Exchange Control Regulations of India or such amended scheme of the RBI as may be made applicable from time to time, and not for any other reasons and hereby agree and confirm that usage outside India would be subject to regulatory and legal restrictions and exchange control laws and limitations as may be applicable from time to time in both the country where the transaction is performed as also in India. The Customer understands and acknowledges that any and all other limits and/or restrictions imposed on the Account, the Facilities and CitiCard shall apply in addition to and not in derogation of the BTQ limit imposed.

The Customer and each Holder understand and acknowledge that all withdrawals and transactions made with the CitiCard outside India constitute a payment at Citibank, N.A., India,

and a remittance to the country where the withdrawals/transaction is effected. Cash withdrawn at an ATM outside India with the CitiCard, shall be in a currency permitted at the institution which owns the ATM at which the withdrawals are made. The equivalent in the currency in which the account is held, along with processing charges, conversion charges, fees, if any, for such transactions shall be debited to the Account. Cash Withdrawals at an ATM outside India shall also be subject to any exchange control regulations, or limitations in effect in the country in which the ATM is located.

The Customer and each Holder hereby undertakes to strictly adhere to the provisions of the Foreign Exchange Management Act, 1999, including any amendments/modifications thereof in terms of utilization of any prescribed BTQ limit across traveller's cheques, cash and/or any other means. The Holder will not utilise the CitiCard for any cash Withdrawal or for making payment towards foreign currency transactions in Nepal or Bhutan and the currency of the transactions will not be the local currency of those countries. The Customer is required to consult his authorized dealer to ascertain any foreign exchange limits that may be applicable.

The Customer and the Holder(s) are aware that non-compliance with the regulations will make the Holder and/or the Customer liable for penal action under Foreign Exchange Management Act, 1999 and debar the Holder / Customer from using the Basic Travel Quota facility on CitiCard from the subsequent year.

The Holder and the Customer shall indemnify and hold harmless the Bank from any and all consequences arising from non-compliance of the Exchange Control Regulations of the RBI. Non-resident Indians will be eligible to international use of CitiCard issued in India. .

In case a CitiCard is cancelled, whether on account or non-compliance with Exchange Control Regulations or otherwise, the Bank will not be responsible for any attempted usage of the CitiCard, whether in India or abroad. The issue and use of CitiCard will be subject to RBI's regulations in force from time to time.

The Holder(s) and the Customer recognize that foreign currency withdrawal will attract a service fee. Such service fee shall be subject to revision at the sole discretion of the Bank with prior intimation to the customer from time to time. This amount will be deducted from the BTQ limit for the relevant calendar year and will be debited to the Account.

14. CITIBANK INTERNATIONAL ACCOUNT

- 14.1 The Bank may, at its sole discretion, agree to provide the Citibank International Account Facility to the Customer under the RFC(D) scheme of the RBI.
- 14.2 If the Customer utilizes the Customer's BTQ limit through traveller's cheques, Citibank International Account cheques and/or cash, the Customer shall be liable to ensure that the Customer's foreign exchange usage does not exceed the Customer's BTQ limit prescribed from time to time.
- 14.3 The Customer understands that an ATM Card issued to a Customer on his Citibank International Account can only be used outside India.
- 14.4 The Customer also agrees to abide by the Foreign Exchange Management Act 1999 and RBI regulations and any other applicable laws in force from time to time in their entirety, including any modifications thereof. The Customer understands that usage of the Citibank International Account (including funds therein) is to be strictly in accordance with applicable law and all rules

and regulations. In the event of any contravention/violation of the same, the Customer would be solely liable under the Foreign Exchange Management Act, 1999, and could also be debarred from operation of the Account either at the instance of the Reserve Bank of India or the Bank.

- 14.5 The Customer shall indemnify and hold harmless the Bank from any and all consequences from non-compliance of the Exchange Control Regulations of the Reserve Bank of India or any other applicable laws and regulations. The Customer also agrees hereby to keep the Bank indemnified against all actions, claims, demands, proceedings losses, damages, costs, charges and expenses whatsoever which the Bank may any time incur, sustain, suffer or be put to as a consequence of or by reason of or by arising out of the Customer not abiding by the Foreign Exchange Management Act, 1999 or any other applicable laws and regulations in force from time to time. The Customer agrees that the Bank may debit the Account for the service charges as applicable from time to time.
- 14.6 The Bank may, at its sole discretion, provide certain additional Facilities to a Customer who has availed of the Citibank International Account Facility. The Customer understands that specific terms and conditions will apply to such additional Facilities and agrees to abide by the same in the event he opts to avail of such additional Facilities.

15. VARIATION OF TERMS AND CONDITIONS

- 15.1 The Bank reserves the right to vary or amend the whole and/or any part of these Terms and Conditions from time to time with prior notice to the Customer and the Customer agrees to be bound by such amended/modified terms and conditions.
- 15.2 The Bank may also make a change without notice if the change is necessary to maintain or restore the security of any system or equipment used for any Facility. The Customer will be notified within thirty (30) days if such a change is made, unless disclosure would jeopardize the security of the system or equipment.
- 15.3 Notification of any changes may be given by the Bank by delivering it to the Customer personally or by posting it to the Customer's latest address recorded with the Bank. Proof of posting to such last notified address shall be conclusive proof of the notification at the time when it ought to be delivered in due course by the post even if the notification may be returned through the post as undelivered.

The Bank may also give the Customer notice of variation of these Terms and Conditions by displaying a notice on or within the immediate vicinity of the site of an ATM/branch or by a press advertisement or by a message in the Customer's Statement. The amended terms and conditions shall be binding on the Customer forthwith.

16. SEVERABILITY

Each of the provisions of these Terms and Conditions is severable and distinct from the others and, if at any time one or more of such provisions is or becomes illegal, invalid or unenforceable in any respect under law, the legality, validity or enforceability of the remaining provisions shall not be affected in any way.

17. CUSTOMER INFORMATION

For better and more effectually doing and performing the several matters and things as

aforesaid, the Bank shall be entitled to appoint, from time to time or generally, such other persons, bodies, companies, organizations, agencies or third parties as the Bank may think fit, as its substitute(s) to do, execute and perform all or such acts or things as aforesaid and at pleasure to remove and to appoint other substitute(s) in its or their place.

The Bank will treat information relating to the Customer as confidential but (unless consent is prohibited by law) the Customer consents to the transfer and disclosure of any information relating to the Customer to and between the branches, subsidiaries, representative offices, affiliates and agents of Citibank and third parties selected by Citibank (including employers/family members of the Customer) and/or any of them, wherever situated, for confidential use (including in connection with the provision of any Service, for data processing, statistical and risk analysis purpose and recovery of outstandings). Citibank and any branch, subsidiary, representative office, affiliate, agent or third-party may transfer and disclose any information as required by any law, court, regulator or legal process or for any other purpose as may be determined by Citibank in its exclusive discretions.

18. SUVIDHA LOYALTY REWARDS

- 18.1 The Citibank Suvidha Loyalty Rewards Program (hereinafter referred to as “Scheme”) shall be available only to such Customers, as the Bank deems eligible.
- 18.2 The Bank reserves the right to withdraw the Scheme at any time with prior notice to the Customer. All Citibank Suvidha Loyalty Rewards Points earned from during a calendar year shall lapse on March 31 of the calendar year in the event of non-redemption.
- 18.3 For details of rate of accrual of reward points please visit www.citibank.com/india. The rate of accrual may be revised by Citibank at any time with prior notice to the Customer.
- 18.4 The rate of accrual mentioned herein may be revised by Citibank at any time with prior notice to the Customer.
- 18.5 The Rewards Points accrued under the Scheme are redeemable against specific goods as shall be intimated by Citibank, from time to time,
- 18.6 The Customer hereby understands and agrees that the Customer shall have to accrue a minimum of 250 Rewards Points to redeem the same against the goods offered. On redemption, the Rewards Points redeemed shall automatically be deleted from the accumulated Rewards Points in the Account.
- 18.7. No accumulation or redemption of Rewards Points shall be permissible if, on the relevant date, the Customer has withdrawn or closed the Account or in the event the Account is liable to be closed or in the event the Customer is a defaulter on the Account or any breach of the terms and conditions governing the operation and/or usage of the Account.
- 18.8 Goods shall be delivered within 3 weeks of receipt of the order on a best-effort basis. However, the Bank shall not be held liable for any delay beyond this time period.
- 18.9 The Bank reserves the right to substitute or withdraw any product or Gift voucher on account of non-availability of the product or Gift voucher.
- 18.10 The redemption orders cannot be cancelled or varied once they have been made.

