

## **MOST IMPORTANT TERMS AND CONDITIONS**

These are to be read and understood in conjunction with the Citibank Cardmember Terms and Conditions ('Cardmember T&Cs') as communicated on [www.citibank.com/india](http://www.citibank.com/india).

### **1. FEES AND CHARGES**

#### **a. Schedule of Charges:**

Description of charges	Citibank Cards
Joining & Annual Fees	Will be communicated at the time of sourcing.
Cash Advance- Fees	2.0% (minimum of Rs.300 and US \$7.5 at International ATMs)
Late Payment Charges (per month)	Rs. 100 per month
Over Credit Limit Charge	2.5% (minimum of Rs 500) of the amount over the Credit Limit
Cheque/ECS/ACH Bounce Charge	Rs.350 per returned cheque/ECS/ACH
Petrol Transaction Charge	2.5% ( minimum of Rs.10) Waived at Indian Oil Outlets for transactions done on Citibank EDCs
Railway Ticket Booking or Cancellation Surcharge (Counter booking)	2.5% of transaction value (minimum of Rs.25)
Railway Ticket Booking Surcharge (Internet booking)	<ul style="list-style-type: none"> <li>• 1.8% of transaction value for regular transactions;</li> <li>• 2.8% of transaction value for 3 EMI transaction</li> </ul>
Card Replacement Charge	Nil
Statement Request	Nil
Outstation Cheque Charge (based on the value of the cheque)	<ul style="list-style-type: none"> <li>• Upto Rs.10000 - Rs.50 per cheque</li> <li>• Rs.10001 to Rs.100000 - Rs.100 per cheque</li> <li>• Above Rs.100001 - Rs.150 per cheque</li> </ul>
Foreign Currency Transactions	<p>For international transactions effected in US Dollars, 3.5% on the INR equivalent of the US Dollars, at the conversion rates published by the card networks.</p> <p>For international transactions effected in non-US Dollar currency, the transaction would be first converted into US Dollars, at the conversion rates published by the card networks. On the converted</p>

	<p>US Dollars amount, 3.5% would be levied on the INR equivalent of the US Dollars, at the conversion rates published by the card networks.</p> <p>Foreign currency transactions will be billed in Indian Rupees, using exchange rates, published by Card networks, on the date of settlement of transaction and not on the date of the transaction. The billed amount will include the Indian Rupees equivalent transaction amount, mark-up levied by Citibank and applicable service tax and cess.</p>
Cash deposit at Citibank branches	Rs 100
Cash deposit at Citibank ATMs	Rs 50

Service tax (including Swachh Bharat Cess and Krishi Kalyan Cess), as notified by the Government of India, is applicable on all fees, interest and other charges and is subject to change. The Bank's Service Tax Registration number is AAACC0462FST001

#### **b. Finance Charges (Interest Charges)**

- Interest will be charged if you (the word 'you' refers to the Cardmember) do not pay back the previous bill in full by the payment due date (as per credit card statement) and also on all Cash Advances. Interest will be charged from the date of transaction until the date of full settlement.  
If this is your first Citibank Credit card, then the initial rate of interest on your card is 3.25% per month (i.e. 39.0% annualized). This rate is dynamic and is subject to the bank's review every 6 months (twice in a calendar year), based on various cardmember performance parameters, such as spend (purchases & cash withdrawals) and utilization trends on the card(s), repayment patterns, including default (non-receipt of payment) etc., and on credit bureau feedback related to other lending products used by the cardmember. The rate of interest can vary between 3.10% per month (i.e. 37.20% annualized) and 3.40% per month (i.e. 40.8% annualized), provided the account continues to be in good standing and all credit card bills are paid on time (at least the Minimum Amount Due). In case of default, i.e., if the card member does not pay the Minimum Amount Due as per the last credit card statement by the Payment Due Date, the interest rate can increase up to 3.50% per month (i.e. 42.00% annualized). The default interest rate will apply till the time the account is regularized plus a further 3 months of performance review period.
- If you avail of more than one dynamic interest rate credit card, i.e. any card other than Ultima, then interest rate applicable on the new card will be same as the existing card, irrespective of the type of card/class that you choose as your 2nd card. If you are using the revolving credit facility, the closing balance as per your

previous statement will accrue interest till the date of full payment of the total amount due. All charges are dynamic and are subject to change based on Citibank's periodic review.

