

Citi Commercial Cards Policy – Issuance & Conduct of Business

PREAMBLE

This policy document outlines the key features of Citi Commercial Card solutions. The document aims at providing information related to issuance of a credit card and the various operational aspects pertaining to the same.

It is expected that this document will impart greater transparency and create awareness amongst customers.

SECTION 1 – INTRODUCTION TO CARD TYPES & ELIGIBILITY

Citi offers Commercial Card solutions as a part of the Treasury and Trade Solutions (TTS) business in the Institutional Clients Group (ICG). Citi issues Commercial Cards to Customers, as part of credit facility extended under Local Credit Policy, for managing their travel and business payments.

SECTION 2 – ISSUANCE OF CREDIT CARDS

2.1 Issue of Citi Commercial Cards

Citi Commercial Cards are issued to Customers (“Corporates”) covered by the Institutional Client Group and Citi Commercial Bank. Prior to set up of the Commercial Cards program, we ensure that the Corporate has a valid Know Your Client (KYC) in the bank record.

Before set up of a Commercial Card program, we will establish a reasonable belief, at our discretion, on the Corporates financial standing. We will take in to account the credit limits extended to the Corporate by other banks based on reports from Central Repository of Information on Large Credits (CRILIC)/Credit Information Companies/Customer declarations as appropriate.

The liability of the Corporate entity on account of Commercial Cards shall form part of their total assessed credits for compliance to instructions issued by the Reserve Bank on Exposure Norms, Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances, Loans and Advances -Statutory and Other Restrictions and Local Credit Policy of the Bank.

The decision to issue or reject a request for set up of Commercial Card program by a Corporate will be solely taken by the Bank.

The Bank will report credit information of the Corporate including information on defaults such Special Mention Account (SMA)/Non-performing Asset (NPA) reporting to Central Repository of Information on Large Credits (CRILIC) and Credit Information Companies (CICs) as per requirements under the Reserve Bank of India (RBI) direction / circular on Prudential Norms on Income Recognition,

Asset Classification and Provisioning pertaining to Advances and Credit Card and Debit Card - Issuance and Conduct Directions, 2022 and any other direction/circular issued from time to time.

2.2 Operation of Citi Commercial Cards

Administration and Liability: All Cards are issued to the Corporate or to a Cardholder for and on behalf of the Corporate. The Corporate shall designate one or more individuals (individually and collectively, the “Program Administrator”), to administer the Program on behalf of the Company.

The Corporate is liable to the Bank for any receipt or usage of a Card by a Cardholder.

Billing Procedures: The Bank shall ensure that there is no delay in sending/dispatching/emailing bills/statements and the Corporate/Cardholder has sufficient number of days for making payment as per terms of the Commercial Card documentation executed with the Corporate.

Billing date/cycle is the date on which the statements are generated every month. Payment due date is the date by which payment must be credited to the credit card and the same is communicated through the monthly statements.

Fees and Charges:

The Bank may levy annual/joining fees, cash advance/ATM withdrawal fees, late payment fees and other fees as applicable. The details of the charges/fees applicable will be a part of the Commercial Card documentation executed with the Corporate.

Changes in charges shall be made only with prospective effect giving prior notice of at least one month.

Reissue, Renewal & Upgrade:

The existing card shall be renewed automatically and dispatched prior to the expiry of the card.

The existing card can be reissued, upon the request of the cardholder, if the card is lost, stolen, damaged or never received by the customer. Reissuance is done only based on card holder/Program Administrator consent.

Dispute Process: If the Corporate or a Cardholder believes that an amount charged to a Commercial Card Account is the result of fraud or unauthorized use by a third party, the Bank offers a dispute process subject to the Card Network rules and procedures.

Lost Card Process: Cardholders and Program Administrators are required to notify the Bank as soon as they become aware that their card is lost or stolen and the Bank blocks the card account post such notification.

Card Closure Request: Any card closure request will be honoured within 7 days from the date of receipt by the Bank. Closure may be subject to the clearance of all dues by the Corporate.

Customer Complaint Handling: The Bank has a Customer Complaint Handling procedure in place for escalation of complaints. Complaints may be received over email or calls. There is a system of acknowledging customers' complaints for follow up, by way of a reference number even if the complaints are received over phone. Customer complaint should be handled, resolved and communicated to customer within the business standard of 3 business days.

If a resolution cannot be reached within the required standard, due to unavoidable delays or processes involved, the customer should be kept informed of the investigation progress every 3 days. If at all the resolution would take longer, then the timeline should be communicated to the customer accordingly. Updates should then be provided as per the timeline shared until full resolution of the complaint.

Review on half-yearly basis by Audit Committee

The Bank will put in place a mechanism for review of credit card operations on half-yearly basis by Audit Committee. The review must include, inter-alia, customer service, frauds, complaints and grievance redressal, card usage analysis including cards not used for long durations and the inherent risks therein.