

## Citizen Charter

### CONTENTS

Sr. No.	Subject	Page No.
1	Common practices followed by our branches	3
2	Fair banking practices	3
3	Common areas of customer-banker relationship	4
	Saving Account	4
	Current Account	5
	Term Deposit Account	6
	Nomination	7
	Remittance service	7
	Collection service	8
	Payment of balance in accounts of deceased customers to survivors / claimants	8
	Standing instructions	8
	Safe deposit lockers	8
	Exchange of soiled/mutilated currency notes	9
	Service charges	9
	Time-norms for various banking transactions	9
	Foreign exchange business	9
	Insurance products	9
	Investment products	9
	Advance against financial assets (AAFA) (Overdraft against securities)	10
	Ready Credit	10
	Credit Card	11
	Personal Loan	13
	Mortgage Loan	13
4	Alternate delivery channels	14
	Internet Banking	14
	Phone Banking	14
5	Redressal of complaints	15
	Regular access channels	15
	Escalations of complaints	15
	Further escalations of complaints	16

## PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

We, at Citibank, felt that in order to become more customer friendly, the Bank should come out with a charter of its services for the customers. This document highlights Citibank's commitment towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff.

This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations on the part of customers for healthy practices in customer-banker relationships.

The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our customers and seek their feedback to evaluate, improve and widen the range of services provided by us. All our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to send us your observations.

We look forward to sharing with you a mutually beneficial & long term banking relationship.

## NOTE

Information given in this document pertains to Citibank N.A. India (herein referred to as Citibank) and is subject to change/revision.

This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.

Only key information on various services/facilities has been provided in this document. Each service has its own detailed Terms and Conditions, which are displayed on our website [www.citibank.co.in](http://www.citibank.co.in) or can be made available on request.

For further details/information, please visit the Citibank website [www.citibank.co.in](http://www.citibank.co.in) or call your Citibank Phone Banking number or visit your nearest Citibank branch.

## 1. COMMON PRACTICES FOLLOWED BY OUR BRANCHES

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' counter at branches.
5. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
6. Display interest rates for various deposit schemes from time to time.
7. Notify change in benchmark rates
8. Provide details of various deposit schemes/services of the Bank.
9. Issue Demand Drafts, Pay Orders, etc.
10. Display Time - Norms for various banking transactions.
11. Pay interest for delayed credit of local and outstation cheques, as per Citibank's Cheque Collection Policy
12. Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as per Citibank's Cheque Collection Policy.
13. Provide complaint/suggestion box in the branch premises.
14. Display address of Principal Nodal Officer (PNO), Nodal Officers dealing with customer grievances /complaints.
15. Provide monthly statement of accounts/passbook facility for all Savings and Current accounts if requested by the customer.

## 2. FAIR BANKING PRACTICES

### Customers are requested to

1. Ensure safe custody of cheque book and statement of account/pass book.
2. Preferably use reverse carbon while writing a cheque.
3. Issue crossed/account payee cheques as far as possible.
4. Check the details of the cheque, namely, date, amount in words and figures, crossing, etc. before issuing it. As far as possible, issue cheques after rounding off the amount to the nearest rupee.
5. Not to issue cheque without adequate balance.
6. Maintain minimum net relationship value (NRV) on a monthly basis, as specified by the Bank. Net Relationship Value (NRV) is calculated by aggregating average monthly balances across Savings Account, Current Account, Deposits, Mutual Funds and Insurance Premium paid
7. Send cheques and other financial instruments by Registered Post or by courier.
8. Use nomination facility.
9. Safe keep account numbers, details of Fixed Deposit, locker numbers, account statements etc. and ensure confidentiality of all Personal Identification Numbers (PINs).
10. Provide accurate information about name, address, telephone number, email address, residential status etc., and also inform change of address, telephone number, residential status, etc., to the Bank.
11. Inform loss of demand draft, cheque leave(s) / book, key of locker, ATM/Debit Card, etc., immediately to the Branch / phone banking.
12. Avail standing instructions facility for repeat transactions.
13. Provide feedback on our services.
14. Pay interest on overdrafts, installments, locker rent and other dues on time.
15. Avail services such as ATM, ECS, NEFT, RTGS, Internet Banking, Mobile Banking, Phone Banking, etc.