- 18.11 The Customer hereby acknowledges and agrees that computation of the Rewards Points shall be final, conclusive and binding on the Customer. Further, the Customer shall not raise any claims or disputes against the computation of Rewards Points except in case of manifest error, and Citibank's decisions regarding the same shall be final and binding on the Customer.
- 18.12 The Customer hereby agrees that the Rewards Points accrued under the present Scheme cannot be transferred to another person or combine the Rewards Points accrued under the present Scheme with any other Rewards Points or with Citibank ATM/Debit Card or Citibank Credit Cards or linked Citibank savings account.
- 18.13 The Bank accepts no liability in respect of any income or other tax liability arising from the redemption of Rewards Points under this Scheme.
- 18.14 The Scheme is entirely complimentary and it is understood that all transactions on the basis of which the Rewards Points are assigned to the Customer are voluntarily incurred by a Customer in the normal course of Account usage and the Scheme is being offered to the Customer at no cost or detriment to the Customer. Further, nothing contained herein shall prejudice or affect the terms and conditions governing the operation and use of the Account. The terms of this Scheme shall be in addition to and not in derogation of the terms and conditions governing the operation and use of the Account.
- 18.15 All goods under the Scheme are subject to availability of the goods and supplier restrictions, at the time of redemption.
- 18.16 Any dispute as regards delivery of defective or deficient goods must be addressed in writing to the manufacturers/suppliers and sent to Citibank Suvudha Loyalty Rewards, P.O. Box 4830, Anna Salai P.O., Chennai 600002 within 5 working days of the date of receipt of the goods to enable the Bank to forward the same for resolution to the manufacturers/suppliers concerned. Any claims made after 5 days shall not be entertained and the Customer shall be deemed to be satisfied with the goods.
- 18.17 The Bank expressly reserves the right, at any time and with previous notice to the Customer, to add/or alter, modify, change or vary all or any one of these Terms and Conditions or to replace wholly or in part this program by another program, or withdraw it altogether.
- 18.18 The Bank gives no warranty (whether expressed or implied) whatsoever with respect to goods acquired under the Scheme, either directly through the Citibank Suvudha Loyalty Rewards Program or through other partner loyalty programs. In particular, the Bank gives no warranty with respect to the quality of goods acquired or their suitability for any purpose and shall not be liable for any claims, demands or disputes in this regard. The Bank shall not be liable in any manner for the defects/deficiency in the goods or services being provided by the manufacturers/service providers directly.

19. MOBILE BANKING TERMS AND CONDITIONS

19.1 Definitions:

For the purposes of this section, the following terms shall have the following meanings:

"Alerts" mean the customized messages in response to the Triggers sent as SMS (as defined herein) to the Customer over his mobile phones.

"CitiAlert" shall mean the customised messages in response to the Triggers sent as SMS (as defined herein) to the Customer over his mobile phones.

"CitiPhone" shall mean the direct telephone banking services available to a Customer under the name "CitiPhone", being subject to the terms and conditions applicable to the same.

"Citibank Account" shall mean a savings / current account or any other account at locations approved by Citibank, held by a Customer.

"Details" shall mean the details of the Customer or Instructions related to the Payments made/to be made by the Customer for the Utilities/Services.

"Information" shall mean the information provided / to be provided to/by Bank by/to the Customer and/or the Merchant Establishments including but not limited to the information provided/to be provided by Bank to its Customer.

"Intermediary(ies)" shall mean any person appointed by Bank and/or any agent/third party appointed by such Intermediaries under a principal-to-principal contract to provide any service related to the Mobile Banking Facility/Payment Platform/CitAlert Facility.

"Instructions" shall mean the instructions given to Bank directly or through Intermediaries by the Customer through SMS in relation to the Mobile Banking Facility.

"Merchant Establishments" shall mean establishments, wherever located, which honour the Payment Platform mode of making Payments including but not limited to stores, shops, restaurants, hotels, airline organizations, websites, mail order advertisers (whether retailers, distributors or manufacturers), mail order outlets (whether wholesalers, retailers, distributors or manufacturers) advertised as honouring the Payment Platform.

"Mobile Banking Facility" means any and all of the services/facilities, some/all of which may entail payment of a fee, from time to time provided / to be provided by Bank to its Customers for giving and/or receiving instructions through Phone(s) and shall include the facility of CitiAlert, Payments or any other service/facility as may be offered by Bank from time to time.

"Payments" means the payments that the Customer is required to make / desires to make for the Utilities / Services used / to be used/purchased by the Customer, which payment the Customer intends to make by using the Mobile Banking Facility by debit to the Customer's Valid Card or Bank Account.

"Payment Platform" means the facility made available by Bank in association with the Intermediaries to the Customer, in accordance with these Terms and Conditions and such other terms and conditions as may be communicated from time to time, which enables the Customer to make Payments from his Bank Account or Valid Card to Merchant Establishments for purchase of Utilities/Services through SMS by using his Phone(s) under the Mobile Banking Facility.

"Phone(s)" shall mean phone(s) owned / in the control of the Customer which supports voice and data exchange offered by any Telephone Service Provider and having distinctive phone

number(s) that have either been provided to Bank by the Customer or is/are available with Bank or Bank is informed of such distinctive number and the Customer has consented for use of such distinctive number for the Mobile Banking Facility.

"Remembrance Facility" shall mean an option provided by Bank to its Customers (in respect of certain Utilities / Services) where the Customer may permit Bank to remember certain Details, which Details shall be automatically reproduced the next time the Customer desires to make payments in respect of such Utilities/Services.

"SMS" shall mean Short Messaging Service, being a service offered by Telephone Service Providers and/or any other similar method of electronic communication that may now or at anytime in the future be offered by Telephone Service Provider(s).

"Specific Terms and Conditions" means the specific terms and conditions, as may be either contained in the Bank Account Terms and Conditions or be communicated from time to time, applicable to the Mobile Banking Facility.

"Telephone Service Provider(s)" shall mean any person/organization permitted by the Government of India or any competent authority to provide telephone services in India that support voice and data traffic.

"Terms and Conditions" means these terms and conditions including any amendments and any and all annexure, schedules, exhibits, appendices attached to it or incorporated by reference from time to time. These Terms and Conditions are supplemented by and in addition to the Specific Terms and Conditions, which would be required to be communicated to the Customer prior to availing of Mobile Banking Facility. In case there is a conflict or repugnancy between these Terms and Conditions and any Specific Terms and Conditions, these Terms and Conditions would prevail for all intents and purposes.

"Triggers" mean the customised triggers to be set or placed by the Customer with Bank with respect to specific event/transactions relating to his Bank Account to enable the Bank to send the corresponding Alerts to the Customer.

"Utilities / Services" shall mean the products, utilities and services offered by Bank and/or the Merchant Establishments, from time to time, either directly or through Intermediaries, which the Customer may avail of and / or make Payment for, as the case may be, by using the Mobile Banking Facility.

"Valid Card" shall mean an unexpired credit card issued by (i) Bank, India participating in the Diners Card Plan; or (ii) Bank, India participating in the Visa / MasterCard Plan The term "Valid Card" shall not include any card which is listed in any warning bulletin, which includes the negative file/list. "Website" means the website with the domain name <http://www.Bank.com/india> owned and controlled by Bank.

19.2 Agreement to Provide Mobile Banking Facility

On the Terms and Conditions hereinafter provided, Bank offers the Mobile Banking Facility to the Customer for obtaining and giving Information from/to Bank through Citialerts, availing loan on phone facility, Instructions through Phones, making Payments towards Utilities / Services or any other services as may be offered by Bank from time to time in terms of and subject to acceptance by the Customer of the Specific Terms and Conditions for Mobile Banking Facility.

