

## GCB Policy on Credit & Debit Cards - Issuance and Conduct of Business

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## PREAMBLE

This policy document outlines the key features related to issuance of Credit & Debit Cards and conduct of the credit & debit cards business by the bank.

In conducting its Credit/ Debit Card Business, the bank is guided by the Master Direction – Credit Card and Debit Card – Issuance and Conduct Directions, 2022 notified by the Reserve Bank of India and other applicable laws and regulations (hereinafter referred to as 'Regulations' in the document).

This policy is effective July 1, 2022.

## **A : CREDIT CARDS**

### **SECTION 1 – INTRODUCTION TO CARD TYPES & ELIGIBILITY**

The Bank offers a range of credit cards that cater to various needs of customers. These cards and their latest features can be viewed at <https://www.online.citibank.co.in/>

The Bank also offers add-on cards, which are issued only to the persons specifically identified by the principal cardholder and offered only under personal category. Add-on cards are issued with the clear understanding that the liability is that of the principal cardholder.

In addition, the Bank may also offer value-added propositions on the card like Loan on Phone facility, EMI conversion, Insurance etc., which can be availed at the discretion of the cardholder.

### **SECTION 2 – ISSUANCE OF CREDIT CARDS**

#### **2.1 Issuance of Credit Cards**

##### **a) Customer Acquisition and underwriting standards:**

Customers can apply for a Citi credit card either via physical or digital application channels.

The application form along with the Key facts documentation provides important details about the card such as rate of interest, quantum of charges, among others. The Most Important Terms & Conditions (MITC) provided to customers at the time of onboarding provides a comprehensive summary of Fees & Charges, Credit and Cash limits, Billing, Default & Circumstances, Termination/Revocation of Card Membership, Loss/Theft/Misuse of Card, Grievance Redressal and Compensation Framework & relevant Disclosures.

A copy of the MITC is sent to the cardholder.

The latest version of the MITC is also published on the Bank's website at <https://www.online.citibank.co.in/portal/newgen/cards/cardmember.pdf>

Cardholders will be notified in advance if there is any significant modification to the MITC.

The Bank ensures necessary prudence while issuing credit cards and independently assesses the credit risk while issuing cards to persons taking into account independent financial means of applicants. This would cover an assessment on credit facility enjoyed by the applicant from other entities on the basis of information sought from the applicant, those obtained from the Credit Information Company and any other entity, as appropriate.

The decision to issue or reject a credit card application is solely at the Bank's discretion. The Bank will inform the applicant if the credit card application is rejected by the bank along with the reason for the same.

The Bank does not issue any credit card or enhance the same or offer any associated credit facility without the explicit consent from the customer/applicant. Such consent may be taken in writing or obtained through appropriate digital modes after due authentication of the applicant/customer.

In case, an unsolicited card is issued/existing card upgraded and activated without the explicit consent of the customer, the Bank will reverse the charges billed forthwith, and also pay penalty amounting to twice the value of the charges reversed. In case customer is not satisfied, they have an option to approach the RBI Ombudsman regarding this matter.

##### **b) Activation of Credit Cards**

As per RBI Master Direction – Credit Card and Debit Card-Issuance & Conduct Directions, 2022, for new cards issued on or after October 1, 2022, the cardholder must activate the card within 30 days of issuance. From January 16, 2023 onwards, a card will be considered activated if the cardholder performs any one of the following events:

1. ATM PIN Generation
2. Manage Cards (quick lock setup/ daily limit set up/ transaction limit set up)
3. Viewing of CVV via Mobile App
4. Usage of Card for purchase transaction
5. Linking of Credit card with Citi Bank account

(Not considered in case of auto linking with existing Citi account)

Citibank will temporarily block the credit card if the card has not been activated by the customer for more than 30 days from the date of issuance. Customers will be given 7 additional days to generate ATM PIN and revoke the temporary block. In case of no ATM PIN generation, credit card account shall be permanently closed post 37 days of card issuance.

The activation needs to be done at card level i.e., applicable to all Primary and Add-on Credit Cards.

c) **EMI and Loans on Credit Cards**

The Bank, in compliance with the instructions on loans and advances issued by the Reserve Bank from time to time, may offer the facility of a Loan on Card.

The cardholder may also be provided the facility of conversion of credit card transactions as well as the outstanding amount on the card to Equated Monthly Instalments (EMIs). For such conversions the Bank will clearly indicate the principal, interest and upfront discount provided by the merchant/card-issuer (to make it no cost), prior to the conversion and the principal and interest component of the EMI will be separately indicated in the monthly card statement.

