

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.



Electronic Fund Transfer - Terms & Conditions

Item No.	Section Amended	Amended Date	Version No.	Description of Change
1	Terms & Conditions	July 9, 2013	1.0	Covers IMPS related Terms and Conditions
2	Terms & Conditions	June 6, 2019	2.0	Added clauses 10 and 11 as per compliance requirements.

1. Citibank, N.A., ("Citibank") shall not be liable to act on incomplete information in this Instruction Form.
2. The instructions issued shall be irrevocable and the Customer understands that the Customer shall not be entitled toward withdraw the same under any circumstances.
3. The Customer hereby undertakes and confirms that the Customer shall execute such other documents and writings, in addition to these instructions, in a form and manner satisfactory to Citibank, as Citibank may require in relation to the said facility.
4. The Transaction shall be initiated by Citibank:
 - For NEFT / RTGS, on the date of the Instruction or on the next subsequent business day at the location of the branch where the Customer holds the account and the city where the account of the Beneficiary is held.
 - For IMPS (Immediate Payment Service), instantly on the date of instruction to the Account number and IFSC code where the account of beneficiary is held.
5. For NEFT / RTGS the transfer to RBI will be done on the date of instruction or on the next subsequent business day as per the applicable cut-offs. However, for transactions done after 7.00 PM, the transfer to RBI may happen only on the second subsequent business day due to the early RBI cut-off for NEFT / RTGS. For IMPS, transfer will be initiated to NPCI (National Payment Corporation of India) instantly throughout the day.
6. The Customer shall be solely liable and responsible for the correctness of all information pertaining to the Beneficiary and the Transaction. The Customer acknowledges that Citibank shall not be in a position to verify such information regarding the Beneficiary.
7. Citibank may act and accept the Instruction for the Transaction based on any one field in the Instruction Form.
8. The Customer acknowledges and understands that the Transaction includes various counterparties. The Customer hereby confirms that he shall not hold Citibank liable or responsible for delays / deficiencies in settlement of the Transaction due to system constraints, services being temporarily unavailable in mobile devices due to network error or any other technical reason at the end of network service provider, actions of other parties or any other circumstances outside the control of Citibank.
9. The customer hereby confirms that, in accordance with extant regulations / laws, in the event the account sought to be debited is a Domestic (resident) bank account, the funds shall not be transferred to an NRE / NRO Account and can be only transferred to a Domestic (resident) bank Account. Using IMPS (Immediate Payment Service) funds can be transferred between domestic accounts only using. This facility is not currently applicable for Non Resident customers.
10. Neither the Customer nor the Bank will be responsible for any failure to perform any of its obligations with respect to any Account or Service (including, with respect to the Bank, a request for payment or transfer from



an Account) if such performance would result in a breach by it, its related branches, affiliates, or the Systems, of any Government Requirement or if its performance is prevented, hindered or delayed by a Force Majeure Event; in such case its obligations will be suspended for so long as the Force Majeure Event continues (and, in the case of the Bank, no other branch or affiliate shall become liable). Neither the Bank nor any of its related branches or affiliates will be responsible for any action taken to comply with sanctions or Government Requirement (and no other branch or affiliate shall become liable). "Force Majeure Event" means any event due to any cause beyond the control of the relevant party, such as restrictions on convertibility or transferability, requisitions, involuntary transfers, unavailability of any System, sabotage, fire, flood, explosion, acts of God, sanctions, Government Requirement, civil commotion, strikes or industrial action of any kind, riots, insurrection, war or acts of government or similar institutions. "Government Requirement" means any applicable law or regulation, any requirement or decree of a legal, governmental, regulatory or similar authority, or an agreement entered into by the Bank and any governmental authority or between two or more governmental authorities (such law, regulation or authority may be domestic or foreign).

11. Citigroup Inc., including its branches, subsidiaries and managed affiliates, including Citibank, N.A., (collectively, "Citi") is committed to conducting business in compliance with all applicable U.S. laws and regulations, as well as those of each jurisdiction where Citi has operations. Among these laws and regulations, Citi is required to follow applicable sanctions laws and regulations in each jurisdiction where it conducts business, including, without limitation, applicable sanctions programs administered by the U.S. Department of the Treasury's Office of Foreign Assets Control ("OFAC"), competent authorities of the European Union (E.U.) Member States and competent authorities of United Nations (U.N.) Member States that implement U.N. Sanctions (collectively "local sanctions"). Citi, in its sole determination, may block, reject, suspend, report, and/or refuse to conduct any transaction or other activity related to any Account or Service, or ask for additional details pertaining to the transaction or otherwise take action or refrain from taking action, in light of local sanctions administered or enforced by any country or sanctions authority, including, without limitation, the United States (including, without limitation, the U.S. Department of the Treasury's Office of Foreign Assets Control and the U.S. Department of State), the United Nations, the European Union, any member state of the European Union, and the United Kingdom (including, without limitation, Her Majesty's Treasury). Neither Citi nor any of its branches or affiliates shall become liable for such action and/or inaction.