19.3 Reliance of Information and Authority to Act

The Customer hereby confirms, declares and acknowledges that the Phone number(s) provided to Bank is/are owned / in the control of the Customer and that, unless otherwise expressly intimated to Bank in writing or through internet or CitiPhone facilities of Bank, any communication from and to the said Phone(s) is and shall be with the knowledge of and within the control of the Customer. The Customer hereby confirms and undertakes to inform the Bank forthwith upon any change in the Phone number(s), loss of the Phone(s), the Phone(s) being outside the control of the Customer and / or any other change that may effect the provision of the Mobile Banking Facility to the Customer. The Customer shall, in all circumstances, accept full responsibility for any and all Instructions sent to Bank from the Phone(s) and hereby authorizes Bank to act on the Instructions and process any and all transactions, make Payments for Utilities / Services, debit the Customer's Bank Account/Valid Card and do any and all such things and take all such actions as may be necessary to carry out the Instructions including, but not limited to, obtaining all requisite Information and using such Remembrance Facility(ies) as may be necessary, unless the Customer has informed Bank, prior to the receipt of any such Instructions, of any change with regard to the Phone(s) and/or Phone number(s) and such change has been intimated, in writing, to the Customer as having been taken on record by Bank. The Customer shall not contest the same in any manner whatsoever.

19.4 Storage and Usage of Information / Instruction

The Customer understands and confirms that Bank may, at its sole discretion, record any and all Information/Instructions relayed from the Phone(s) to Bank directly or through Intermediaries and to the Phone(s) from Bank and/or from Intermediaries and collect and store the same along with all information in such form and manner as it deems necessary and appropriate. The Customer further confirms that the data and Information/Instruction so stored may be relied upon by Bank/Intermediaries, made known to any person who may reasonably require the same and / or produced in evidence in any proceedings or otherwise.

19.5 Authority to Offer Services and Effect Changes

The Customer hereby authorizes Bank and/or Intermediaries to send him SMS/call to/on the Phone(s) with regard to the provision of any other services/products and/or Utilities/Services until specifically instructed otherwise by the Customer in writing from such Phone(s). The SMS may be sent by the Customer to short code mobile number 2484 for the Utilities/Services or such other mobile number, which may be intimated to the Customer by Bank and/or its Intermediaries and/or the Merchant Establishment, as the case may be. The Customer further understands that if the Customer chooses to perform any transaction or issue any Instructions based thereon, the Customer shall be bound by the Terms and Conditions and any and all applicable Specific Terms and Conditions. The Customer acknowledges and confirms that the Customer has read / shall read as and when updated and/or posted and accepted / accept and be bound by these Terms and Conditions and the Specific Terms and Conditions confirms that the Customer shall avail of the Mobile Banking Facility in accordance with these Terms and Conditions and the Specific Terms and Conditions so stated. The Customer understands that Bank may from time to time amend / modify / substitute the Terms and Conditions and/or the Specific Terms and Conditions as may be required by it, and the Customer agrees to be unconditionally bound by the same. The Customer understands that the SMS facility provided by the cellular service providers is a chargeable facility and the Customer shall keep himself informed of the charges payable to the cellular service providers for such SMS facility.

19.6 General Terms and Conditions

- a) Bank shall use its best endeavors to effect Payments / carry-out Instructions received by it within such time as may be specified by Bank, however, Bank does not guarantee that the Payment / fulfillment of Instructions/availability of the Mobile Banking Facility within such specified time frames since the Mobile Banking Facility depends on various electronic technology used from time to time and may pass through various Intermediaries, which could cause delays and snags in receipt/transmission of any Instructions by/from Bank from/by the Customer. Accordingly, Bank shall not be liable for any loss, damage whether direct or indirect, costs, charges or expenses incurred by the Customer due to a delay / inability in providing the Mobile Banking Facility.
- b) The Mobile Banking Facility shall be available in certain specific regions and to the subscribers of phones of certain specific Telephone Service Providers.
- c) The Mobile Banking Facility will be available to the Customer only if the Customer is within the cellular circles of the Telephone Service Providers or in the circles forming part of the roaming network of such Telephone Service Providers.
- d) Certain Merchant Establishments may specify the date by which Payment for Utilities/Services is to be made and, notwithstanding any Instructions given by the Customer in this regard, Bank shall remit Payment only on the date specified by the Merchant Establishments.
- e) Bank may, for any reason whatsoever, decide not to make the Payment and shall communicate through SMS such a decision to the Customer as soon as practicable. Bank shall not be held liable for any loss, damage whether direct or indirect, costs, charges or expenses incurred by the Customer in this regard.
- f) In the event that the Customer makes a Payment under the Mobile Banking Facility and such Payment is rejected or returned by the Merchant Establishment for any reason whatsoever, Bank shall refund the amount of the Payment to the Customer and shall not be liable for any late charges, penalty, loss, damage, whether direct or indirect, costs, charges or expenses incurred by the Customer in this regard.
- g) Bank reserves the right to limit, the amount and frequency of Payments that a Customer may make by using the Mobile Banking Facility, with prior intimation to the Customer. Bank further reserves the right to alter/amend/modify the limits as imposed with prior intimation to the Customer.
- h) Without prejudice to the generality of the aforesaid, processing of all the Instructions is subject to the availability of free, clear and available funds / limits in the Customer's Bank Account or Valid Card . In the event of clear funds / limits not being available, Bank shall not process the Instructions and shall not make Payments. The Customer understands that Bank shall not be liable for any late charges, penalty, loss, damage, expenses, whether direct or indirect, incurred/to be incurred by the Customer in this regard and/or the Utilities/Services not being delivered to the Customer by the Merchant Establishments on account of such non-processing of Instructions and the Customer hereby agrees not to hold Bank liable in this regard.
- i) Bank neither endorses the Utilities / Services offered by the Merchant Establishments, nor is it in any manner party to the contracts that may be executed between the Customer and the Merchant Establishments. The Merchant Establishments shall be solely responsible to the Customer to render the Utilities / Services for which Payment is to be made under these Terms and Conditions and Bank shall not be responsible/liable for any deficiency in the same

including, but not limited to, deficient quality, delivery, quantity etc., and shall not be made party to any disputes between the Customer and Merchant Establishments. The Customer shall not hold Bank liable for any non-service, delayed service, faulty service rendered by the Merchant Establishments and shall not contact, communicate in any manner whatsoever, inter alia, by electronic mail, phone, post, SMS, or personal meeting with Bank in this regard.

j) Bank shall have the discretion to give effect to any Triggers (which decision shall be binding on the Customer). In the event Bank has reason to believe that the Triggers are not genuine or otherwise improper or unclear or raise a doubt or in case any triggers cannot be put into effect for any reason whatsoever.

k) The Customer specifically authorizes Bank to conduct/carry out the Instructions of the Customer sent to the Bank using the Phone including any financial transactions such as availing the loan facility from Bank. The Customer understands that the Instructions of the Customer shall be carried out by Bank in accordance with the applicable terms and conditions of Loan on phone facility, without any call back to the Customer for seeking any confirmation on the Instructions of the Customer.

l) The Customer shall ensure that Bank's charges are always duly paid to Bank and Bank shall be entitled to debit the Customer's Bank Account/Valid Card or recover its charges from the Customer in any manner it deems fit. If the Customer defaults in making payment of the charges to Bank, Bank shall be entitled (without prejudice to any other right or remedy it may have) to charge the Customer with a late payment interest at the applicable rate for delayed payment on all late payments from the date the charge was required to be paid until the actual date of payment

m) The Customer understands and acknowledges that any and/or all the Intermediaries may require further authentication codes/devices for provision of the Mobile Banking Facility/Payment Platform and may provide the same to the Customer to be used to give Instructions and/or perform certain transactions under the Mobile Banking Facility/Payment Platform. The Customer hereby confirms and understands that Bank is, in no way, in a position to control or regulate such authentication codes/devices and shall, consequently not, in any way be, liable or responsible for actions performed by the Customer utilizing the same. The Customer understands that the role of Bank is limited to verification of the Bank Account number, validity of the Valid Card, checking the availability of sufficient funds in the Bank Account of the Customer and processing the Payments.

n) The Customer acknowledges that the Mobile Banking Facility is dependent on the infrastructure, connectivity and services provided by the Telephone Service Providers and the Intermediaries engaged by the Bank. The Customer accepts that timeliness, accuracy and readability of SMS/Cit alerts/instructions/Information shall depend on factors affecting the Telephone Service Providers and Intermediaries. Bank shall not be liable for non-delivery or delayed delivery of SMS/Cit alerts/instructions/Information, Payments, error, loss or distortion in transmission of Information and Instructions to/from the Customer or the Merchant Establishments.