16. Not to share phone banking/internet banking passwords, ATM/Debit Card PINs, CVV and OTP with others and ensure confidentiality.
17. Bring any deficiency in services to the notice of the branch.
18. Not to sign blank cheque/s and also do not record your specimen signature either on pass book and/or on cheque book.
19. Not fall prey to fictitious offers / lottery winnings / remittance of cheap funds in foreign currency from abroad by so-called foreign entities/ individuals or to Indian residents acting as representatives of such entities/individuals.
20. Not undertake online trading in foreign exchange/ cryptocurrency/ virtual currency on portals / websites..
21. Keeping the currency notes clean by not writing/scribbling anything on them.
22. Inform the branch immediately, when a Minor turns Major or in the event of the unfortunate demise of any of the account holders.
23. Exhibit professional courtesy in their interaction with bank officers.
24. Ensure KYC information is kept up to date and any changes are duly notified to the Bank.

### **3. COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP**

#### **SAVINGS ACCOUNT**

1. These accounts are designed to help the individuals to inculcate a habit of saving money and to meet their future requirement of money. The amounts can be deposited/ withdrawn from these accounts by way of cheques/ATMs/online transfers.
2. Savings Bank accounts are very popular and can be opened by eligible individual(s) and certain organization(s)/agencies as approved by the Reserve Bank of India (RBI).
3. While opening this account, we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank requires relevant documents required for identification of the person(s) opening the account, in line with local regulatory requirements, as updated from time to time. The necessary documents required will be informed at the time of opening the account.
5. Documents normally accepted (as per the current RBI Master Direction on KYC) are Valid passport, Driving license, Proof of possession of Aadhaar number, Voter's Identity Card issued by the Election Commission of India, Job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address.
6. The Bank is required to obtain one recent photograph of the person(s) opening the account.
7. As per the provisions of Section 139A of the Income-tax Act, 1961, while opening an account, the Bank is required to obtain Permanent Account Number (PAN) of the person(s) opening the account. In the absence of PAN, the Bank should obtain Aadhaar card copy or a declaration in Form No. 60 or 61 as the case may be from the person(s) opening the account.
8. The last date to link Aadhaar number with PAN on the income-tax website is 31 March 2021. Failure to do so will lead to PAN becoming inoperative as per Section 139AA of Income-tax Act, 1961 read with Rule 114AAA of the Income-tax Rules, 1962.
9. The account holder is required to maintain a certain minimum net relationship value on a monthly basis. The same is communicated in the Schedule of Charges that are included as part of terms and conditions governing operation of such accounts. Failure to maintain a minimum net relationship value in the account will attract levy of monthly fee, as specified in the Schedule of Charges from time to time.

10. Savings Account interest will be calculated on daily balances maintained in your account. The customer will be paid interest on his Savings balance quarterly (March, June, September and December). There is no TDS for interest earned on savings account for persons resident in India.
11. Cheques and dividend warrants drawn in the name of account holder(s) will only be collected through this account. Financial Instruments endorsed in favour of the account holder(s) will not be collected through savings bank account.
12. Account holders must use these accounts for personal purposes and not for business transactions.
13. All our Savings bank accounts are provided with cheque book facility, with charges as specified in the Schedule of Charges. A cheque which is presented after 3 months from the date of issue will be treated as "stale or outdated" and shall not be paid.
14. Bank will provide a statement of account to Savings account, on a monthly basis, without any charge. The statement of account will contain all the transactions that have been done on the account during that period. Based on customer's preference, the account statement can be sent as a physical statement or on email.
15. Accounts which are not operated for over two years are marked as dormant / inoperative, to protect the interest of the depositor. The depositor can request the Bank to activate the account by submitting the documents, as required by the Bank.
16. Accounts which are not operated for over 10 years, will be transferred to Depositor Education and Awareness Fund (DEAF) and this can be claimed back by the customer from bank by submitting the documents, as required by the Bank.)
17. Cash withdrawals from any account exceeding the stipulated threshold during the financial year will attract TDS as per section 194N of the Income-tax Act, 1961.

