

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.



Frequently Asked Questions (FAQs)

1) What is the reason for Closure of Citi relationships?

On March 30, 2022, Citi reached an agreement with Axis Bank for the sale of Citi’s consumer businesses in India subject to regulatory approvals. The transaction includes the sale of the consumer banking businesses of Citibank India, which includes credit cards, retail banking, wealth management and consumer loans, as well as the consumer business of Citi’s non-banking financial company, Citicorp Finance (India) Limited and subsequent thereto, exit by Citibank India and Citicorp Finance (India) Limited, from the relevant lines of business.

In light of the above, (a) existing customers, who have given consent to transfer relationships to Axis Bank, through any of the modes of consent which were provided by Citi, and (b) products and services availed by any customers, which do not require consent for transfer, will be transferred to Axis Bank.

Accounts, products and/or services (where consent is required for the transfer) availed by customers who have declined to transfer relationships to Axis Bank, will not be transferred to Axis Bank and will be closed/ withdrawn by Citi.

2) I am interested to give consent to transfer my products to Axis. How do I give consent now?

We have various convenient ways, by which you can give your consent:

- Click here to login to your [Citibank Online](#) or [Citi Mobile® App](#). You will see a message if you have not yet provided your consent for applicable products/relationships.
- Click on the link sent via email with subject line containing – ‘Citi relationships to Axis Bank’.
- SMS YES <space> last 4 digits of your debit/credit card to 52484 / 9880752484 from your registered mobile number.

Please note, for jointly held bank accounts and add-on credit cards, all holders will need to provide consent separately.

In the absence of a response, we will now consider any one or more of activities as specified here, and undertaken voluntarily by clients, as consent for the transfer of all Citi relationships to Axis Bank.

3) When will my account / card close completely?

Your account / card will be closed in line with the terms and conditions, after 30 days from the date of the closure communication issued by us in respect of your relationship.

4) My address on record is incorrect, how do I change it to get account/card closure proceedings to my correct address?

Address can be changed through the following channels:

- **Citibank Online** : Simply login to Citibank Online using your Username and Internet Password (IPIN), and follow the instructions given at the below link.
[Citi India | How to Change your Address on Citibank Online](#)
- **Branch**: You can fill the form available at the branch for the address change and submit along with a self-attested copy of the address proof.

- **By Post:** Send a written request along with a self-attested copy of the address proof, to the following address: Citibank N.A., Mail Room, ACROPOLIS, 9th Floor, No.148 Dr. Radhakrishnan Salai, Mylapore, Chennai 600 004, India

Retail Bank

5) What should I do with ATM / Debit card and Cheque book?

Once the account is closed, kindly destroy or return the ATM / Debit card and Cheque book and inform us of the destruction.

6) How will the bank return the balance funds in the account?

Up to the date of closure of account, funds can be transferred electronically after logging in to your Citibank account if you have active online facility. Balance funds at the time of account closure and proceedings, if any, will be sent in the form of demand draft to the mailing address updated in the account.

7) How will the bank return the balance funds in the Suvidha account, with a linked Ready Credit account?

Up to the date of closure of account, funds can be transferred electronically after logging in to your Citibank account if you have active online facility. Balance funds at the time of account closure and proceedings if any, will be sent in the form of demand draft to your mailing address updated in the account.

You are requested to clear the dues on your linked Ready Credit (RC) account within 30 days of the date of the termination notice and thereafter to not use the line further. After the expiry of such 30-day period, the RC account will be blocked and the available balance in the Suvidha account will be utilized to offset RC dues before Suvidha account closure.

After that if there is any outstanding in respect of your RC account, it will be assigned & payable to Axis Bank immediately. This outstanding will be treated as overdue post assignment to Axis Bank and will also adversely impact credit bureau score.

8) How can I place a request for account statements?

If you have active bank account, simply login to Citibank Online using your Username and Internet Password (IPIN) and follow the below steps:

Step 1: Select 'Banking'

Step 2: Select 'View/Download Statements' in the left navigation panel and proceed.

To download statements via the Citi Mobile® App, login and select 'Service Requests' on the left navigation menu. Click 'Duplicate Statement Request' and follow the instructions given on screen.

For closed accounts, statements can be requested by calling CitiPhone helpline, or by visiting nearest Citi branch or through written instruction to the following address: Citibank N.A., Mail Room, ACROPOLIS, 9th Floor, No.148 Dr. Radhakrishnan Salai, Mylapore, Chennai 600 004, India