o) Bank shall endeavour to provide the Mobile Banking Facility on a best effort basis and the Customer shall not hold Bank liable for non-availability of the Mobile Banking Facility or any part thereof or non-performance by any Telephone Service Providers or Intermediaries or any loss or damage caused to the Customer as a result of use of the Mobile Banking Facility (including relying on the Alerts/Information for the Customer's investment or business purposes) for causes which are not attributable to Bank. Bank shall not be liable in any manner to the Customer in connection with the use of the Mobile Banking Facility.

p) Bank shall be entitled to rely upon all electronic communications, orders or messages to Bank from the Customer whether received by e-mail, SMS, on CitiPhone or otherwise in the manner prescribed for the same from time to time by Bank and Bank shall not be obliged to verify or make further inquiry into the identity of the sender, or the message integrity, of any communications, orders or messages. The Customer shall in no circumstance dispute such reliance by Bank. The Customer shall be responsible for the Phone and any usage of the same, whether by a third party or any other person, shall be deemed to be a usage by the Customer. It shall be the sole responsibility of the Customer to inform Bank in writing about any change with regard to the Phone(s) and Bank shall not be, in any way, liable or responsible for any loss, damages, costs, charges or expenses suffered / incurred by the Customer by reason of his failure to do so.

q) Bank shall not be liable in contract, tort or otherwise for any direct, indirect or consequential loss or damage sustained by the Customer by any direct or indirect use of or reliance on the electronic communication, orders or messages whether with or without the utilization of any security measures, including but not limited to any loss or damage resulting as a consequence of any defects, delays, interruptions, errors, inaccuracies or failures in the various communications and Bank specifically excludes the same to the fullest extent permitted by law even if Bank shall have been advised in advance of the possibility of such damages.

r) Bank reserves the right, but shall not be obliged, to make changes, enhancements, and/or modifications to the Mobile Banking Facility offered by Bank from time to time.

s) Bank reserves the right to, from time to time at its sole discretion, but with prior intimation to the Customer, charge fees for the provision of any and / or all of the Mobile Banking Facility.

t) The Customer undertakes to provide Bank with such information and/or render such assistance as is required by Bank for the performance of its obligations for the provision of the Mobile Banking Facility.

u) While Bank shall endeavour to ensure that the Payments for Utilities / Services would be permitted in the various modes made available under these Terms and Conditions and the Specific Terms and Conditions, Bank may, however, restrict the payment of certain Utilities / Services in certain modes. Further, Bank may, from time to time, withdraw or add modes of Payment under these Terms and Conditions and the Specific Terms and Conditions.

v) These Terms and Conditions shall be in addition to and not in derogation of the Specific Terms and Conditions and the terms and conditions applicable to other services offered by Bank.

w) Bank may, in its sole discretion, accept any cancellation request by the Customer, provided that Bank has not already made Payment. Bank will not be liable for late charges, penalty, loss, damage (whether direct or indirect), costs, charges or expenses incurred by the Customer arising out of such cancellation. The Customer shall not dispute the mode and manner in which such cancellation requests may be required by Bank and shall be bound by the same

19.7 Indemnity

In consideration of Bank agreeing to provide to the Customer the Mobile Banking Facility, the Customer hereby irrevocably agrees, to indemnify and keep Bank indemnified, at all times hereafter, from all losses, damages, costs, legal fees, charges and expenses and consequences whatsoever, suffered or incurred by Bank on account of any claims, actions, suits or otherwise instituted by the Customer, or any third party whatsoever, arising out of or in connection with the use of the Mobile Banking Facility and any and all transactions initiated by the use of the Mobile Banking Facility, whether with or without the knowledge of the Customer, or whether the same have been initiated bona fide or otherwise which transactions, the Customer hereby acknowledges, Bank has processed on the Instructions and authority of the Customer in accordance with these Terms and Conditions and other applicable Specific Terms and Conditions, as the case may be. The Customer further agrees and confirms that this indemnity shall remain valid and subsisting and binding upon the Customer notwithstanding withdrawal, either partially or in totality, of the Mobile Banking Facility.

19.8 No Warranty

Without prejudice to anything contained in these Terms and Conditions, Bank makes no express or implied warranty with respect to the Mobile Banking Facility provided hereunder including, without limitation, any warranties of non-infringement of third party rights, title, marketability, satisfactory quality, fitness for a particular purpose.

19.9 Limitation of Liability

Without prejudice to any other provisions of this Agreement, Bank shall not be liable to the Customer for any loss or damage whatsoever or howsoever caused arising directly or indirectly in connection with the Payment Platform/Mobile Banking Facility and/or these Terms and Conditions. Notwithstanding the generality of the above, Bank expressly excludes liability for consequential loss or damage or loss of profit, business, revenue, goodwill or anticipated savings which may arise in respect of the Payment Platform/Mobile Banking Facility.

19.10 Confidentiality and Disclosure

To the extent not prohibited by applicable law, the Bank shall be entitled to transfer any information relating to the Customer and/or any other information given by the Customer for utilization of the Payment Platform/Mobile Banking Facility to and between its branches, subsidiaries, representative offices, affiliates, representatives, auditors and agents of Bank, Intermediaries and third parties selected by Bank, wherever situated, for confidential use in and in connection with the Payment Platform/Mobile Banking Facility. Notwithstanding anything contained above, Bank shall be entitled at any time to disclose any and all information concerning the Customer within the knowledge and possession of Bank (a) to any party in connection with the Payment Platform/Mobile Banking Facility provided by Bank and/or its Intermediaries to the Customer, including inter alia, information relating to the cause for termination of Payment Platform/Mobile Banking Facility, (b) to any other bank/ association / financial institution or any other body in respect of any negative information in respect of the Customer. This clause will survive the termination of this Agreement.

19.11 Termination

Bank reserves the right to terminate the facility of Payment Platform/any or all of the Mobile Banking Facility, either partially or in totality, at any time whatsoever, without prior notice. Bank also reserve the right at any time without prior notice to add/alter/modify/change or vary all of these terms and conditions.

19.12 Disclaimer

The Customer is solely responsible for protecting his TPIN/ IPIN or Phone. Bank will not be liable for:

- a) any unauthorized use of the Customer's TPIN, IPIN or Phone or for any fraudulent, duplicate or erroneous instructions /Triggers given by use of the Customer's TPIN, IPIN or Phone;
- b) acting in good faith on any instructions /Triggers received by Bank;
- c) error, default, delay or inability of Bank to act on all or any of the instructions /Triggers;
- d) loss of any Information/Instructions /Citalerts in transmission;
- e) unauthorized access by any other person to any information /instructions /Triggers given by the Customer or breach of confidentiality;

Bank will not be concerned with any dispute between the Customer and the cellular service provider and makes no representation or gives no warranty with respect to the quality of the service provided by the cellular service provider or guarantee for timely delivery or accuracy of the contents of Citalert.

19.13 General

Force Majeure - Bank shall not be liable for any failure to perform any of its obligations under these Terms and Conditions or the Specific Terms and Conditions if the performance is prevented, hindered or delayed by a Force Majeure Event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure Event continues. Bank shall promptly inform the Customer of the existence of a Force Majeure Event and shall consult together to find a mutually acceptable solution. "Force Majeure Event" means any event due to any cause beyond the reasonable control of Bank, including, without limitation, unavailability of any communication system, breach or virus in the processes or payment mechanism, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, etc. Updating of General Information in Bank Systems - Customer hereby agrees and acknowledges that all information that would be provided by the Customer under or in respect of the Payment Platform/Mobile Banking Facility, including the details of the e-mail identity of the Customer, the Bank Account number and the Phone number(s) could be updated in the general systems of Bank. Hence Bank may use all such information for the provision of other services and facilities provided by Bank to the Customer from time to time. The Customer is deemed to have consented to the usage of all such information for other services of Bank also

20. CORPORATE READY CREDIT ACCOUNT

20.1 Terms applicable generally:

Available Savings Balance: The credit balance in the Savings Account as reduced by the required Minimum Savings Balance.

Branch: The branch of the Bank where the Savings Account has been opened.

Current Account: The Current Account opened by the Bank at the Branch in my/our name.

Overdraft Line: The amount of the overdraft facility as sanctioned by the Bank and modified from time to time and where the context so requires, it shall be deemed to include Top-up of loan or any other facility/product made available by Citibank N.A. to me/us.