### **Illustrative Example for Interest Calculation:**

Assuming that you have only partially paid your February outstanding, and your statement is generated on 17th March for Rs. 5000. You make a payment of Rs 2000 on 25th March. And you make a purchase for Rs 1000 on 30th March. You make no further payment on your Card till 17th April. Assuming an interest rate of 39.00% per annum in this example, interest will be levied as follows:

On the balance of Rs 5000 (18th - 24th March) for 7 days:  $(39.00) * (7/365) * 5000/100 = \text{Rs } 37.40$

On the balance of Rs 3000 (25th - 29th March) for 5 days:  $(39.00) * (5/365) * 3000/100 = \text{Rs } 16.03$

On the balance of Rs 4000 (30th March - 17th April) for 19 days:  $(39.00) * (19/365) * 4000/100 = \text{Rs } 81.21$

Total Interest charged = Rs 134.63

**NOTE:** *If you spend Rs.5000/- and you pay back exactly the minimum amount due every month, then it may result in repayment stretching over 6 years with consequent interest payment on the outstanding amount. Therefore, you should, whenever your cash flow allows pay back substantially more than your minimum due. This will also help open up your spending limit & improve your credit rating.*

**Late Payment charges** will be applicable if the Minimum Amount Due is unpaid after the Payment Due Date.

### **c. Payment Due Date Calculation**

The Payment Due Date of the statement can vary between 17 and 23 days from the statement date depending on whether you normally make full payment or part payment. This period is on the discretion of the bank. For illustrative example, refer to Cardmember T&Cs available on [www.citibank.com/india](http://www.citibank.com/india)

### **Interest Free (Grace) Period**

Interest free (grace) period depends on the date of the transaction and the statement date, as illustrated below.

### **Illustrative Example for Interest Free Credit Period Calculation:**

For the example given in the PDD section, assuming that the payment due date falls on 8th Jul, and if the previous month's dues have been paid in full, the grace period would be:

1. For a purchase dated 16 May, interest free grace period is 16 May to 8 Jul = 53 days.

2. For a purchase dated 15 Jun, interest free grace period is 15 Jun to 8 Jul = 23 days.

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

Scenarios where interest-free (grace) period would NOT be applicable:

- a) If you have not paid the previous month's balance in full.
- b) If you have availed of cash from an ATM, interest is charged from the date of the transaction to the date of settlement of dues.

## 2. LIMITS

The Credit Limit and Cash Withdrawal Limit are communicated to you at the time of delivery of the Card and the available limits are indicated in the monthly statements.

## 3. BILLING

**a) Statement:** Citibank will send you a monthly statement, showing payments and transactions for the month, provided the Card has been active during the said period. The statement would be dispatched by physical mail or email to your mailing address as per our records.

**b)** Your monthly payment should cover at least the Minimum Amount Due. Your current Minimum Amount Due is calculated as 5% of your balance outstanding OR the sum of all installments, Interest/other bank charges, the amount utilised over the credit limit, if any and 1% of remaining balance outstanding, whichever is higher. Any unpaid Minimum Amount Due from previous statements will also be added to your current Minimum Amount Due to arrive at the Total **Minimum Amount Due**.

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

**d) Methods of Payments:** Payments towards the Card Account may be made in any of the following ways:

- **Online:** Pay your Card outstanding online at [www.citibank.com/india](http://www.citibank.com/india) or use the **Citibank Epay Service** to pay from your non-Citibank banking account
- **ECS/ Standing Instruction:**
- **NEFT:** Mention your credit card number as the beneficiary account and use IFSC Code CITI0000003
- **Cheque/ DD:** draw in favour of your 16 digit Citibank credit card number i.e. "Citibank Card XXXXXXXXXXXXXXXX". Use **drop boxes at Citibank ATMs** or **mail** them to the mailing address provided in the section (f) below

### e) Billing Disputes:

If there is a billing dispute, you must inform Citibank within 30 days of receipt of the Statement and all other complaints must be referred to the bank in 60 days. For billing disputes, bank will do the investigation and confirm the liability of such transactions. For certain disputes bank reserves the right to give a temporary credit during the period of investigation.

