



Do not disturb and Unsubscribe facility

Dear Customer,

Increasingly all of us receive multiple marketing and sales offers through multiple channels – our telephones (both mobile and landline), our email addresses and the regular post and courier services.

While many customers welcome these as information that enables them to get more financial value from their accounts, some may prefer not to receive such communication at all.

At Citibank N.A, India we are committed to protecting your privacy. You have the right to opt out of receiving marketing communication from us. Call our CitiPhone service and we will:

1. Flag your account with a “Do Not Disturb” sign
2. Remove your name from the lists generated of customers eligible for mail and telephone offers

In case you wish to unsubscribe / de- register from our marketing emails, visit <https://www.online.citibank.co.in/customerservice/DND.htm> and submit the form. For more information, please visit <https://www.online.citibank.co.in/customerservice/pdf/DND-TNC.pdf>

You will continue to receive your account statements and other important advices, and information relating to transactions on your account.

Please remember however that your name could appear on non – Citibank databases (such as your mobile operator’s database or your club base), who may not have similar stringent processes that we enforce. They do not have access to our database to scan and remove your name from lists they obtain on a regular basis from other sources and you could receive calls from such external agents. You will have to check privacy procedures of the other organizations who provide services to you and ensure that you are flagged on their systems as well.

Hope this explains our commitment towards your privacy.