## 2.2 Operation of Credit Cards

a) **Billing:**

The Bank shall ensure that there is no delay in sending/dispatching/emailing bills/statements and the cardholder has sufficient number of days (at least one fortnight) for making payment before the interest starts getting charged. In addition, cardholders are also provided alert facilities which provide details pertaining to transactions, card outstanding, available credit limit and a mini statement.

The Bank takes adequate care to ensure that wrong bills are not raised and issued to cardholders. In case the cardholder protests any bill, the Bank shall provide explanation and, wherever applicable, documentary evidence to the cardholder within 30 days from the date of the cardholder's complaint.

Physical statements are sent to the registered mailing address of the cardholder, unless the cardholder has opted for Statement on E-mail. Statements on Email are sent in a 128-bit encrypted format to the registered e-mail of the cardholder and can only be viewed using the unique password for the cardholder. Cardholders can also view details of their credit card statements and transactions by logging into Citibank Online or Citi Mobile Application with their credentials.

The Bank has fixed Billing date/cycle, which is the date on which the statements are generated every month. The Bank provides cardholders a one-time option to modify the billing cycle to any of the fixed billing dates provided by the Bank.

Payment due date is the date by which payment must be credited to the credit card, to maintain the card account in current status, that is not overdue for payment, and avoid levy of late payment charges and negative reporting to the credit bureau. The payment due date for a particular month is communicated through the monthly statements, the mini-statement alert and can also be viewed by logging into Citibank Online or Citi Mobile Application.

Effective 17<sup>th</sup> October 2022, late payment charges will be levied on outstanding balance as on payment due date post adjusting any refund/payment made in the customer account.

b) **Interest & Other Charges:**

The Bank is guided by the extant Regulations while determining the interest rate on credit card dues. Interest charge is applicable if the customer does not pay the Total Amount Due, as per the latest statement, in full by due date and on all Cash Advances from the date of transaction till the date of settlement.

Interest charges are calculated by the Average Daily Balance method and will apply to all balances carried forward and to fresh billing. Effective 1<sup>st</sup> October 2022, Interest charges will not be accrued on fees & charges, except the charges which are part of transaction amounts like surcharges on fuel purchases or purchases on IRCTCs portal. Interest charges levied will be based on usage and payment patterns and are subject to periodic review.

The Bank also levies annual /joining fees, cash advance fees, late payment charges, Over-Credit Limit (OCL) charges, payment bounce charges, cash deposit (Branch walk-in) charges, as applicable. The details of the charges applicable for the respective card types are published on the Bank's website and communicated to the customer at the time of offering the card. The monthly statements also contain the Bank's website link for the schedule of charges.

If the Bank makes any changes to interest rate and/or charges it shall be only with prospective effect with prior notice of at least one month.

c) **Credit Bureau Reporting:**

The Bank shall provide information relating to credit history/repayment record of the cardholder to a Credit Information Company (that has obtained Certificate of Registration from RBI). This information is being provided in line with the Credit Information Companies (Regulation) Act, 2005

The Bank will conduct credit bureau reporting only when the credit card has been activated by the customer. Also, the Bank will give 7 days' notice period to customer before adverse reporting to Credit Information Company, effective 18<sup>th</sup> October 2022.

**d) Repayment:**

The card holder owes and will make payment to the Bank for all the charges incurred by the use of the card, plus all the charges provided for in the Most Important Terms and Conditions (MITC) and Schedule of Charges(SOC). The Card holder will become liable immediately to the Bank for payment of charges so incurred and notwithstanding that the card holder may not have received the statement of the charges due. The cardholder will be obliged to make payment of the aforesaid dues, (on the basis of bills and charge slips in possession, within 30 (thirty) days of incurring the charge or earlier if requested). Delay in repayment of the outstanding will attract charges, as applicable. Card holders can choose from the wide range of payment options to clear the outstanding. The details of payment modes are published on the Bank's website.

**e) Reversals/ Refunds:**

Reversals or refunds towards the transactions which are already billed will be treated as payment towards the Total Amount Due as per the latest statement. Customers will be required to clear their minimum amount due (MAD) as per the latest statement in full to avoid adverse reporting to credit bureau.

Effective 17<sup>th</sup> October 2022, any credit arising out of refund or failed transaction on the credit card will be adjusted against total payment due and will be notified to the customer.