## CURRENT ACCOUNT

1. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts etc.
2. As required by law, while opening this account we will satisfy ourselves about the identity and verify the address, of a person(s)/ entities seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuse of the banking system.
3. Formalities/procedures relating to opening of Current Accounts for individuals are same as those mentioned for Savings Bank Accounts, in line with local regulatory requirements, as updated from time to time. For partnership firms, limited companies, HUFs, trusts, etc. the documentation formalities will be informed to you, at the time of opening the account. In case of entities, KYC documents, as mandated by local regulations, would be required for all authorized signatories and / or Beneficial owners.
4. Documents normally accepted (as per the current RBI Master Direction on KYC) are Valid passport, Driving license, Proof of possession of Aadhaar number, Voter's Identity Card issued by the Election Commission of India, Job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address.
5. The Bank will also require one recent photograph of all the signatories and the Permanent Account Number (PAN) of the person /entity (including that of authorized signatories and / or Beneficial Owners of entities) or alternatively obtain Aadhaar card copy or declaration under Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A)
6. The last date to link Aadhaar number with PAN on the income-tax website is 31 March 2021. Failure to do so will lead to PAN becoming inoperative as per Section 139AA of Income-tax Act, 1961 read with Rule 114AAA of the Income-tax Rules, 1962.

7. Minimum net relationship value, as stipulated from time to time, will be required to be maintained on a monthly basis.
8. Failure to maintain a minimum net relationship value in the account will attract levy of service charges, as specified by the Bank from time to time.
9. No interest is paid on credit balances kept in a current account.
10. A cheque which is presented after 3 months from the date of issue will be treated as "stale or outdated" and shall not be paid.
11. As per RBI directive, the applicant for Current Account should declare in the account opening form or separately that he/they is/are not enjoying any credit facility (fund based/ non- fund based) with any Bank and if he/they does/do enjoy any credit facility, he/they should declare full particulars thereof indicating the name of the Bank/ and amount of facilities. For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., please contact our nearest branch and the staff will help in opening these types of accounts.
12. Cash withdrawals from any account exceeding the stipulated threshold during the financial year will attract TDS as per section 194N of the Income-tax Act, 1961.

### **TERM DEPOSIT ACCOUNTS**

1. Bank offers various deposit schemes to suit the needs and expectations of investing savings and current account customers in every sphere of life.
2. Bank staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-à-vis your requirements.
3. Term Deposit Accounts can be booked for a minimum period of 7 days. Term deposit interest rates are decided by the Bank within the general guidelines issued by the Reserve Bank of India from time to time. In terms of the RBI directives Interest is calculated at quarterly intervals on term deposits and paid at the rate decided by the Bank depending upon the period of deposits. Interest on deposits repayable for less than 3 months or where the terminal quarter is incomplete, interest shall be paid proportionately for the actual number of days reckoning the year at 365 days. In case of monthly deposit scheme, the interest shall be calculated for the quarter and paid monthly at discounted value while a customer is booking a term deposit, an annualized yield is displayed for all tenors greater than 3 months.
4. The manner of calculation of interest is appropriately disclosed to the customer while accepting the deposits. The same is displayed at the bank branches as well.
5. At the time of booking a deposit, explicit maturity instructions are sought from the customer i.e. Credit to linked account or auto renewal on maturity.
6. Premature withdrawal of a Term deposit will result in pre-termination penalty. Pre-term penalty is communicated to all customers upfront in the form of information available at all branches, on the Bank's website and on the deposit booking form (for consumer bank customers)/ fixed deposit advice/ Standing instruction form (for corporate bank customers).
7. For premature liquidation of the deposit (prior to the provisional date of maturity mentioned), the procedure of calculating the interest payable is as follows:
  - Where the actual interest for the period for which the deposit runs is higher than the contracted rate, the penalty will be 1% plus the difference between the contracted rate and the interest for the tenor for which the deposit actually remained on the bank books.
  - In all other cases 1%.
8. For individual customers, the bank deducts tax at source if the total interest paid/ payable on all term deposits held by a customer exceeds the amount specified in the Income Tax Act.
9. The bank issues a tax deduction certificate (TDS Certificate) for the amount of tax deducted. The customer, if entitled to exemption from TDS can submit declaration in the prescribed format i.e. Form 15G / H.
10. For deposits matured during a particular month, the TDS payment to the government happens as per Rule 30 of the Income Tax Rules, 1962 which prescribes time and mode of payment to



Government account of tax deducted at source (TDS). For deposits outstanding as of the end of the year, TDS on interest accrued for the financial year is paid out as per Rule 30 of the Income Tax Rules, 1962.

11. The last date to link Aadhaar number with PAN on the income-tax website is 31 March 2021. Failure to do so will lead to PAN becoming inoperative as per Section 139AA of Income-tax Act, 1961 read with Rule 114AAA of the Income-tax Rules, 1962.
12. In accordance with Income Tax guidelines, where ever PAN / Aadhaar details are not available on our records, the Bank would be deducting TDS at 20% or the TDS rate as applicable per the Income Tax Act, 1961, whichever is higher.
13. In case of premature withdrawals, any tax already deducted on interest will not be refunded by the bank.
14. Cash withdrawals from any account exceeding the stipulated threshold during the financial year will attract TDS as per section 194N of the Income-tax Act, 1961.

