

Customer Rights Policy

Citibank NA, India (*hereinafter referred to as 'Bank'*) is committed to treating customers fairly and this is realised by listening to our customers, understanding their needs and offering appropriate solutions so we can continue to earn their trust. All our products, services and programs reflect our commitment to serving our customers with fairness, value, clarity and dependability.

The Customer Rights Policy enshrines basic rights of the customers and spells out the responsibilities of the Bank in this regard. The Policy applies to all products and services offered by the Bank or its agents, whether provided across the counter, over phone, through interactive electronic devices, on internet or by any other method.

1. Right to Fair Treatment

Both the customer and the Bank have a right to be treated with courtesy. The customer shall not be unfairly discriminated against, on grounds such as gender, age, religion, caste and physical ability when offering and delivering financial products.

In pursuance of the above Right, Bank will apply the below principles in offering all products and services -

- i) Promote good and fair banking practices by setting minimum standards in all dealings with the customers;
- ii) Promote a fair and equitable relationship between the Bank and the customer;
- iii) Train Bank personnel adequately and appropriately;
- iv) Ensure that staff members attend to customers and their business promptly and courteously;
- v) Not discriminate against any customer on grounds such as gender, age, religion, caste, literacy, economic status physical ability, etc. Bank may however offer special schemes or products which are specifically designed for members of a target market group or

may use defensible, commercially acceptable economic rationale for customer differentiation. Bank may also have schemes or products as part of an affirmative action such as for women or backward classes. Such schemes / products will not tantamount to unfair discrimination;

- vi) Ensure that the products and services offered are in accordance with applicable laws and regulations;

Citibank places paramount importance to customer service. We are committed to providing high class customer service and treat our customer's fairly and courteously. Bank would also expect their customers to behave courteously and honestly in their dealings with the Bank.

In the event that the response provided by the Bank as resolution to any query is not to the customer's satisfaction, customers have an option to escalate the matter within the available escalation mechanism of the Bank or to an external forum i.e. Banking Ombudsman. Usage of foul and unparliamentary language by customers will not be acceptable and if such instances are found, the Bank may initiate necessary action as required including termination of relationship. The product offerings are bound by Terms & Conditions agreed upon by the customers. Terms And Conditions' means the terms which governs the use and issuance of the product and is communicated to the customer at the time of onboarding and any amendments thereto are intimated by the Bank to customer from time to time vide different channels of communication, including update on Bank's web-site.

It shall be the Bank's endeavor to encourage customers to approach the Bank's internal grievance redressal machinery and approach alternate fora after exhausting all their remedies under Bank's internal grievance mechanism. Details on the internal channels, including the Principal Nodal Officer, are updated on the Bank's website under the Grievance Redressal section.

2. Right to Transparency, Fair and Honest Dealing

The Bank shall make every effort to ensure that the contracts or agreements prepared are transparent, easily understood by and well communicated to the customer. The product's price, the associated risks, the terms and conditions of the product and the responsibilities of the customer and the Bank, shall be clearly disclosed. The customer shall not be subject to unfair business or marketing practices, coercive contractual terms or misleading representations. Over the course of their relationship, the Bank will explain its position from time to time and will not exert undue influence or engage in any sort of harassment.

In pursuance of the above Right, the Bank will –

- i) Ensure complete transparency so that the customer can have a better understanding of what he or she can reasonably / fairly expect from the Bank;
- ii) Ensure that the Bank's dealings with the customer rest on ethical principles of equity, integrity and transparency;
- iii) Provide customers with clear information about our products and services, tariff schedule (detailing all the charges) and applicable interest rates in simple language. This will be displayed either on the Notice Board in the branches or website or through help-lines or help-desk and where appropriate the customer will be informed directly;
- iv) Ensure that all terms and conditions are fair and set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language;
- v) Make known to the customer the salient features of the specific product and key risks associated with the same. Most Important Terms and Conditions (MITC) associated with the specific product or service will be clearly brought to the notice of the customer while offering the product. In general, it will be ensured that such terms will not inhibit a customer's future choice;
- vi) Inform the customer of any change in the terms and conditions of the particular product the customer has availed, through a letter or Statement of Account, SMS or email -prior to the revised terms and conditions becoming effective;