**f) Dispute Handling:**

The cardholder can dispute a transaction for any of the following reasons:

- Unauthorized - Unknown transaction billed to the card account
- Double Debit - Charged multiple times for a single transaction
- Failed / Cancelled transaction - Transaction failed or was cancelled
- Services not rendered / Goods not received

A transaction dispute should be referred to the Bank within 60 days from the date of the transaction. When a dispute is raised for a transaction, depending on the nature of the dispute, a provisional credit, to the extent of the amount disputed and value dated to the date of the disputed transaction, may be given and an investigation initiated. This provisional credit will get considered against the disputed transaction on the Total Amount Due. This is to ensure that, the card holder is not adversely impacted during the period of investigation.

Based on the outcome of the investigation, the provisional credit may be made permanent resulting in no liability from the card holder's end for the transaction or reversed, wherein the amount under dispute will be debited to the account and become immediately payable. The Bank shall contact the card holder if the provisional credit given to the card account is reversed. The cardholder can contact the bank's 24\*7 CitiPhone Banking services to raise a dispute or raise it online by logging into Citibank Online.

**g) PINS & Cards safe keeping**

Personal Identification Number (PIN) is an encrypted code, which is issued to customers to help identify themselves over various access channels. The different types of PINs issued, and the access channels are as follows:

APIN (ATM Personal Identification number) - It enables to perform various functionalities at the ATM and required for swipe transactions.

IPIN (Internet Personal Identification number) - It enables to access the card account online and through mobile application.

✓ TPIN (Telephone Personal Identification number) - It provides access to transact through our 24-Hour Citibank Online.

The card holders are requested not to share their card number, CVV, date of birth, OTP & other credentials to anyone to avoid misuse of the card.

**h) Rewards Redemption:**

Reward points accumulated on the credit card account can be redeemed in the following ways:

Instant Redemption via SMS at outlets In-store shopping redemptions at select merchants.

Instant Redemption via SMS against fuel purchases (at select Indian Oil outlets).

Redemption via Citibank Online for qualifying purchases at select merchants.

Redemption against Air miles via Citibank Online and Citi Mobile App.

Redemption against card outstanding via Citibank Online and Citi Mobile App.

Redemption against Gift Vouchers of select brands.

The option for redemption will vary depending on the type of credit card. Reward points accumulated on a credit card account cannot be clubbed or transferred to another credit card account or savings account or en-cashed. However, reward points accumulated on the credit card will be transferred to a new card in the applicable ratio based on underlying value of reward under these cards, in the following scenarios:

- Card reissuance
- Conversion / Upgrade of card

- Credit Line consolidation, which is to transfer the credit line across multiple cards into one single card

**i) Reissue, Renewal & Upgrade:**

The existing card will be renewed automatically and dispatched 1 month prior to the expiry of the card. This is applicable for renewal of add-on cards as well. For security purpose, the card holder is required to destroy the older card upon its expiry.

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. The request can be placed with our 24-Hour CitiPhone Banking helpline or can also be done by the customers via Citibank Online or Citi Mobile App. Reissuance is done only based on card holder consent.

The existing card type can be upgraded or swapped to another card type based on a request from the cardholder. In all these scenarios, the replacement card is sent to the registered mailing address within 4 working days.

The cardholder can opt out of the card renewal by calling the bank's 24-Hour CitiPhone banking helpline and placing a request for same.

**j) Credit Limit:**

Credit limit on the card can be increased based on request from the card holder. In case the card holder is eligible for a preapproved credit limit enhancement, the limit can be enhanced by reaching out to our contact channels and placing a request.

Card holders can also request for credit limit increase by sending self-attested copies of income documents.

The credit limit of the card account can be reduced to the minimum credit limit applicable for the card. However, credit limit enhancement in future will be subject to eligibility at the time of credit enhancement request. To decrease the credit limit of the credit card, the card holder can approach one of our contact channels.

Customers cannot use their cards over and above the credit limit. If the Bank decides to extend this facility in the future, it will be subject to the cardholder's explicit consent and further subject to the bank's credit risk criteria being met.

**k) Change of demographics:**

In case of any change in the demographics, the card holders are required to update the same on Bank's records. The same can be done online by uploading the required documents. Alternatively, the card holder can send the instruction with a copy of a valid government issued ID proof to [retail.dox.india@citi.com](mailto:retail.dox.india@citi.com) from the registered email address or send a self-attested copy to our Chennai Mail room address at Citibank, N.A. Mail Room, ACROPOLIS, 9th Floor, Door No.148, Dr. Radha Krishnan Salai, Mylapore, Chennai – 600 004.