## **NOMINATION**

1. Nomination facility is available for all deposit accounts, and safe deposit vaults.
2. Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
3. Nomination can be done in favour of one person only. The rights of nominee arise only after the death of all the depositor(s).
4. Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.
5. Nomination can be made in favour of a minor also and the Nomination form is to be signed by the natural guardian. During the period the minor does not attain majority, the natural guardian will receive the amount on minor's behalf.
6. Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far. For the existing accounts where nomination is not made, the account holder(s) can do so by filling up the nomination form available with the branches.
7. In case the depositor(s) does not wish to make nomination, the same should be recorded on the account opening form by the depositor(s) with their signature.

## **REMITTANCE SERVICE**

1. Customers may remit funds by Demand Draft (DD) or Electronic Funds Transfer (operated through RBI) within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.
2. Demand drafts / Pay Orders for Rs. 50,000 and above will be issued by the banks only by debit to the customer's account and not against cash payment.
3. Drafts are issued on our branches. They are also issued on our Correspondent Bank's branches at centres where we do not have any branch.
4. Banker's cheques and drafts are valid for 3 months from date of issue and can be revalidated by issuing branches on written request of the purchasers upon submission of required documents.
5. As directed by the RBI, the bank may issue duplicate demand draft up to Rs. 5,000/- on the basis of adequate indemnity and without obtaining Non-payment advice from the drawee branch.
6. As directed by the RBI, the banks will issue duplicate demand draft to the customer within a fortnight from the receipt of request with necessary documentation as applicable. For delay in issuing duplicate draft beyond the above stipulated period, the bank will pay interest at the rate

applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay. The request for issuance of duplicate demand draft can only be made by purchaser or beneficiary of the demand draft and necessary documents as required by the Bank needs to be submitted.

## **COLLECTION SERVICE**

Citibank has a Cheque collection policy in line with the directions provided by Reserve Bank of India that provides details as regards the collection services offered by the bank.

The Cheque collection policy is available at the Bank's website URL:

[http://www.online.citibank.co.in/portal/newgen/banking/Cheque\\_collection\\_policy.pdf](http://www.online.citibank.co.in/portal/newgen/banking/Cheque_collection_policy.pdf)

Amongst other points the policy defines the turnaround time and compensation that will be provided in the event there is a delay in realization of the cheque deposited by an account holder.

Customers are requested to deposit their cheque within the stipulated cut-off at the branches to ensure timely clearing.

## **PAYMENT OF BALANCE IN ACCOUNTS OF DECEASED CUSTOMERS TO SURVIVORS / CLAIMANTS**

As directed by the RBI, the Bank has adopted procedures to ensure that settlement of claims in respect of deceased depositors is as simplified as possible. The Deceased Depositors Policy is available at the Bank's website URL:

<http://www.online.citibank.co.in/portal/newgen/cards/Deceased-Depositors-Policy.pdf>

## **STANDING INSTRUCTIONS**

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account(s) maintained in the same branch, any other branch of the Bank or any other Bank or any other third party. These services / transfers can also be availed through our Online Internet Banking services. For details, please check our online banking site [www.citibank.co.in](http://www.citibank.co.in) and register for transactions.

## **SAFE DEPOSIT LOCKERS**

The facility of Safe Deposit Lockers is an additional service offered by the Bank at select branches.

The Bank's branches offering this facility will indicate/display this information.

The major aspects governing the services are:

- Nomination facility is available to individual hirer of Safe Deposit Locker.
- Loss of key should be immediately informed to the Branch.
- Lockers are available in different sizes.
- Lockers are rented out for a minimum period of one year. Rent is payable in advance.
- In case of overdue rent, the Bank may charge penalty as decided from time to time.
- With Standing Instruction, the rent may be paid from the deposit account of the hirer.
- The Bank will allow hiring of locker only if the required documents for identification and other required documents are provided by the hirer(s).
- Terms and conditions and annual hire charges can be obtained from the branches.
- The Bank reserves the right to break open the locker if the rent is not paid or in case the locker remains inoperative beyond a stipulated period of time in spite of giving notices as per the Bank rules. In such cases, Bank also has right to recover charges as per locker agreement.