Overdraft Fraction: The amount equal to a percentage of the Overdraft Withdrawn Amount as may be determined/revised by the Bank in its sole discretion (as on the date on which such amount is transferred from the Savings Account to the Current Account).

Overdraft Withdrawn Amount: The amount withdrawn from the Current Account and interest accrued thereon.

Overdraft Withdrawal Balance: The amount in the Current Account, which is equal to the difference between the Overdraft Line and Overdraft Withdrawn Amount.

Savings Account: The Suvidha Savings Account opened with the Bank at the Branch in the name of me/us under the Citibank Suvidha Salary Credit Programme.

Top-up Loan Amount: Top-up of loan means an additional or further loan requested for by me/us, in addition to the Overdraft or any other loan or advances already made available by Citibank N.A. and repayable either on demand or in installments or any other manner as outlined herein. *EMI Loan Amount:* EMI (Equated Monthly Installments) Loan Amount means the facility wherein either the Overdraft Line or any additional or further loan in addition to this Overdraft is repayable in installments or any other manner as outlined herein.

These Ready Credit Terms and Conditions (“**RC Terms and Conditions**”) shall be read along with the Citibank Account Terms and Conditions and together shall be construed as the agreement on which I/we have agreed to open and operate the Current Account and avail of the Ready Credit facility. On all matters relating to the Ready Credit Facility, these Terms and Conditions shall prevail.

In these RC Terms and Conditions, references to:

- a) a “month” shall mean a calendar month;
- b) The plural number shall include references to the singular number and vice versa;
- c) The masculine gender shall include references to the feminine gender and vice versa;
- d) The words “I” and “my” refer to the person(s) who open the accounts as a primary account holder. The words “we”, “us” and “our” collectively refer to the primary account holder and any other person(s) who open the accounts as joint account holders. The words “you” and “your” or “the Bank” refer to Citibank N.A.
- e) Clauses shall mean references to clauses of these RC Terms and Conditions;
- f) Clause headings are used herein for the sake of ease of reference only and shall not affect the interpretation of the provisions of these RC Terms and Conditions.

20.2 Savings Account

I/We agree that:

20.2.1 my monthly remuneration/salary/compensation (“**Salary**”) from my employer will be received by the Bank and shall be credited to my/our Savings Account opened with the Bank, either in my single name or jointly with another person.

20.2.2 I/We shall at all times maintain the required Minimum Savings Balance in the Savings Account.

- 20.2.3 I/We shall inform the Bank in writing immediately on my ceasing, for any reason whatsoever, to be in my current employment. In the event of any such cessation of my employment, the Bank may, at the Bank's sole discretion, convert the Savings Account to an account under the Suvidha Non-Salary Credit Programme and/or the Bank shall be entitled to close the Savings Account and the Current Account, immediately on receipt of such notice. Notwithstanding any dispute or differences that I may have with my employer on this issue, the Bank shall be entitled to charge a setup fee/ activation fee for the Ready Credit facility provided to me/us as mentioned herein. The Bank shall be entitled to vary the set-up fee / activation fee applicable to me/us from time to time entirely in its sole discretion with notice to me/us.
- 20.3 Current Account
- 20.3.1 I/We hereby request the Bank to open the Current Account, which I/we expressly recognize will be linked to the Savings Account. The Current Account will be opened in the name of the primary account holder of the Savings Account. If the Current Account is in joint names, both account holders will be jointly and severally liable. Without prejudice to the foregoing and without limiting the Bank's rights in this regard, I/we expressly agree that in the event the Current Account is a joint account, it shall be the liability of the primary account holder to make payments of all dues/outstandings/other amounts under the Current Account.
- 20.3.2 I/We acknowledge that a separate chequebook for independent operation of the Current Account may be issued by the Bank. Any such cheque issued by me will be debited to the Current Account.
- 20.3.3 I/We understand that I/we will be issued a Ready Credit ATM/Debit Card which I/we may use to make direct withdrawals from the Current Account through the use of automated teller machines ("**ATMs**")/ electronic data capture terminals ("**EDCs**") and any such withdrawal will be debited to the Current Account. I/We agree to abide by the terms and conditions governing the use of the Ready Credit ATM/Debit Card and the ATMs/EDCs.
- 20.3.4 I/We shall, on opening the Current Account, become eligible for an overdraft facility in the Current Account for an amount as may be determined by the Bank in its sole discretion from time to time, which amount shall not exceed the Overdraft Line.
- 20.3.5 The Balance outstanding in the Current Account, i.e. the amount of the overdraft availed of by me/us, will carry interest as per the rules prescribed by the Reserve Bank of India ("**RBI**") as may be applicable to an overdraft account. The Bank will be at liberty to change the applicable rate of interest as it may from time to time, as the Bank may in its sole discretion deem proper with prior notice to me/us.
- 20.3.6 I/We hereby recognize and acknowledge that the Bank reserve the right to vary or modify with prior notice to me/us the overdraft limit, interest rate, charges or fees. Such modifications or changes would apply as if they form an integral part of these RC Terms and Conditions.
- 20.3.7 I/We hereby understand that the Bank may, at the Bank's sole discretion, offer various additional facilities to me/us including but not limited to an enhancement/top-up facility to the overdraft facility already availed of by me/us, the facility of internet banking and mobile banking or any other type of loan repayable on demand or in installments. I/we hereby agree and understand that these RC Terms and Conditions will, to the extent not repugnant, apply to such additional facilities. I/We understand and agree to comply with any and all terms/conditions/guidelines/applicable charges that may be applicable to such additional facilities offered by the Bank.
- 20.3.8 I/We hereby acknowledge and undertake that on my/our request the Bank may, at its sole discretion, provide me/us an enhancement on the overdraft or any other facility/product provided under the Suvidha RC Facility. I/We hereby further understand and acknowledge that

the Bank shall be seeking my explicit and irrevocable consent for the enhancement on the Ready Credit Facility, over a recorded telephone call or by exchange of letters or any other documentation, which consent and acceptance shall be final and binding on me/us and I/We hereby undertake not to raise any disputes in this regard at any stage thereafter.

Upon the grant of the Top-up of the loan or any other facility/product provided by the Bank on my/our request, the outstanding amount of such Top-up of loan/facility made available from time to time shall be debited to my/our current account without any further confirmation from me/us and the statement of account received by me thereafter shall be conclusive evidence of my/our having requested for such Top-up of loan or additional/further facility. I/We further confirm that the rate of interest on this Top-up loan or any other facility/product provided by the Bank shall be as communicated to me/us at the time of availing of the facility and as reflected in the next statement of account issued to me after the Top-up loan amount has been debited to the current account.

20.3.9 The aforesaid facilities mentioned in 3.7 or any of them may be granted by the Bank at the time of opening the account or at any time thereafter and shall be subject to such limits as the Bank may in its absolute discretion decide and in the event of any such facility including any loan is granted by the Bank to me/us on the basis of the salary that shall be credited into my/our account within 45 days after the opening of the account and if any such salary is not credited within the aforesaid 45 days, the Bank shall be at liberty to debit such amount from my/our account and appropriate the same against any amount of credit available in my/our account without any reference to me/us or my/our prior approval of and if there is any shortfall, after such adjustment, I/we hereby undertake to pay the same forthwith without any notice or demand from the Bank with interest at the then applicable rate

20.3.10 In addition to and notwithstanding, what has been stated in clause 3.8 above, in the event of myself/ourselves making any request, even though I/we might have not consented or requested previously at the time of opening Savidha Account, I/we am/are now interested in requesting the Bank to provide the overdraft facility or the Top-up of the loan facility or any other facility/product by logging through my/our secured internet password and such consent shall be final, conclusive and binding on me/us. For this, I/we will log on Citibank N.A. on-line specifying the details of such product and confirming, acknowledging and accepting the terms and conditions and the same will be deemed to have been accepted by me/us without any physical form being signed by me/us under my/our manual signature/s in writing.

20.4 Account Transactions

20.4.1 All withdrawals from the Savings Account shall be debited in normal course to the Savings Account. All deposits, if any, by me/us shall be credited to the Savings Account only and not to the Current Account.