**l) Card closure:**

Any card closure request will be honored within 7 working days from the date of receipt by the Bank, subject to the clearance of all dues by the cardholder. To close the card account, the card holder can call our 24-Hour CitiPhone Banking helpline OR Write to: Citibank, N.A. Mail Room, ACROPOLIS, 9th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai - 600004. On closure of the credit card account, any pending loan availed on the same, will be pre-closed and the outstanding principal and the other applicable charges will be billed to the card account. The reward points accumulated on the card account should be redeemed within 45 days from the date of closure. The reward points can be redeemed against card outstanding or against Gift Vouchers available in the rewards catalogue, subject to applicable terms and conditions. The request can be placed with the helpline or written request can be sent to the mailroom address.

Subsequent to closure of credit card account, any credit balance available in credit card accounts shall be transferred to the cardholder's linked credit card or linked bank account or via Demand draft to the registered mailing address.

Bank will inform the cardholder about the closure of the card through e-mail/ SMS as appropriate.

The Bank will provide to the cardholder a notice for closure of the card, in case the card has not been used for more than one year. In case the cardholder does not activate the card within 30 days of the notice, the Bank will close the card, subject to clearance of dues and notify the same to the Credit Information Company.

**m) Lost Cards, Card Blocks:**

The cardholder must promptly inform the Bank in case the card is lost or stolen, so that the Bank can immediately block the card to prevent further misuse.

Cardholders can easily report lost/stolen cards by logging into Citibank Online (CBOL), Citi Mobile Banking App (MBOL) or by calling the 24X7 helpline numbers at Citiphone. An instant notification of the block is provided in all these channels.

As a prudent measure, and for the safety of the cardholder, the Bank may place a temporary block on the card account if it suspects any fraudulent usage of the same during its ongoing fraud monitoring activities.

## SECTION 3 – GENERAL GUIDELINES

This section covers all other general guidelines pertaining the usage and servicing of credit cards.

### 3.1 OUTSOURCING ACTIVITIES & CUSTOMER CONDUCT

The Bank may outsource some of its activities to third parties. Such outsourcing arrangements will be governed by the applicable regulations issued by Reserve Bank of India from time to time. The Bank shall be extremely careful to ensure that the appointment of such service providers do not compromise the quality of its customer service. The Bank has a system of regular checks and mystery shopping to ensure that its agents have been properly briefed and trained as to how to handle customers and are also aware of their responsibilities, particularly with regard to soliciting customers, hours for calling, privacy of customer information, conveying the correct terms and conditions of the product on offer.

For the purpose aforesaid, the Bank shall be entitled to disclose to such third parties (or any authorized signatory(ies)/representative(s) of the cardholder) all necessary or relevant information pertaining to the cardholder and the credit card and the cardholder hereby consents to such disclosure by the Bank.

All Direct Sales Agencies and Collections Agencies, appointed by the Bank, will adhere to the Bank's Code of Conduct which is as per the Code issues by the Indian Bank's Association. The same can be found here: <https://www.online.citibank.co.in/portal/newgen/cards/dsa.pdf>.

The Bank ensures that any telemarketer engaged, complies with directions/regulations issued by the Telecom Regulatory Authority of India (TRAI) from time to time while adhering to guidelines issued on "Unsolicited Commercial Communications – National Customer Preference Register (NCPR)". The Bank's representatives shall contact the customers only between 10:00 A.M and 7:00 PM.

Recovery procedure in case of default:

Collection activities of bank are outsourced to collections agencies which are appointed after adequate due. Agents appointed by collection agencies are mandatorily required to be certified on debt recovery training program

Collection follow-up are done largely through Digital (SMS/ Chat / Email) and Tele calling Channels. Telecalling agents also refer accounts for field visitation to establish contact or for following up on payments etc.

Recovery of dues in case of death/permanent incapacity of cardholder

In case of death of a card holder, the account is moved out of normal collections follow-up and are assigned to specialized tele-callers. Considering the sensitivity, account is worked upon by the specialized caller to connect with immediate family member and to assess their ability to make the payment. In case of no further payments, early write off is taken after receipt of death certificate.

### 3.2 CO-BRAND ARRANGEMENT

The Bank has executed co-brand agreements with the following partners.

#### IKEA

World's largest furniture retailer, first store launched in Aug'18 in Hyderabad; e-commerce launched in Aug'19.

#### Indian Oil Corporation

Indian Oil Corporation Limited is an Indian government owned oil and gas marketing company. It is a listed entity with major stake under the ownership of Ministry of Petroleum and Natural Gas, Government of India, headquartered in New Delhi.