## **EXCHANGE OF SOILED/MUTILATED CURRENCY NOTES**

All the branches of the Bank will exchange freely, soiled/ mutilated currency notes of all denominations. Currency exchange facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect.

## **SERVICE CHARGES**

The Bank provides various services to customers for which service charges are levied. Charges are reviewed /revised from time to time. Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, issue of duplicate instruments/statements, etc. Charges are communicated to all customers at the time of starting a new banking relationship. Details of service charges are also available on the Bank's website and displayed at branches. A copy of the Schedule of charges will also be provided to customers on request.

## **TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS**

Time norm chart for various transactions as per current regulation are displayed at all our branches. The time norms are indicative and are subject to change depending upon the volumes handled by each branch / location and **depending on peak / non peak period**.

## **FOREIGN EXCHANGE BUSINESS**

The Bank offers a wide range of Foreign Exchange Products and Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999 (FEMA). Details of the exchange rates and charges which will apply to various foreign exchange transactions are available at branches. Cross border payments will be made subject to the provisions of the applicable FEMA Regulations from time to time.

Foreign exchange remittances under Liberalized Remittance Scheme will attract TCS as per section 206C(1G) of the Income-tax Act, 1961.

## **INSURANCE PRODUCTS**

Citibank is a licensed corporate agent for Life Insurance, General Insurance and Health insurance products. Prior to selecting the insurance companies whose products are proposed to be distributed by the bank to its customers, a detailed due diligence of the insurance company is undertaken by the bank.

Citibank does not manufacture any of these products but acts purely as a distributor of the products offered by the insurance company. The offers represented by the insurer may be withdrawn / modified at their sole discretion.

## **INVESTMENT PRODUCTS**

Citibank India acts as a Mutual Fund Distributor and distributes an array of Investment products offered by a range of third party mutual fund product providers. Prior to selecting the Asset Management

Company (AMC) whose products are proposed to be distributed by the Bank to its customers, a due diligence of the AMC is undertaken by the bank.

Citibank does not manufacture any of these products but as mentioned above acts purely as a distributor of the products offered by the AMC. The offers represented by the AMC may be withdrawn / modified at their sole discretion. Citibank adopts a comprehensive methodology of risk profiling of the customer based on their current financial position and risk appetite.

### **ADVANCE AGAINST FINANCIAL ASSETS (AAFA) (OVERDRAFT AGAINST SECURITIES)**

1. This overdraft facility is designed to help individuals avail liquidity against specific securities (equity shares and mutual funds) approved and acceptable to the Bank, without the need to sell or redeem the same..
2. It is the Bank's discretion, based on internal policies, to:
  - Grant an overdraft facility to any individual / individual(s)
  - Decide the list of approved securities against which the overdraft limit will be granted
  - Determine the value of the securities so pledged by the Borrower(s) / Guarantor(s) and against which the overdraft limit has been granted
  - Decide the frequency at which the various securities will be valued
3. The overdraft facility will be provided by the Bank only on receipt of confirmation that the lien/pledge have been created, on the securities, in favour of the Bank.
4. Customers to ensure that the overdraft facility provided is used for legitimate purposes only and not for speculative activities.
5. The Bank will value the pledged securities at regular intervals. The Borrower(s) are required to maintain a minimum margin (as stipulated in the guidelines and/or credit parameters) at all times. If the value of pledged securities falls, the Borrower(s) are required to repay a part of the overdraft limit utilized and/or pledge additional approved securities so as to retain the minimum margin required, as decided by the Bank.
6. Interest is levied by the Bank at the agreed rate of interest on the amount of the overdraft limit utilized on a monthly basis.. Please visit our website ([www.citibank.co.in](http://www.citibank.co.in)) to refer to the detailed Terms and conditions for the product.

### **READY CREDIT**

Ready Credit is an overdraft facility offered to Suvidha salary accounts holders, designed to help customers meet a large unplanned expense and manage daily cash flow. The customers are assigned a credit line upto 5 times of the monthly net salary with a maximum credit limit of Rs 5,00,000. The customers can access funds directly through ATM, CitiPhone or through Citibank Online.

The interest is levied by the Bank at the applicable rate of interest on the amount of credit limit utilized on a monthly basis. The interest is calculated on a daily reducing balance.

Customers can apply for Ready Credit along with the application for Suvidha salary account. Suvidha salary account holders can apply for Ready Credit through Citibank portal or by calling our helpline numbers.

The Bank will place reliance on Suvidha account KYC for Ready Credit account opening.