20.4.2 In case the Available Savings Balance in the Savings Account is not adequate to honor the amount of any cheque drawn by me/us on the Savings Account or a withdrawal by any other permissible mode, the Bank will be at liberty to debit the Current Account for an amount equal to the difference between the amount of such cheque or other drawal and the Available Savings Balance and make a corresponding credit in the Savings Account to enable the cheque or other drawal to be honoured. Provided that if the Overdraft Withdrawal Balance is not adequate for the purpose, the Bank shall not be obliged to debit the Current Account in order to honour such cheque or other drawal. In case a cheque or other drawal is dishonoured, the Bank will not be liable or responsible in any manner for any consequences arising therefrom.

20.4.3 I/We recognize, confirm and accept that the overdraft in Current Account created pursuant to the terms of these RC Terms and Conditions shall be deemed to be an overdraft facility granted

by the Bank at my request and the balance outstanding at any time in the Current Account shall be a debt due by me/us to the Bank.

- 20.4.4 I/We agree that I/we will be charged a commitment fee on assignment of the Ready Credit facility and I/we expressly authorize the Bank to debit the amount of the commitment fee due and payable by me/us to the Savings Account.
- 20.4.5 I/We agree that the amount of interest to be charged on the outstanding in the Current Account shall be debited by the Bank to the Current Account in accordance with the rules prescribed by the RBI from time to time and as applicable to overdraft accounts and interest so debited shall be paid by me/us to the Bank. I/We expressly authorize the Bank to debit the amount of interest due and payable by me/us by making monthly debits to the Savings Account and to appropriate such amounts towards the interest due and payable by me/us. If the Available Savings Balance is less than such interest to be debited to the Savings Account, then so much of such interest as is in excess of the Available Savings Balance shall remain debited to the Current Account and such an event shall constitute an Event of Default as contemplated in sub-clause (a) of Clause 5.3.1 hereunder.
- 20.4.6 I/We hereby expressly authorize the Bank to debit any statutory / government levies as may be applicable from time to time to the Savings Account.
- 20.4.7 I/We authorize the Bank to set aside (earmark) an amount equivalent to the Overdraft Fraction as on the 30th day from the credit balance in my/our Savings Account which amount may be applied by the Bank towards the minimum amount due in my Current Account and/or any dues of the Bank as and when they become payable from me/us to the Bank. The minimum amount due will be computed as of the date of my Salary credit and any differential in the set-aside amount and the actual minimum amount due will stand duly adjusted.
- 20.4.8 An amount equivalent to the interest payable by me/us will be set aside in my/our Savings Account on the 2nd of every month if not already paid. As and when there is sufficient balance in my/our Savings Account, this will be paid against the interest due, pursuant to which the set-aside amount will be released. I/We agree that till such time as the dues are not paid by me/us, the set-aside amount will not be available for withdrawal.
- 20.4.8 In the event I/we avail of an EMI Loan Amount repayable in installments, I hereby authorize the Bank to mark a standing instruction on my/our Saving account, for an the amount equal to the EMI (equated monthly installment) every month and to appropriate the same, towards, the dues payable by me/us. The monthly installment will be presented on the 1st of every month. The EMI due will be computed based on the loan amount availed, tenure of loan, rate of interest applicable and will be communicated to me/us at the time of availing the loan facility. The interest will be charged from the date of disbursal of my/our loan to my/our Savings Account and not the entire month
- 20.4.9 I/We shall ensure that my/our Saving Bank Account is adequately funded to avoid levy of additional charges for non-receipt of payment. Provided that, if the available Savings Balance is less than such EMI or Overdraft Fraction, the same shall constitute an Event of Default as contemplated in sub-clause (a) of Clause 5.3.1 hereunder.
- 20.4.10 I/We hereby authorize the Bank to debit the amount set-aside (as described hereinabove), being equal to the Overdraft Fraction to the Savings Account every month and to appropriate the same towards the dues payable by me. Provided that if there is no Overdraft Withdrawn Amount for the time being, then no such Overdraft Fraction shall be debited to the Savings Account and credited to the Current Account. Provided that, if the Available Savings Balance is less than the Overdraft Fraction, the same shall constitute an Event of Default as contemplated in subclause (a) of Clause 5.3.1 hereunder.

- 20.4.11 I/We shall in such manner as may be prescribed by the Bank, from time to time, request the Bank to transfer any amount (over and above the Overdraft Fraction) to the extent of the Available Savings Balance in the Savings Account to the Current Account and the Bank may at the Bank's discretion on such a request being made, transfer the said sums from the Savings Account to the Current Account. Provided that if as a consequence, the amount transferred to the Current Account exceeds the Overdraft Withdrawn Amount, then such excess deposited in the Current Account will not carry any interest.
- 20.4.12 I/We further acknowledge that the Bank will also levy an annual fee of an amount equivalent to 2% of the Overdraft Line as existing on the anniversary date relating to the date on which the Ready Credit facility under these RC Terms and Conditions was made operational by the Bank. I/We agree that if the Overdraft Line is increased at any time, then the amount of the Overdraft Line as on such anniversary date shall be taken into account for computing the said annual fee. The said annual fee will also be debited to the Saving Account. I/We understand that the periodicity and quantum of this annual fee is variable at the sole discretion of the Bank with prior notice to me/us.
- 20.4.13 I/we understand that the Bank may arrange with certain merchant establishments, from time to time, to make available to me/us various discount offers, services, facilities, special products or any other offers which can be availed by me/us by utilizing the Ready Credit Facility. The information on various offers and applicable terms and conditions shall be sent to me by the Bank at my latest mailing address recorded with the Bank and I/we shall be bound by the same. I/we agree and acknowledge that offers, services or facilities shall be made available to me/us only if I/we pay for the same only by utilizing the Ready Credit Facility and that payment from any other account shall not be accepted. The Bank shall have the right to withdraw the offers/services/facilities at any time without any prior intimation to me/us.
- 20.4.14 I/we understand that the products/services etc shall be provided by the merchant establishments only and that the Bank shall not in any way be responsible for merchandise, merchandise warranty of the goods purchased or services availed of by me/us from the merchant establishments including on account of delay in delivery, non-delivery, non-receipt of goods or receipt of defective goods by me/us and/or any other recipient as the case may be.
- 20.4.15 I/we hereby confirm and agree that the existence of a claim or dispute shall not relieve me/us of my/our obligation to repay the outstanding dues and I/we agree to pay promptly such charges to the Bank, notwithstanding any dispute or claim whatsoever.
- 20.5 Overdraft Line
- 20.5.1 The Overdraft Line in the Current Account shall be available to me/us at the Bank's sole discretion. I/We agree and undertake not to, and warrant and represent to the Bank that I/we shall not utilize the Overdraft Line for any antisocial, unlawful, money laundering or speculative purposes.
- 20.5.2 The Bank may at any time by notice to me/us withdraw the Overdraft Line and close the Current Account and claim from me/us the balance outstanding in the Current Account.
- 20.5.3.1 Without prejudice to the generality of the provisions of Clause 5.2, the Bank may terminate the overdraft facility forthwith, on the happening of the following events ("**Events of Default**"):
- a) Inadequacy of Balance: I/We fail to maintain the Minimum Savings Balance or the Available Savings Balance is not adequate to cover the debit of the Overdraft Fraction or the debit of monthly interest or debit of the EMI payable on the Current Account;

