

Collections Terms & Conditions

1. Card Member/Depositor is advised to check the identity card issued by the Agency, to the Collection Executive, bearing his photograph, name and validity data along with Endorsement Card issued by Citibank N.A to the agency bearing agency name, address and the other particulars, before making any payments. Failure to do so will be entirely at the risk of the card member.
2. Citibank N.A will not be responsible for any payment being made by Card Member/Depositor for or on behalf of the Card Member to any person other than an authorized collection Executive.
3. Card member is liable to pay surcharge levied for delayed payment at such rate as specified by Citibank N.A from time to time.
4. Card Member is advised to make payment in full of the due amount along with delayed payment charges, if any.
5. At the time of releasing the payment, Card Member/Depositor for or on behalf of the Card Member is advised to write his/her name and date of making the payment and sign on the Deposit Slip.
6. Payment made by Cheque shall be deemed to have been actually made on the date of its realization.
7. The payments made by the Card Member/Depositor, for or on behalf of the Card Member vide this Deposit Slip to the Collection Executive, being the authorized representative of Citibank N.A under no circumstances is deemed as full and final settlement. Valid settlements shall be on a separate settlement letter bearing a unique settlement number and duly signed and issued by Citibank N.A
8. Cheques are subject to realization.
9. All claims and disputes are subject to exclusive jurisdiction of Chennai courts only.