Credit Cards

- 9) **Can I place request for statements after my card is closed?**
We recommend you download all previous statements in the next 30 days. For further assistance, you can call our 24x7 CitiPhone helpline.
- 10) **What if there is outstanding on the card?**
Outstanding dues, if any, will be assigned to and payable to Axis Bank.
- 11) **When will the card get closed?**
If you choose to not change your decision, we will proceed with closure of your Citi Credit Card within 30 days from the date of initial communication.
- 12) **What if I don't stop using the card?**
If you choose to not change your decision, we will proceed with closure of your Citi Credit Card and request you to not use the credit card for further purchases. Any additional usage needs to be paid in full, in 30 days upon receipt of the initial communication.
- 13) **What if there is excess balance post making payment or if refunds are expected on my credit card? How will I get the same back?**
Please note that once the card is closed, the credit balance, if any, will be remitted via demand draft to your registered mailing address as per bank records.
- 14) **How do I redeem points post closure of my card?**
Reward points on your credit card, if any, shall lapse within 45 days of the closure date. You may call CitiPhone helpline for reward redemption during this period.
- 15) **What will happen to an active loan on my card post closure?**
EMI(s) / Loans on cards, if any, are not pre-closed and move to Axis Bank. The loan initial interest amount and/or EMI(s) will continue to be billed in the monthly statement and shall be included as a part of the minimum amount due.
- 16) **What are the products and features that are offered if I choose to move to Axis Bank?**
Overall, Citi & Axis Bank are working to ensure that the product features and customer experience are not impacted, and you continue to experience the same level of service. A detailed communication in this regard shall follow.
- 17) **I have an ongoing dispute for transactions on my card. How do I check the status of dispute?**
If your card is not yet closed, kindly visit our website www.citibank.com/india, login to your account and write to us securely through the 'Your Queries' link. Alternatively, you can call our 24x7 CitiPhone helpline.
- 18) **Since you have closed my card, would I still be able to make any payment?**
No transactions shall be allowed post card closure. Outstanding dues, if any, will be assigned to and payable to Axis Bank.
- 19) **I have not received any previous communication on my card being closed. I want to reactivate the same now.**
We would like to inform you that you still have an option to transfer your Citi Credit Card to Axis Bank. Just SMS YES <space> last 4 digits of your credit card number to 52484 / 98807 52484 from your registered mobile number.
- 20) **My credit card is in a KYC block. Can I consider that as closed?**
If you have already consented to transfer your credit card to Axis Bank, we recommend you regularize your card account by submitting KYC documents at the earliest. For further assistance, you can call our 24x7 CitiPhone helpline.

21) I have given my consent to transfer to Axis Bank but still received a communication for closure. I do not wish to close my card. Please help me with further course of action.

We would like to inform you that you still have an option to transfer your Citi relationship to Axis Bank. Just SMS YES <space> last 4 digits of your credit card number to 52484 / 98807 52484 from your registered mobile number. For further assistance, you can call our 24x7 CitiPhone helpline.

22) I have availed a card offer and awaiting cashback /gift voucher. Will I still get the cashback /gift voucher if my card is getting closed?

All existing commitments will be fulfilled in accordance with our terms and conditions for the particular campaign.

Loan on Cards

23) What will happen to my loan on credit card?

If you have not pre-closed the loan, the outstanding amounts to be received by Citi will be assigned to and payable to Axis.

24) Will there be any changes to rate of interest (ROI) & other fee / charge structure for my loan on Credit Card?

There is no change to the existing ROI and other charges on your loan on Credit Card. If there are any changes, we will keep you updated and ensure due notice is provided to you.

25) Do I still need to make payments towards the outstanding balance of my Credit Card / loans?

Yes, please continue to make timely payments as per the terms of your credit card/ loan products to avoid adverse reporting to credit bureau.

26) How can I pre-close my loan on credit card now?

Your existing loan can be pre-closed as per existing Citi process.

27) Who will service my loan for queries/statements/demographic change/overdue details etc.?

There is no immediate change in the way Citi serves its customers. We are committed to ensuring that customers continue to receive the best services through our existing channels, as at present and we will continue to operate as usual. Your products will eventually be transferred to Axis Bank and will be serviced by them. We will update you in due course in relation to the transfer of your products & services to Axis Bank.

28) Will I be able to apply for any more loans on my credit card now?

No. Since you have not consented to transfer of relationship to Axis, you will not be able to apply for any further loans on your credit card now.

29) I had availed Moratorium, will there be any impact to my loan on Credit Card?

There is no active Moratorium offering. There will be no impact on the Moratorium availed in the past, and existing Moratorium terms and conditions will be applicable. If there are any changes, we will keep you updated with adequate due notice.

Insurance

30) What will happen to insurance policy once my account is closed? Will my policy lapse?

For Individual Policies: There is no impact on continuity of coverage till next premium due date. For renewal premium payment, please reach out to the Insurer directly.

For Group Policies: The coverage will be valid only till next premium due date. Your policy will continue till end of current policy tenure. You can reach out to the Insurer directly for migrating to an alternate policy subject to Insurer acceptance.

31) What will happen to Standing Instructions registered on my account for insurance premium payment?

All existing Standing Instructions registered on your account will be deactivated on closure of account. Please make alternate payment arrangements.

32) Who will service my insurance policy once my Citi account is closed?

For any service-related queries, please reach out to the Insurer directly at below given contact:

Insurer	Email id	Phone No	Website Address
Tata AIA Life Insurance	customercare@tataaia.com	1860 266 9966	www.tataaia.com
Aditya Birla Sun Life Insurance	care.lifeinsurance@adityabirlacapital.com	1800 270 7000	www.lifeinsurance.adityabirlacapital.com
Bajaj Allianz Life Insurance	customercare@bajajallianz.co.in	1800 209 7272	www.bajajallianzlife.com
Royal Sundaram General Insurance	customer.services@royalsundaram.in	1860 258 0000 / 1860 425 0000	www.royalsundaram.com
Aditya Birla Health Insurance	care.healthinsurance@adityabirlacapital.com	1800 270 7000	www.adityabirlahealthinsurance.com
HDFC Ergo Insurance	https://www.hdfcergo.com/customer-voice/customer-care	022 6234 6234 / 0120 6234 6234	www.hdfcergo.com
Bajaj Allianz General Insurance	bagichelp@bajajallianz.co.in	1800 209 0144 / 1800 209 5858	www.bajajallianz.com/general-insurance.html
New India Assurance	tech.support@newindia.co.in	1800 209 1415	www.newindia.co.in