#### Shoppers Stop

Shoppers Stop is an Indian department store chain, owned by the K Raheja Corp. There are 86 stores across 40 cities in India, with clothing, accessories, handbags, shoes, jewellery, fragrances, cosmetics, health and beauty products, home furnishing, and decor products.

The co-brand partnership is under a commercial arrangement between the Bank (Card issuer) and the co-brand partner. The payouts to the co-branding partner are linked to various activities including but not limited to acquisition support, activation fee, marketing support, share of spends, etc.

The Bank undertakes adequate due-diligence and risk assessment prior to entering a co-branding arrangement. Each co-brand partnership also undergoes scheduled periodic risk assessments and appropriate control measures are put in place for the smooth functioning of the program.

### 3.3 OTHER FORM FACTORS

All cardholders can access their card details digitally by logging into Citibank Online or Citi Mobile App with their credentials with additional authentication through One-Time-Password (OTP). The details can be used by the cardholder for making card-not-present transactions online.

### 3.4 REDRESSAL OF GRIEVANCES

The Bank has a Grievance Redressal Mechanism in place for timely and effective handling of customer's Complaints/Concerns. A complaint/Concern is defined as an oral or written communication (including an electronic communication) that expresses dissatisfaction with a Citi product, service, policy, employee or a third party service provider acting on Citi's behalf, or any combination of the same.

The grievance redressal procedure and the Grievance Redressal policy are displayed on the Bank's website and can be accessed here:

<https://www.online.citibank.co.in/portal/pdf/CitiBank-Grievance-Redressal-Policy.pdf>

The name and contact details of the designated grievance redressal officer of the Bank is provided on the website including in the Terms and Conditions (TnCs) and Most Important Terms and Conditions (MITC) documents hosted on the website. Redressal desk staff are adequately trained to competently handle complaints and escalations.

### 3.5 CONFIDENTIALITY OF CUSTOMER INFORMATION

The Bank shall not reveal any information relating to customers obtained at the time of opening the account or issuing the card to any other person or organization without obtaining their explicit consent, with regard to the purpose/s for which the information will be used and the organizations with whom the information will be shared. The Bank shall ensure strict compliance to the extant legal framework on data protection. The information sought from card holders shall not be of such nature which will violate the provisions of law relating to maintenance of secrecy in the transactions. The Bank shall be solely responsible for the correctness or otherwise of the data provided for the purpose.

## SECTION 4 – REGULATORY FRAMEWORK

### 4.1 COMPLIANCE WITH OTHER INSTRUCTIONS

The operations of credit cards will be done by the Bank in line with applicable laws and regulations. Instructions/Directions on Know Your Customer (KYC)/Anti-Money Laundering (AML) issued by RBI from time to time, shall be strictly adhered to in respect of all cards issued, including co-branded cards.

The cardholder accepts and undertakes that the usage of the card shall be strictly in accordance with all applicable laws (including, without limitation, any government acts, orders, decrees, guidelines, rules and regulations including fiscal exchange control regulations) and in the event of any failure to do so, the cardholder will be liable for any action, prosecution or penalty as prescribed.

In the event of non-compliance by Cardholder with the Exchange Control Regulations, including but not limited to online foreign exchange trading or related speculative activity on the card, the Cardholder may be liable for action under the Foreign Exchange Management Act, 1999 and rules and regulations framed thereunder. The Cardholder may be debarred from holding the internationally valid Credit/Charge Card, either at the instance of the Bank or the RBI.

Without prejudice to anything contained in these Terms and Conditions, the Cardholder acknowledges and understands that in terms of relevant guidelines issued by the RBI, an International Credit Card cannot be used on the internet or otherwise for purchase of prohibited items like lottery tickets, banned or proscribed magazines, participation in sweepstakes, gambling, betting, payment for call-back services or for such other activities, items or transactions which are banned or prohibited under the law or RBI or FEMA or by any other authority or under any other laws or regulations from time to time.

The Card cannot be used for making payment towards foreign currency transactions in Nepal and Bhutan i.e., while using the Card in Nepal and Bhutan, the currency of the transactions should be the local currency of those countries or in Indian Rupees.

