

Citi India consumer banking customers are now served by Axis Bank. Citi India has transferred ownership of its consumer banking business to Axis Bank (registration number L65110GJ1993PLC020769). Consumer banking customers can continue to use all existing Citi products and/or services, branches, ATMs, internet banking and Citi Mobile® App as usual. Axis Bank is the provider of Citi branded consumer banking products in India temporarily and Citi India is providing certain services in respect of those products. The trademarks "Citi", "Citibank", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under license by Axis Bank from Citigroup Inc. and related group entities.



➤ **I am an NR customer. Why is PAN or Form 60 required from me?**

As per the provisions of Income Tax Rule 114B currently applicable to banks, and re-iterated in the RBI guideline dated December 15, 2016 - RBI/2016-17/183 DBR.AML.BC.48/14.01.01/2016-17, quoting of PAN / obtaining of Form 60 is a mandatory requirement for all customers including NRIs.

➤ **By when am I supposed to submit the PAN/ Form 60?**

Please submit your Pan Card Copy/ Form 60 before 31<sup>st</sup> March **2018**

➤ **What will happen if I do not update my PAN/ Form 60?**

If you do not submit your PAN/ Form 60 before 31st March 2018, your account will be placed on 'Blocked Status'. This will restrict all transactions on your account

➤ **I am a NR Savings Account customer. How do I submit PAN/ Form 60?**

Kindly submit a self-attested copy of your PAN card using either of the below options. In the absence of a valid PAN, you may submit duly filled Form 60.

**1. Through Citibank Online:** To update your PAN, login to Citibank Online, click on 'Other Services and Queries' under the Banking section, and then choose 'Update PAN'. To upload Form 60 click on 'Upload documents' under 'Submit documents' tab in the Banking section and then choose 'Update Form 60'

**2. Through e-mail:** E-mail the self-attested copy of your PAN card / duly filled Form 60 from your registered email ID to submitdocs@citi.com. To update your email ID on our records, please login to Citibank Online, click on 'Your contact details' under the Banking section, and then choose 'View/Edit'

**3. By post:** Mail the self-attested copy of your PAN card / duly filled Form 60 to our mail room address:  
 - Citibank N.A. Mail Room, ACROPOLIS, 9th Floor, Door No.148, Dr. Radhakrishnan Salai, Mylapore, Chennai – 600 004  
 - Or you may visit [www.citinri.com](http://www.citinri.com) for details of mailing address in your country of residence.

**4. In person:** If you are in India, you can visit your nearest Citibank branch with original PAN card for verification or duly filled Form 60.

[Click here](#) to view communication sent to you.

➤ **I am a NR deposit customer. How do I submit PAN/ Form 60?**

Kindly submit a self-attested copy of your PAN card using either of the below options. In the absence of a valid PAN, you may submit duly filled Form 60.

1. **Through e-mail:** E-mail the self-attested copy of your PAN card / duly filled Form 60 from your registered email ID to [submitdocs@citi.com](mailto:submitdocs@citi.com)
2. **By Post:** Mail the self-attested copy of your PAN card / duly filled Form 60 to our Mail room address:
  - Citibank N.A. Mail Room, ACROPOLIS, 9th Floor, Door No.148, Dr. Radhakrishnan Salai, Mylapore, Chennai – 600 004 Citibank
  - Or you may visit [www.citinri.com](http://www.citinri.com) for details of mailing address in your country of residence.
3. **In person:** If you are in India you can visit your nearest Citibank branch with original PAN card for verification or duly filled Form 60.

[Click here](#) to view communication sent to you.

➤ **Post submission, by when will my PAN/ Form 60 be updated?**

Kindly allow us 7 business days to update our records, post document submission. In case of any discrepancy in the document, we will reach out to you.

➤ **I have a query while filling Form 60. Whom can I consult?**

Please refer <https://www.online.citibank.co.in/citi-nri/pdf/Guidance-Document-Form60.pdf> for queries on filling Form 60.