The Bank displays the Schedule of Charges and Terms and Conditions on its website.

Customers are required to pay the monthly minimum principal due and interest amount on the respective

due dates to keep the account current.

If there is no principal payment or salary criteria are not met as per the product Terms and Conditions, the Bank will place the Ready Credit account under a Revised Repayment Plan.

Customers must use the funds from this Ready Credit as indicated by them in the Ready Credit section of the Suvidha application form, under end use field. These funds should not be used for any prohibited purposes as defined from time to time by the Bank and under the extant regulations.

Please visit our website ([www.citibank.co.in](http://www.citibank.co.in)) to refer to the detailed Terms and conditions for the product.

## **CREDIT CARDS**

Credit Card is a plastic currency bearing a distinctive identification number with a credit limit that can be used for purchasing goods and services and to obtain cash disbursements on credit (to the extent of cash limit). The card member is subsequently billed by the Bank for repayment of the credit extended either in full by the end of a specified period or can be settled in part, with the balance taken as extended credit as per the card issue terms and conditions. Interest is charged based on the terms of the card member Terms and Conditions and the Card member may at times be required to pay an annual fee, which will clearly be communicated at the time of the card application.

Applicants can choose from a wide variety of Citibank Credit Cards, including but not limited to, Citi-branded cards and co-branded cards in segments like Fuel, Shopping etc. Each card comes along with its unique features and rewarding benefits, which are communicated at the time of application and also subsequently sent with the Card Plastic in the Welcome Kit. The latest updates are also available on the Bank's website. The Bank aims at enhancing the customer experience with best offers and discount deals from time to time.

When a customer applies for a Credit Card, the Bank will satisfy itself about the identity and verify address, in line with local regulatory requirements, as updated from time to time, of a person/s applying for the Credit Card, to assist in protecting protecting the customer/s, members of the public and itself against fraud and other misuses of the banking system

The Bank is required to collect one recent passport size photograph and verify the Permanent Account Number (PAN). Alternatively, a declaration under Form No. 60 or 61 as per the Income-Tax Act, 1961 would be sought from the person/s applying for the Credit Card.

The Bank will provide to prospective customers details of the documents required for identification of the person/s applying for the Credit Card. The original of all documents will need to be sighted. Documents normally accepted (as per the current RBI Master Direction on KYC) are Valid passport, Driving license, Proof of possession of Aadhaar number, Voter's Identity Card issued by the Election Commission of India, job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address. Alternatively, the prospective customers can also complete the identity verification digitally, through Video based Customer Identification Process (V-CIP), using OTP based Aadhaar e-KYC authentication. However, submission of Aadhaar is purely voluntary by the customer.

The Bank shall provide the 'Most Important Terms and Conditions' (MITCs) to the prospective customer/customers at all the stages (i.e. during marketing, at the time of application, at the acceptance stage (welcome kit), along with the monthly statement and available on the bank's website).

The Bank displays the Schedule of Charges on its website and shall also provide the same to prospective customer/ customers along with the MITC. Method of calculation of annualized percentage rates (APR) and Late Fee on card are explained with examples for better comprehension.

The Bank will send the Card member a monthly statement, showing payments and transactions for the month, provided the Card has been active during the said period. The statements are not sent to customers if there are no transaction during the said period even though the card is active. Customers should ensure that at least the Minimum Amount Due is paid by the Payment Due Date to keep the card account current and to avoid levy of late charges. If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) via an average daily balance method.

Payments received against the Card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

Customers should contact the Bank immediately at 24-Hour CitiPhone, if a Card is lost, stolen, misplaced, or if someone else knows the PIN or other security information. CitiPhone helpline at the numbers given below:

**24\*7 CitiPhone Numbers (applicable across India)\*\***

<b>Credit Cards / Citibanking / Suvridha / Loans* /</b>	1860 210 2484 (Local call charges apply)
<b>Citi Priority / Business Preferred</b>	Use +91 22 4955 2484 for calling us from outside of India.

Contact Us immediately on 1800 267 2425 (India toll free) or +91 22 4955 2425 (local dialing) to log a complaint or block your card in any of the following scenarios:

- You have lost your Citibank Bank Debit / Credit Card.
- Your Citibank Bank ATM / Debit Card is stuck in the card slot of an ATM.
- You received an alert for a transaction you did not make.
- You used an ATM to withdraw cash and the money is not dispensed

The Bank may tie up with credit bureaus authorized by the RBI and will share credit information including but not limited to current balance, payment history etc., along with demographic details with these credit bureaus, as per the Credit Information Companies (Regulation) Act, 2005.