### KEY REFERENCE LINKS

#### Card Types & Feature Comparison

<https://www.online.citibank.co.in/credit-card?eOfferCode=INHOVEWALCRD>

#### Card Member Terms & Conditions

<https://www.online.citibank.co.in/portal/newgen/cards/cardmember.pdf>

#### Most Important Terms & Conditions

<https://www.online.citibank.co.in/credit-card/terms?eOfferCode=INHOCRETCRDTTC#termsmitc>

#### Schedule of Charges

<https://www.online.citibank.co.in/soc/schedule-of-fees-and-charges.htm?eOfferCode=INHOSOFACHRS>

#### Key Policies & Commitments

<https://www.online.citibank.co.in/policies/key-policies-and-commitments.htm?eOfferCode=INHOGNTFOPOCO>

### DEFINITIONS – AS ISSUED BY RESERVE BANK OF INDIA

## Master Direction – Credit Card and Debit Card – Issuance and Conduct Directions, 2022

3. Definitions (a) In these Directions, unless the context otherwise requires, the terms herein shall bear the meanings assigned to them below —

- i. Add-on Credit Card means a supplementary credit card to the principal or primary credit card, issued to person/s with predefined relationship with the primary cardholder, within the credit limits and liability of the latter, subject to such terms and conditions as stipulated by the card-issuer.
- ii. Annual Percentage Rate is the annual cost of credit to the cardholder which includes interest rate and all other charges associated with the credit card under different scenarios based on card features.
- iii. Billing Cycle/Billing Period is the regular length of time between closing dates of two consecutive bills raised by the card-issuer.
- iv. Business Credit Cards are issued to business entities/individuals for the purpose of business expenses with specified terms and conditions and not for personal use.
- v. Cardholders – A person to whom a card is issued or one who is authorized to use an issued card.
- vi. Card-issuers - Banks which issue debit or credit cards and NBFCs which have been permitted by RBI to issue credit cards in India.
- vii. Card Loyalty/Reward Programme/s are those schemes linked to a credit card or debit card whereby the card-issuer or associated merchant establishments, upon use of the card/s, offer digital coupons, points, discounts, cash backs or other benefits having monetary value that can be used/redeemed for the same transactions or other future transactions after accumulation.
- viii. Charge Card is a type of credit card where the user has to pay the billed amount in full on due date after the billing cycle, and no rolling over of credit to the next billing cycle is permitted.
- ix. Co-branded Card is a card that is issued jointly by a card-issuer and a co-branding entity bearing the names of both the partnering entities.
- x. Convenience Fee is a fixed or pro-rata charge on use of credit/debit cards as one of the alternative forms of payment which is not ordinarily accepted vis-à-vis other forms of payment.
- xi. Corporate Credit Card is a credit card that is issued to specific employee/s of a corporate employer wherein the liability could rest with the corporate entity or the employee or jointly on both, as per the product design features.
- xii. Credit Card is a physical or virtual payment instrument containing a means of identification, issued with a pre-approved revolving credit limit, that can be used to purchase goods and services or draw cash advances, subject to prescribed terms and conditions.
- xiii. Credit Limit is the maximum amount of revolving credit determined and notified to the cardholder to transact in the credit card account.
- xiv. Debit Card is a physical or virtual payment instrument containing a means of identification, linked to a Saving Bank/Current Account which can be used to withdraw cash, make online payments, do PoS terminal/Quick Response (QR) code transactions, fund transfer, etc. subject to prescribed terms and conditions.
- xv. Form Factor is the physical or virtual instrument that can be used in place of a card to undertake a payment/banking transaction.
- xvi. Interest-Free Credit Period is the time period from the date of transaction to the due date of payment, wherein interest free payment can be made, subject to the payment of entire outstanding on or before the payment due date by the cardholder.
- xvii. Minimum Amount Due is the minimum amount of money, as a part of the total bill amount, that a cardholder has to pay to not be treated as an overdue bill.
- xviii. Most Important Terms and Conditions (MITC) are the standard set of conditions for the issuance and usage of credit cards, thereby defining the responsibilities and liabilities of the card-issuer and the cardholder
- xix. Prepaid Card is a Prepaid Payment Instrument as defined in the Master Direction on Prepaid Payment Instruments.
- xx. Principal Cardholder means the customer who has been issued credit card by a card-issuer and on whose name the card account has been opened.
- xxi. Unsolicited Credit Card is a credit card issued without a specific written/digital request or an application therefor. Provided the issuance of a credit card for renewal or replacement shall not be treated as an unsolicited card. Renewal contemplates the issuance of a new card on account of expiry of an existing card and replacement includes issuance of a new card in place of an existing card in lieu of the change in the underlying account relationship, upgradation due to new technology or systems or re-issuance of cards that have been lost, blocked or suspended temporarily, but does not include the opening of a new account after a previous account was closed.
- xxii. Upgradation of Credit Card means enhancement in the benefits and features of credit cards issued, for example, an increase in the credit or cash limit of the card.