- b) Non-receipt of Salary: If for any reason whatsoever, my Salary is not credited to the Savings Account or if my Salary is not credited to the Savings Account in the accepted method but is received as check / cash / such other means as the Bank's system does not recognize or my employer gives notice to the Bank of its intention not to pay my Salary;
- c) General Default: I/We commit any breach of or omit to observe any of my/our obligations or undertakings under these RC Terms and Conditions and in respect of any such breach or omission, I/we shall have failed to take any remedial action as may be required by the Bank within 14 (fourteen) days of the Bank's notifying me/us of such default and of such required action;
- d) Cross Default: Any default by me/us in discharging my/our liability under any other agreement between the Bank and me/us shall be deemed to be a default under these RC Terms and Conditions and vice versa and the Bank shall be entitled to exercise any or all rights under these RC Terms and Conditions. Further, any default in discharging my/our liabilities under any other agreements entered into/to be entered into with the Bank or with any of the Citigroup Companies shall be deemed to be a default under these RC Terms and Conditions and vice versa entitling the Bank to recall the Ready Credit Facility and/or all other loans/facility(s) advanced to me/the Bank. The term 'Citigroup Companies' appearing in this clause shall mean and include any branch of Citibank N.A., Citicorp Maruti Finance Limited and Citicorp Finance India Limited and any other associate company/entity of Citibank N.A., and Citicorp Finance India Ltd., present or future, carrying on operations/business in India.
- e) Non-payment of dues – I/We fail to repay the Ready Credit Facility, any fee, charges or costs in the manner herein contained or any other amount due hereunder remains unpaid for a period of 15 (fifteen) days from the date on which becomes due; or if a cheque/ECS in respect of any payment under these RC Terms and Conditions is not paid on the due date thereof.
- f) Negotiations with creditors: If I/we am/are unable to clear all our dues under the Ready Credit Facility granted to me/us as per these RC Terms and Conditions, as they fall due, and/or I/we commence negotiations with one or more of my/our creditors with a view to the general adjustment or rescheduling of my/our debts or if I/we make a general assignment for the benefit of my/our creditors or a composition with my/our creditors;
- g) Cessation of Employment: I resign or threaten to resign from my current employment or give notice of my intention to resign or am for any reason dismissed or suspended from my employment with my employer or receive notice of such dismissal or suspension from my employer;
- h) Act of Insolvency: I am/We are served with any legal proceedings or initiate any legal action, to declare me/us insolvent or if official assignee, administrator, trustee or receiver or similar officer is appointed as custodian/receiver of the whole or any part of my/our assets and properties;
- i) Death: On the occurrence of my death.

20.5.3.2 At any time on the happening of an Event of Default, the Bank may, forthwith, by notice to me/us, without prejudice to any other rights that the Bank may have:

- a) terminate the Overdraft Facility/ Ready Credit Facility and the Current Account opened by the Bank;
- b) close my/our Savings Account and appropriate the balance lying to my/our credit towards liquidating the Overdraft Withdrawn Amount and other sums payable under by me/us to the Bank

c) in the event of the credit balances in the Savings Account being inadequate to enable the Bank to liquidate and set off all dues payable by me/us to the Bank under the Ready Credit Facility, I/we undertake to forthwith, and in any event within a period of seven (7) days of receipt of written demand made by the Bank, pay to the Bank the entire amount claimed by the Bank without demur.

d) without any prior or further notice to me/us, disclose to the Reserve Bank of India or to any other competent authority or to any third person, or credit bureau, or court of law or authority, my/our name/identity and the fact of me/us having committed an act of default with full details thereof;

e) send reminders (by the Bank or through third parties appointed by the Bank) from time to time for settlement of any outstandings by post, fax, telephone, e-mail, SMS messaging.

f) take/initiate all other actions (including where appropriate, criminal proceedings) available to the Bank under law and equity.

20.5.4 Without prejudice to anything contained herein, in case the balance outstanding in the Current Account is not paid by me/us to the Bank within seven (7) days of demand by the Bank, the Bank shall be entitled to charge additional interest at the rate of 2% (two) per month in the Current Account until repayment to and/or realization by the Bank of the entire balance outstanding in the Current Account.

20.5.5 The Overdraft Line may be varied at the sole discretion of the Bank without notice. It is my responsibility to ascertain that the Overdraft Line is sufficient, prior to withdrawal by any means.

20.5.6 Without prejudice to the provisions of Clause 5.4, the Bank may at you're the Bank's sole discretion and at any time, if the Bank deems it necessary to do so, adjust, appropriate and set-off any amount available in the Savings Account against the balance outstanding in the Current Account. Without prejudice to the foregoing, the Bank may at the Bank's sole discretion and at any time, if you deem it necessary to do so, adjust, appropriate and set-off any amount available in any of my/our other accounts with the Bank against any outstandings in the Current Account.

20.6 Payments

Payments towards the RC Account may *inter alia* be made in any of the following ways:

a) By mailing of a cheque or draft to any of the mailing addresses provided on the reverse of a statement.

b) Online at www.citibank.co.in.

c) Electronic Clearing System ("ECS"): Payments can be made through the ECS in Bangalore, Chennai, Delhi, Hyderabad and Mumbai.

d) Standing Instruction facility, where funds can be automatically transferred from my/our account to the RC Account.

20.7 Tax

A service tax is applicable on all fees, interest and other charges as per relevant regulations of the Government of India. I/We will be bound to pay for the same. This levy of service tax is subject to change as notified by the Central Government from time to time. In addition, I/we understand and agree to pay all other applicable governmental / statutory

taxes/levies/dues/charges in relation to the use of the Ready Credit Facility (including without limitation applicable banking cash withdrawal tax) and hereby authorize the Bank to make requisite debits towards payment of the same from my Current Account.

20.8 Applicability of laws

Without prejudice to anything contained in the Terms And Conditions, utilization of the Ready Credit Facility shall be in strict accordance with all applicable laws. I/We shall indemnify the Bank from any and all consequences arising from my/our not complying with applicable laws.

20.9 Phone Banking

On my/our request, the Bank has agreed to provide me/us the facility of carrying out certain permitted transactions as communicated by the Bank to me/us from time to time, relating to the Loan availed, by giving telephonic instruction which may be accepted either manually or by an automated system ("CitiPhone Banking Facility") apart from any written Standing Instructions given by me/us. I/we further understand and accept that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the CitiPhone Banking Facility (including applicable payment methods/charges). I/we understand and agree that the availment of such Facility will be deemed acceptance of the said terms and conditions and I/we agree to be unconditionally bound by the same.

I/we am/are aware that in connection with the CitiPhone Banking Facility, the Bank shall ask for my/our details as the case may be, for verification of my/our identity, after which I/we am/are entitled to information pertaining to the Loan.

I/we understand and accept that the telephonic instructions given through the CitiPhone Banking Facility may also include instructions to change my/our demographic details such as residence and or mailing address, residence and or office telephone number, mobile phone number, e-mail address or any other personal details as decided by the Bank from time to time.

I/we understand and acknowledge that I/we shall be able to perform transactions through any channel other than the CitiPhone Banking Facility and/or Citibank Online Internet Banking Facility. I/we hereby confirm that I/we am/are fully conversant with the procedures, as explained to me/us, which are required to be complied with and I/we further confirm that I/we shall comply with the same.

The Bank will exercise due diligence in verifying my/our details over the phone, but I/we understand that I/we shall be solely responsible and liable for any and all losses that may be suffered/incurred by me/us as a consequence of my/our personal details being known and hence misused by any other person.

20.10 Internet Banking

At my/our request, the Bank may, at its sole discretion, agree to provide Citibank Online Internet Banking Facility. I/we further understand and accept that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the Citibank Online Internet Banking Facility (including applicable payment methods/charges). I/we understand and agree that the use of such Facility will be deemed acceptance of the said terms and conditions and I/we agree to be unconditionally bound by the same.

I/we am/are aware that for the purposes of utilization of Citibank Online Internet Banking Facility, I/we would be required to use the Loan account number and a password as advised by the Bank and/or as subsequently changed by me/us. The Citibank Online Internet Banking Facility may cover and be applicable to the Loan now existing as availed of, by me/us from the Bank.

I/we herein understand that the passwords assigned to me/us or as subsequently changed by me/us would be required to be used by me/us to transmit/give instructions and access the Citibank Online Internet Banking Facility. I/we am/are aware of the confidential nature of the password and I/we confirm that I/we shall not disclose the password to any person. I/we will promptly inform the Bank in case any password becomes known to any unauthorized person.

I/we hereby instruct the Bank to comply with any/all instructions given through the use of the Citibank Online Internet Banking Facility in conjunction with the correct password. The Bank shall be entitled to assume that any instruction given to the Bank using in accordance with the above are given/authorized by me/us and I/we agree that the Bank will not be liable for any fraudulent, duplicate or erroneous instructions given to the Bank by usage of my/our password.

The Bank shall not be required to verify or judge the correctness of any instructions received by it, so long as it satisfies itself of the correctness of the password used to transact on the Internet. I/we acknowledge that any instruction received by the Bank shall be irrevocable. Should any instruction issued by me/us, be capable of being executed by the Bank in more ways than one, the Bank may execute the said instruction in any one of the said ways at the Bank's sole discretion. I/we shall not be discharged by transmission over the Internet of any notice, instruction or request which, as per the terms hereof or any other specific terms and conditions, require me/us to send the same in writing. I/we acknowledge and confirm that all records of instructions received from me/us maintained by the Bank, in electronic or documentary form (including, without limitation, logs of Citibank Online Internet Banking Facility transactions and SMS/Mobile transactions), and such other details (including, but not limited to, payments made or received) shall, as against me/us, be deemed to be conclusive.

