

IMPORTANT NOTICE

Dear Customer,

The Reserve Bank of India, vide its Circular Ref. DPSS.PD.No.2632 /02.10.002/2010-2011 dated 27/05/2011, has advised certain changes regarding customer transactions on ATMs, with effect from 1st July 2011.

For non-Citibank customers transacting at Citibank's ATMs:

- Maximum cash withdrawal limit is Rs 10,000/- per transaction
- A minimum of five (5) free transactions, per month, will be permitted across ATMs. These five free transactions include both financial and non-financial transactions carried out at ATMs. This facility is applicable only to saving account holders.

Banks are required to resolve customer complaints related to failed ATM transactions (cash withdrawals) within 7 days from the date of receipt of such complaints. Delay in resolution of the complaint beyond the prescribed time of 7 days may entail payment of compensation to the customer at Rs. 100/- per day, by the issuing bank. A customer is entitled to such compensation only if a claim is lodged, with the bank at which his / her account is held, within 30 days of the date of the transaction.

For any further clarification, kindly contact your respective bank.