(b) All other expressions unless defined herein shall have the same meaning as have been assigned to them under the Banking Regulation Act, 1949 or the Reserve Bank of India Act, 1934 or any statutory modification or re-enactment thereto or as used in commercial parlance, as the case may be

## **B : DEBIT CARDS**



## SECTION 1 – INTRODUCTION

Citibank offers ATM-cum Debit card to Savings Bank /Current Accounts that can be used for both ATM withdrawals and purchases at point of sale or online. All cards issued by Citibank are ATM-cum –Debit cards.

The debit cards cannot be issued on any overdraft/loan accounts. There is however no restriction in linking the overdraft facility provided along with Pradhan Mantri Jan Dhan Yojana accounts with a debit card.

The debit card facility is provided at the request of the customer and is optional and any client who does not wish to avail of a debit card can opt out of the same. The Debit card is activated only after the customer's savings /current account is active and compliance with Know Your Customer (KYC) Norms/Anti-Money Laundering (AML) Standards/Combating of Financing of Terrorism (CFT)/Obligation under the PMLA, 2002 is completed.

Citibank issues only EMV Chip and PIN enabled debit cards, effective Sep 2013 and all existing valid customer debit cards are only EMV Chip and PIN cards.

### 1.1 Debit cards features and Types of transactions undertaken on Debit cards

All Debit Cards issued (new to bank 'NTB', renewal and reissue) are enabled only for domestic ATM and physical card transactions. International and Online transactions can be enabled instantly, via the Citi Mobile App or Citibank Online. In addition, clients can set their daily and transaction limits for both domestic and international transactions respectively through Citi Mobile App or Citibank Online except for debit cards issued on NRO/NRE accounts.

In case of renewal, the cardholder can opt out by calling the Bank's 24-Hour CitiPhone banking helpline and placing a request for same.

NR Debit Cards are sent in blocked status and customer can activate the card via SMS, IVR or through CitiPhone. VISA debit cards are enabled with Contactless feature where transactions can be processed without a PIN for amount less than INR 5000 and with a PIN for transactions greater than INR 5000.

For Citibusiness accounts, international usage is offered only to Citibusiness World Debit card holders, basis customer request placed at branch. These cards are enabled for usage at Travel & Entertainment merchants only. For VISA Citibusiness debit cards, Foreign Currency transactions is not permitted.

SMS/Email alerts are sent on the registered mobile /email id available with the bank on successful ATM/Point of Sale /Online transaction done on the debit card by the cardholder. Such transactions are also informed to customers via a bank statement sent on a monthly basis.

Debit cards are also enabled with Dynamic Currency Conversion (DCC) transactions that are undertaken on international merchants where the debit happens in Indian rupee and the currency conversion is done by the acquiring bank (not by the issuing bank, as it is for regular international transactions).

Debit card display was launched in March 2021 where Debit cards details can be viewed in Mobile Banking application (MBOL) with an OTP authentication. Card number, CVV and expiry date can be viewed before the physical delivery of the card to the customer that facilitates Card Not Present (CNP) transactions. Customers can enable CNP transactions through CBOL and MBOL. OTP authentication is required each time to access the debit card display.

## SECTION 2 - ADD-ON DEBIT CARDS

Add-on debit card can be gifted to any resident individual without the person being a Joint account holder on the customer's Citibank resident account .

Add-on card holder has to be above 18 years of age.

This card can be used to withdraw money from Citibank/other ATMs and do purchases at merchant locations. The primary debit card holder needs to submit the application form along with requisite documentation.

## SECTION 3 - CARD ISSUANCE CHANNELS

The issuance of debit cards is based on customer consent only.

Access Channels	Issuance methods/Types
Card is issued at the time of account opening. Reissuances can be placed through following channels: 1. CitiPhone – Customers can request for Debit Cards through this channel for self. 2. Branches - Request can be placed by visiting at branches 3. Online /Mobile App – Customer can also login to Online /Mobile app and place request	Debit cards can be issued as: 1. Primary debit card to customers 2. Closure and reissuance of existing cards 3. Add-on cards 4. Force expiry of old card

## SECTION 4 - Fraud – RISKS

The Bank has in place a process for monitoring banking and debit card transactions from Fraud risk perspective.