In case of charge disputes, the Bank should be informed within 30 days of transaction date. On receipt of such information, the Bank may reverse the charge on a temporary basis. If, on completion of subsequent investigations, the liability of such charges is ascertained to be to the Account, the charge will be reinstated in a subsequent statement. The complainant would have a time frame of 30 days for informing the Bank of any other complaints/grievances. If the Card member notifies the Bank of a billing dispute, the Bank will suspend reporting to the bureau till the dispute is resolved.

Customers' should promptly report fraudulent usage attempts on the Cards to the Bank; so that the card is blocked for further usage. This reporting can be done using CBOL, CitiPhone or by notifying the Bank branches. Customers should ensure to update their mobile numbers at all times with the Bank. Customers are required to mandatorily share their mobile numbers at the time of issuance of Credit Card and opening of Bank accounts. Customers will not be liable for any fraudulent usage of the Card post reporting to the Bank. Similarly, if the loss has occurred due to any fault/ negligence/ deficiency on part of the Bank or its employees, the liability of such transactions would rest with the Bank.

For the comprehensive Cardmember Terms and Conditions, Most Important Terms and Conditions & relevant credit card information please visit the Bank's website [www.citibank.com/india](http://www.citibank.com/india).

## **PERSONAL LOANS**

Personal Loans is a single applicant product designed to help the salaried individuals to borrow at a competitive interest rate, without a collateral or guarantor. The loan can be availed depending on the requirement and repayment capacity, for personal use. While extending a loan, the Bank will satisfy itself about the identity, including verification of address, of an individual seeking to avail a personal loan, as required by law. This is to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

The Bank will provide to prospective customers details of the documents required for identification of the person applying for the Personal Loan. The originals of the documents will need to be sighted. Documents normally accepted are Valid passport, Driving licence, Proof of possession of Aadhaar number, Voter's Identity Card issued by the Election Commission of India, Job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address.

The Bank will also require one recent passport size photograph and the Permanent Account Number (PAN). or alternatively obtain Aadhaar card copy, or declaration in Form No. 60 or 61 as per the Income- tax Act, 1961 from the individual applying for the loan. The customer is required to make Equated Monthly Installment (EMI) payments as agreed upon, at the time of applying for the loan. Any default on repayment would attract penal charges as specified in the product terms & conditions. Interest on these loan accounts is levied monthly at the rate stated in the product terms & conditions.

Customers must use these funds from this personal loan only for purpose as indicated by them in the end use section of the application form. These funds should not be used for any prohibited purposes as defined from time to time under the regulations.

For more details, please refer to [www.citibank.co.in](http://www.citibank.co.in), the detailed terms & conditions and the loan application form or call our Customer Care Unit.

## **MORTGAGE LOANS**

Citibank through its Mortgage Business extends Housing Loans, Loans against property to the Salaried and Self-employed Customers. Housing Loans are available for purchase of ready/under- construction properties from host of developers. Loans against Properties are extended to customers to utilise the funds for Business/closing other high cost debts or for Personal Use. Loans are extended to Borrowers at competitive interest rates, basis various credit parameters including assessment of their repayment capacity.

Citibank provides Unique Home Credit proposition to save on Interest Costs with the ability to draw down the saves as line of credit or to reduce the principal on permanent basis allowing you to close your loan faster, Best in class service platform with Dedicated CitiPhone banking service platform to service the customers.

For more details, please refer to [www.citibank.co.in](http://www.citibank.co.in) , for the detailed loan agreement and the loan application form or call the Citiphone channels.

### 3. ALTERNATE DELIVERY CHANNELS

#### **Internet Banking**

The Bank offers Internet and Mobile Banking facility to its customers. This facility is compliant with the norms and Regulations laid down by the Regulator from time to time. Using this facility, the customers can enquire on their accounts as well as conduct financial transactions such as funds transfers using NEFT, RTGS and make payment to Credit Card, etc.

One can avail of other value-added features such as accessing e-statements, making bill payment, communicating with the Bank in a secure mode through a secure mail etc.

#### **Phone Banking**

The Bank offers Phone Banking facility to all customers. Some of the common practices followed by this channel are:

1. Render service 24 hours a day, 7 days a week\*
2. Render emergency services (Reporting Lost Card and Stop cheques)
3. Provide details of various financial products and services of the Bank and transact on accounts. This is performed by secured verification authentication.
4. Respond to customer queries related to customer account(s) with us, subject to verification of customer identity.
5. Provide a facility for logging complaint/suggestion.