I/we shall not interfere with, alter, amend, tamper with or misuse in any manner whatsoever (the opinion of the Bank being conclusive in this respect), the CitiBank Online Internet Banking Facility.

In the event of any alleged fraudulent use of the Loan Account through the Internet, I/we agree that I/we shall be solely and exclusively responsible for all loss caused thereby and shall not hold the Bank liable for any loss caused thereby.

I/we expressly recognize and accept that the Bank shall, without prejudice to its right to perform such activities itself or through its officers or employees, be entitled and have full power and authority to appoint any such third parties as the Bank may select and to delegate to such third party such functions of the Bank as may be permissible. I/we further authorize the Bank to disclose/exchange information relating to me/us or the products availed by me/us as may be necessary for the purposes of such third party to perform and execute all lawful acts, deeds, matters and things connected therewith and incidental thereto.

Notwithstanding any registration on a Do Not Disturb Registry, I/we hereby understand and agree that the Bank and all such third parties as duly authorized by the Bank shall be authorized to contact/get in touch with me/us for purposes of administering or servicing (other than marketing/sale) of any of the Bank's products/services availed of by me/us.

20.11 Appointment of Service Provider/Disclosure of Information

20.11.1 I/We hereby expressly recognize and accept that the Bank shall, without prejudice to the Bank right to perform such activities itself or through it's officers or employees, be entitled and have full power and authority to appoint one or more third parties as the Bank may select and to delegate to such third party all or any of its functions, rights and powers under the RC Terms and Conditions relating to administration of the Ready Credit Facility, including the right and authority to collect and receive on behalf of the Bank from me/us any payments and other amounts due by me/us under the Ready Credit Facility and to perform and execute all lawful

acts, deeds, matters and things connected therewith and incidental thereto, including sending notices, attending my residence or office or other wise contacting me/us (including my/our authorized signatory(ies)/representative(s), Guarantor(s)) receiving cash/cheques/drafts/mandates from me/us (including my/our authorized signatory(ies)/representative(s), Guarantor(s)) and giving valid and effectual receipts and discharge to me/us. For the purpose aforesaid, the Bank shall be entitled to disclose to a third party all necessary or relevant information pertaining to me/us and the Ready Credit Facility and I/we hereby consent to such disclosure by the Bank.

Notwithstanding the above, in the event of the my/our committing any act of default and/or the occurrence of any Event of Default, I/We expressly accept and authorize the Bank and/or any such third party as the Bank may select to contact any third party (ies) (including my/our authorized signatory (ies), representative(s), Guarantor(s), the adult family members, secretary, accountants etc.) and disclose all necessary or relevant information pertaining to me/us and the RC Facility and I/We Borrower hereby consent to such disclosure by the the Bank (and/or any such third party as the Bank may select). I/We further expressly authorize the Bank (and/or any such third party as the Bank may select) to receive payments or such other security as may be offered by such third parties (including authorized signatory (ies), representative(s), Guarantor(s), adult family members, secretary, accountants etc.) towards discharge of the RC Facility.

20.11.2 Without prejudice to anything contained herein, I/we expressly consent to the transfer and disclosure of any information relating to me/us to and between the Bank's branches, subsidiaries, representative offices, affiliates and agents and third parties selected by the Bank, wherever situated, for confidential use (including in connection with the provision of any services/facilities offered by Citigroup companies, for data processing, statistical and risk analysis purpose). The Bank and any of the Bank's branches, subsidiaries, representative offices, affiliates, agents or third parties may transfer and disclose any information as required by any law, court, regulator or legal process or for any other purpose as may be determined by the Bank in the Bank's sole discretion.

20.11.3 I/We specifically waive the privilege of privacy, privity and defamation.

20.12 Terms

20.12.1 The RC Terms and Conditions will come into force from the date of establishment of the Current Account and shall continue until the Overdraft Line is withdrawn by the Bank.

20.12.2 Cancellation of the Ready Credit Facility and/or termination of the RC Terms and Conditions shall not affect my/our obligations to repay to the Bank any and all balance outstandings to the Current Account.

20.13 Communication

20.13.1 All notices, demands or other communications may be given by the Bank to me/us at my/our address as stated in the Savings Account application form or to my/our last known address or to any of my email addresses or mobile numbers as stated in the savings account application form or updated from time to time.

20.13.2 Any such notice, demand or communication from the Bank shall be deemed to have been duly served if given or made through any of the modes detailed above, immediately on receipt of the transmission report by the Bank, or if given personally, on delivery thereof to my/our address, or if given by registered post, on the expiry of 72 hours after posting the same. Any communication from me/us to the Bank shall be effective upon actual receipt of such communication by the Bank in a form and manner satisfactory to the Bank. I/We shall notify the Bank, without delay of any change in my/our name, address, mobile numbers, email address or

other particulars, filed with the Bank and shall completely indemnify the Bank from all acts performed by the Bank under these RC Terms and Conditions in the event the Bank have not received such aforesaid notification of change of name/address/other particulars.

20.14 Indemnity

20.14.1 I/We hereby agree, jointly and severally to indemnify and keep the Bank fully and effectually indemnified from time to time and at all times against any loss, damages, actions, suits, claims, proceedings, costs, charges and expenses that the Bank may incur, suffer or be put to by reason of or pursuant to the transactions under these RC Terms and Conditions, including without limitation by reason of any act or default on the part of me/us in respect of the Ready Credit Facility and/or for the recovery of the outstanding dues (including legal/attorney fee).

20.15 Statement of Account

20.15.1 The Bank shall furnish to me/us a Statement of Account pertaining to the transactions undertaken by me/us in the Savings Account and the Current Account. I/We shall immediately, and in any event not later than seven (7) days from the date of receipt of such Statement of Account by me/us, immediately inform the Bank of any errors in the Statement of Account as received by me/us. In the event that the Bank do not receive any intimation of errors from me/us, the Bank shall be entitled to presume the correctness of the Statement of Account for all intents and purposes and accepted as such by me/us and I/we shall not be entitled to dispute the same. I/We unconditionally and irrevocably agree to be bound by the Statement of Accounts produced by the Bank and agree to accept the same as proof of the transactions, save and except bonafide errors, as pointed out by me/us and accepted as errors by the Bank without demur.

20.16 Customer Consent Clause

20.16.1 I/We understand and agree that as a pre-condition relating to grant of the Ready Credit Facility to me/us, the Bank requires my/our consent for the disclosure by the Bank of information and data relating to me/us, of the Ready Credit Facility availed of/to be availed, by me/us, obligations assured/to be assured, by me/us in relation thereto and default, if any, committed by me/us, in discharge thereof.

Accordingly, I/we hereby agree and give consent for the disclosure by the Bank of all or any such:

- a) information and data relating to me/us;
- b) the information or data relating to any credit card facility availed of/to be availed by me/us; and
- c) default if any, committed by me/us in discharge of any such obligation

as the Bank may deem appropriate and necessary, to disclose and furnish to Credit Information Bureau (India) Limited (“**CIBIL**”) and/or any other agency authorized in this behalf by the RBI.

20.16.2 I/We declare that the information and data furnished by me/us to the Bank is true and correct.

20.16.3 I/We also understand that:

- a) CIBIL and any other agency so authorized may use, process the said information and data disclosed by the Bank in the manner as deemed fit by them; and

b) CIBIL and any other agency so authorized may furnish for consideration, the processed information and data or products thereof prepared by them, to banks/financial institutions and other credit grantors or registered users, as may be specified by the RBI in this behalf.

20.17 Amendment

The Bank shall be entitled to, at its sole discretion, alter or amend these RC Terms and Conditions by written intimation sent to me/us by mail or courier. Provided that any amendment to these RC Terms and Conditions proposed by me/us shall be valid only if made by a written agreement signed by me/us and the Bank.

20.18 Jurisdiction

These RC Terms and conditions shall be governed by the laws of India and all disputes arising out of the RC Terms and Conditions shall be subject to the exclusive jurisdiction of the Courts at the place of the Branch

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