The Bank has also placed various controls including the following:

1. Real time SMS alerts for all approved debit card purchase & cash transactions are sent to the customer's registered telephone number on the linked bank account. This is in addition to the monthly statement of account which is dispatched to the customer which captures all debit card transactions on the account.
2. Two factor authentication for domestic ecommerce transactions
3. Digital usage on the Bank's website and mobile banking platform is monitored based on various parameters.
4. Customers have the option to report loss/theft/misuse of card across the following channels:
  - a) CitiPhone where customers can report loss of card and block immediately
  - b) Online channels such as Citibank Online banking and Citi Mobile App.Post blocking the card, SMS confirmation is sent to the customer immediately on the registered mobile number available in the Bank record.

## **SECTION 5 - TERMS & CONDITIONS**

The terms and conditions of the debit card are included as part of the Banking Account Terms & Conditions (TnCs) that are applicable on the bank account of the customer. Any changes to the TnCs are made with prior 30-days' notice to customer and the updated TnCs are available in the Bank's website under Terms and Conditions, link as below

<https://www.online.citibank.co.in/personal-banking/pdf/citibank-account-terms-conditions>

## **SECTION 6 - REDRESSAL OF GRIEVANCES**

All complaints pertaining to debit card will be in line with the Grievance Redressal Policy (link) updated on Citibank website. The Bank has a Grievance Redressal Mechanism in place which can be accessed here –

<https://www.online.citibank.co.in/portal/pdf/CitiBank-Grievance-Redressal-Policy.pdf>

The name and contact details of the designated grievance redressal officer of the Bank is provided on the website including the Terms and Conditions (TnCs) hosted on the website. Redressal desk staff are adequately trained to competently handle complaints and escalations.

## SECTION 7 - REVIEW OF OPERATIONS

The Bank shall undertake review of its operations/issue of debit cards on half-yearly basis. The review shall include, inter-alia, card usage analysis including cards not used for long durations and the inherent risks therein.

## SECTION 8 - CONFIDENTIALITY OF CUSTOMER INFORMATION

The Bank shall not reveal any information relating to customers obtained at the time of opening the bank account or issuing the debit card to any other person or organization without obtaining their explicit consent, with regard to the purpose/s for which the information will be used and the organizations with whom the information will be shared. The Bank shall ensure strict compliance to the extant legal framework on data protection. The information sought from card holders shall not be of such nature which will violate the provisions of law relating to maintenance of secrecy in the transactions. The Bank shall be solely responsible for the correctness or otherwise of the data provided for the purpose.

## SECTION 9 - COMPLIANCE WITH OTHER INSTRUCTIONS

The operations of debit cards will be done by the Bank in line with applicable laws and regulations. Instructions/Directions on Know Your Customer (KYC)/Anti-Money Laundering (AML) issued by RBI from time to time, shall be strictly adhered to in respect of all cards issued.

The cardholder accepts and undertakes that the usage of the card shall be strictly in accordance with all applicable laws (including, without limitation, any government acts, orders, decrees, guidelines, rules and regulations including fiscal exchange control regulations) and in the event of any failure to do so, the cardholder will be liable for any action, prosecution or penalty as prescribed.

In the event of non-compliance by Cardholder with the Exchange Control Regulations, including but not limited to online foreign exchange trading or related speculative activity on the card, the Cardholder may be liable for action under the Foreign Exchange Management Act, 1999 and rules and regulations framed thereunder. The Cardholder may be debarred from holding the internationally valid Debit Card, either at the instance of the Bank or the RBI.

Without prejudice to anything contained in these Terms and Conditions, the Cardholder acknowledges and understands that in terms of relevant guidelines issued by the RBI, an International Debit Card cannot be used on the internet or otherwise for purchase of prohibited items like lottery tickets, banned or prescribed magazines, participation in sweepstakes, gambling, betting, payment for call-back services or for such other activities, items or transactions which are banned or prohibited under the law or RBI or FEMA or by any other authority or under any other laws or regulations from time to time.

Bank shall ensure adherence to the guidelines on "Managing Risks and Code of Conduct in Outsourcing of Financial Services" as amended from time to time.

## KEY REFERENCE LINKS

Account Terms and condition

<https://www.online.citibank.co.in/personal-banking/terms-conditions?eOfferCode=INCCUIMTN>

Schedule of Charges

<https://www.online.citibank.co.in/soc/schedule-of-fees-and-charges.htm?eOfferCode=INHOBATMMFECH>

Key Policies & Commitments

<https://www.online.citibank.co.in/policies/key-policies-and-commitments.htm?eOfferCode=INHOGNTFOPOCO>