- vii) Ensure that such changes are made only with prospective effect after giving due notice through any of above medium stated in Clause 2 (vi) above;
- viii) If the Bank has made any change without giving such notice, it will notify the change within 30 days of such change. If the change is adverse to the customer, the customer may be provided options, to close the account or switch to any other eligible account without having to pay the revised charge or interest within 60 days of such notice;
- ix) Provide information about the penalties leviable in case of non-observance / breach of any of the terms and conditions governing the product/ services chosen by the customer;
- x) Display on public domain the Bank's policies on Deposits, Cheque Collection, Grievance Redressal, Compensation and Collection of Dues & Security Repossession;
- xi) Ensure to communicate to the applicant within a reasonable time period as decided by the Bank about the acceptance / non-acceptance of applications submitted for availing a product / service and convey in writing the reasons for not accepting / declining the application. Such period will be notified in the Bank's website and also in the application of the particular product or service;
- xii) Communicate unambiguously the information about -
 - a. discontinuation of particular products
 - b. relocation of their offices
 - c. changes in working hours
 - d. change in telephone numbers
 - e. closure of any office or branch

with advance notice of at least 30 days through any of medium as mentioned in Clause 2 (vi) above. Changes in business hours for branches would be notified in branches for customers basis circumstances and reasons for each change.

- xiii) Advise the customer at the time of selling the product of the rights and obligations embedded in law and/or Banking regulation including the need to report any critical incidents that the customer suspect, discover or encounter ;
- xiv) Provide all relevant information related to the product / service to customer. The customer is at liberty to compare these details with the market information available in public domain on similar products and make an informed decision;
- xv) Not terminate a customer relationship without giving reasonable or contractual prior notice to the customer. This does not preclude the Bank from terminating the

relationship with immediate effect where deemed necessary in the Bank's own interest, including but not limited to situations, like errant/fraudulent transactions and/or suspicious activities noted in customer's account, inaccurate information provided by the customer, negative information received on the customer from market sources, non-compliance of legal or regulatory requirements by the customer, etc.;

- xvi) Assist the customer in all available ways for managing his/her account, financial relationship by providing regular inputs in the Bank's realms such as account information, alerts, timely information about the product's performance, term deposits maturity etc.;
- xvii) Ensure that all advertising and promotional material is clear, fair, reasonable and not misleading;
- xviii) Not exert influence or engage in behavior that would reasonably be construed as unwarranted harassment. Ensure that appropriate and affirmative steps are taken to avoid unfair, deceptive, or abusive acts and practices by staff members (including Bank's agents) in dealings with the customer. Ensure adherence only to the normal appropriate business practices;
- xix) Ensure that the fees and charges on products/services and its structure are not unreasonable to the customer;

3. Right to Suitability

The products offered shall be appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding.

In pursuance of the above Right, the Bank will -

- i) The Bank has an approved process in place for assessing suitability of products for customers prior to offering service/sale
- ii) Endeavour to make sure that the product or service sold/offered is (a) appropriate to the customer's needs and (b) not inappropriate to the customer's financial standing and understanding, based on the assessment made by it. Such assessment will be suitably documented in the Bank's records and due approvals from all relevant stakeholders are taken prior to new product launches
- iii) Sell third party products only if it is authorized to do so, after putting in place a Board approved policy for marketing and distributing third party financial products;
- iv) Not compel a customer to subscribe to any third party products as a quid-pro-quo for any service availed from the Bank;
- v) Ensure that the products being sold or service being offered, including third party products, are in accordance with extant rules and regulations;
- vi) Inform the customer about his/her responsibility to promptly and honestly provide all relevant and reasonable information that is sought by Bank to enable them to determine the suitability of the product to the customer

4. Right to Privacy

Customers' personal information shall be kept confidential unless (i) Customer has offered specific consent to the Bank for disclosure or (ii) such information is required to be provided under the law/regulation or it is provided for a mandated business purpose (for example, to credit information companies). The customer shall be informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy.