## 5. REDRESSAL OF COMPLAINTS

Citibank is committed to provide products and services of the highest standards. It is our endeavor to provide the best possible assistance to address any concerns that you may have. Kindly find our grievance redressal process below:

### A. Regular Access Channels

#### 24\*7 CitiPhone Numbers (applicable across India)\*\*

<b>Credit Cards / Citibanking / Suvridha / Loans*</b>	1860 210 2484 (Local call charges apply)
<b>Citi Priority / Business Preferred</b>	Use +91 22 4955 2484 for calling us from outside of India.

\*\* CitiPhone will be available from 9 am to 9 pm for all your banking needs, and 24\*7 for emergency services.

Contact Us immediately on 1800 267 2425 (India toll free) or +91 22 4955 2425 (local dialing) to log a complaint or block your card in any of the following scenarios:

- You have lost your Citibank Bank Debit / Credit Card.
- Your Citibank Bank ATM / Debit Card is stuck in the card slot of an ATM.
- You received an alert for a transaction you did not make.
- You used an ATM to withdraw cash and the money is not dispensed

### B. Escalation of Complaints

#### Regular Access Channels (Level 1)

At Citibank, we aim to provide you with the best Customer Service. However, if you have a problem or wish to register a complaint, customer can reach us at any of the following access channel.

- 24-Hour CitiPhone\*\*
- Ask Me
- Through Email
- Letter Submission
- Through Citibank Online Inbox
- Interaction at Branch Banking
- Citi Managed Social Media
- Escalation made to Citibank seniors

Customer can expect a response from these channels within 4 working days of receipt of your complaint at Citibank (taking into account postal and other delays that may occur beyond the control of Citibank).

\*\* CitiPhone will be available from 9 am to 9 pm for all your banking needs, and 24\*7 for emergency services.

### **Escalation of Customer Complaints (Level 2)**

If customers are not satisfied with the response that customer receives from the above access channels or if customers do not hear from us in 4 working days, customers can escalate their complaint by:

Writing to **Head- Customer Care** ([head.customercare@citi.com](mailto:head.customercare@citi.com)) explaining the details of the issue concerned through Webform. Customers will receive a response within 2 working days of receipt of their complaint at Citibank.

### **C. For further escalations:**

#### **Citibank Grievance Redressal Officer (Principal Nodal Officer) (Level 3)**

If customers are not satisfied with the response received from the Head Customer Care, customer may escalate their concerns to the Principal Nodal Officer (PNO) in the following ways.

1. Write to **Principal Nodal Officer** explaining the details of the issue concerned through Webform on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>)

Customers will receive a response within 2 working days of receipt of their complaint at Citibank.

2. Customers can call us at the **Toll Free Number 1-800-266-2400** (India Toll free) / 022-49552400 between 10:00 AM to 6:00 PM IST (Monday to Saturday) except on national holidays. Our team of specialized Customer Service Executives will attend your call and resolve your issues.

Customers can also contact the Regional Nodal Officers appointed under the jurisdiction of the respective Banking Ombudsman. Complete contact details of the Nodal Officers/Principal Nodal Officer are available in the List on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>)

### **Citibank Senior Management (Level 4)**

In case customers continue to be dissatisfied with responses received at any of the above levels, they can write directly to Senior Management of Citibank explaining the details of the issue concerned through Webform on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>)

Customers will receive a response within 2 working days of receipt of their complaint at Citibank

### **Reserve Bank of India – Banking Ombudsman Scheme (Level 5)**

As per the Reserve Bank of India Banking Ombudsman Scheme, 2006, a customer can file his/her complaint before the Banking Ombudsman if the reply is not received from the Bank within a period of one month, after the Bank d has received his/her representation, or the Bank rejects the complaint, or the complainant is not satisfied with the reply given by the Bank.

In line with the above Scheme, in case customers have not heard from us for a month or customers are not satisfied with the resolution provided by any of the above channels or individuals appointed by Citibank, please feel free to contact the **Banking Ombudsman, a statutory body appointed by the Reserve Bank of India** to look into the provision of satisfactory service by banks. A detailed note on the same is also available on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>) or Customer can refer the same through <http://www.rbi.org.in>

**Note: Kindly write to us from your registered e-mail address. In order to safeguard your interest, we request you not to provide any personal identification details in your e-mail communication to the bank.**