In pursuance of the above Right, Bank will -

- i) Treat customer's personal information as private and confidential (even when the customer is no longer Banking with us), and, as a general rule, not disclose such information to any other individual/institutions including its subsidiaries / associates, tie-up institutions etc. for any purpose unless :
 - a. The customer has authorized such disclosure explicitly in writing
 - b. Disclosure is compelled by law / regulation
 - c. Bank has a duty to the public to disclose i.e. in public interest
 - d. Bank has to protect its interests through disclosure
 - e. It is for a regulatory mandated business purpose (examples - disclosure of default to credit information companies or debt collection agencies etc)
- ii) Ensure the regulatory mandated business purposes (as brought out above) are communicated to customer wherever permissible under Law/Regulations;
- iii) Shall not use or share customer's personal information for marketing purpose, unless the customer has specifically authorized it;
- iv) Shall adhere to Telecom Commercial Communications Customer Preference Regulations, 2010 (National Customer Preference Registry) issued by Telecom Regulatory Authority of India, while communicating with customers.

5. Right to Grievance Redress and Compensation

The Bank is accountable for the products offered and the customer has a right to have a clear and easy way to have any valid grievances redressed. Bank shall also facilitate redress of grievances stemming from its sale of third party products. The Bank would communicate its policy for compensating mistakes, lapses in conduct, as well as non-performance or delays in performance, whether caused by the self or otherwise. The policy would lay down the rights and duties of the customer when such events occur.

In pursuance of the above Right, Bank will –

- i) deal sympathetically and expeditiously with all service related issues where any error is committed by Bank;
- ii) correct mistakes promptly;
- iii) cancel any charge that has been applied wrongly and by mistake;
- iv) compensate the customer for any direct financial loss that might have been incurred by the customer due to its lapses.

The Bank will ensure that its complaint / grievance redressal mechanism covers third party products as well as activities managed / supported by third party agencies. With reference to complaints on third party products/services, the Bank would render support on best effort basis by taking up the customer's complaint with the third party product/service provider. However, the final outcome of such effort would be dependent on the decision of the third party product /services provider.

The Bank will also –

- i) Ensure to have a robust and responsive grievance redressal procedure and clearly indicate the grievance resolution authority who shall be approached by the customer;
- ii) Place in public domain its Customer Grievance Redressal Policy, including the grievance redressal procedures;
- iii) Place in public domain the compensation policy for delays / lapses in conducting / settling customer transactions within the stipulated time and in accordance with the agreed terms of contract;

- iv) Advise the customer about how to make a complaint, to whom such a complaint is to be made, when to expect a reply and what to do if the customer is not satisfied with the outcome;
- v) Display name, address and contact details of the Grievance Redressal Authority / Nodal Officer/ Principal Nodal Officer. The time limit for resolution of complaints will be clearly displayed / accessible at all service delivery locations;
- vi) Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the Bank's branch falls;
- vii) Acknowledge all formal complaints (including complaints lodged through electronic means) within three working days and work to resolve it within a reasonable period, not exceeding 30 days. The 30 days period will be reckoned after all the necessary information sought from the customer is received;
- viii) Ensure the customer is refunded without delay and demur on any disputed transaction (along with interest/charges), if bank cannot evidence adherence to (a) Bank's obligations as stated under the product terms and conditions and (b) Bank's policies and procedures;
- ix) Place in public domain information about Banking Ombudsman Scheme; and
- x) Inform the complainant of the option to escalate his complaint to the Banking Ombudsman if the complaint is not redressed within the pre-set time or if the customer is not satisfied with the resolution of a dispute, or with the outcome of a dispute handling process;

In addition, the Bank will clearly spell out, at the time of establishing a customer relationship, the liability for losses, as well as the rights and responsibilities of all parties, in the event of products not performing as per specifications. However, the Bank will not be liable for any losses caused by extraneous circumstances that are beyond its reasonable control (such as market changes, performance of the product due to market variables, force majeure events, etc.).