### f) Contact Particulars:

You can contact Citibank in any of the following ways:

- Call us on the 24X7 CitiPhone helpline. For the full list of city wise numbers, please refer to 'Contact Us' tab on the Customer Service webpage of [www.citibank.com/india](http://www.citibank.com/india).
- Login to [www.citibank.com/india](http://www.citibank.com/india) using your IPIN (Internet password), click on the 'Your Queries' link to send us your query.
- Write to us at Citibank N.A., Mail Room, No.2, Club House Road, Chennai - 600 002

#### **g) Grievance Redressal:**

To raise any grievance you may call us at 18004252484 (Toll free) / 044-28501242 between 10:00 AM and 6:00 PM (Monday to Saturday) or send an e-mail to [head.customer@citibank.com](mailto:head.customer@citibank.com). For any further escalations, you may contact our Principal Nodal Officer Mr. M.Dhananjayan, at [principal.nodal.officer@citibank.com](mailto:principal.nodal.officer@citibank.com) or call 1800220123 (Toll free) / 39707464 (local dialing) between 10:00 AM and 6:00 PM (Monday to Saturday).

In the event that you do not receive any response within one month from the date you represented your complaint to the above mentioned channels, or if you are dissatisfied with the response given, you may write to the Banking Ombudsman for an independent review. Please visit the Grievance Redressal webpage on [www.citibank.com/india](http://www.citibank.com/india) for details on the Banking Ombudsman scheme.

#### **4. DEFAULT AND CIRCUMSTANCES**

If you do not pay at least the Minimum Amount Due by the Payment Due Date, this will be reported in the monthly submissions to the credit bureaus, authorized by the Reserve Bank of India (RBI). Non-payment of at least the Minimum Amount Due may lead to disruption of credit card services. You will be reminded in subsequent statements to pay your dues. Balances outstanding for over 7 months will result in your being reported as a 'defaulter'. If requisite payment is made, your record will be updated as 'current' in the next monthly refresh to the credit bureau.

If your payments are overdue, follow-ups may be done by visitation, post, fax, telephone, e-mail, SMS messaging and/or engaging third parties to remind, follow up and collect dues. In the event of default, if Citibank is unable to contact you, we will leave messages with third parties (defined as spouse/parent/other direct adult family member/secretary/accountant) available at your residence/office/mobile number/address.

Citibank may at any time combine and consolidate any of your accounts and any other facilities availed of by you, including any outstandings with respect to your credit cards held with Citibank. Citibank shall be authorized to set-off, adjust or transfer any sums standing to the credit of any of such accounts in or towards satisfaction of any of your liabilities to Citibank on any account or in any other respect

In case of deceased Cardmember, Citibank will request the next of kin to repay the dues. In case you have opted for any insurance cover from Citibank which protects your Citibank credit card dues in the event of death, the premium for this insurance cover is charged to your monthly credit card statement. Insurance covers may vary from Card to Card. For more details about your existing policy and activation date please contact CitiPhone.

Additionally you may visit [www.citibank.co.in](http://www.citibank.co.in) for information on other insurance covers available with Citibank

In case of non-payment, our Customer Assistance Specialists, engaged through our authorized agencies may contact you to remind on the outstanding dues. The complete list of our authorized agencies is available on [www.citibank.co.in](http://www.citibank.co.in)

#### **5. TERMINATION/REVOCAION OF THE CARDMEMBERSHIP**

- a) You may terminate your Card-membership with Citibank at any time by writing to Citibank or intimating the request for closure to 24-Hour CitiPhone. All your outstanding amounts will immediately become due.
- b) Citibank may also cancel the use of the Card at any time without prior notice, if it reasonably believes it necessary for business or security reasons, including if you delay payments, exceed the Credit Limit or if cheques are returned.
- c) You may receive monthly statements even after closure of the Card, reflecting the actual outstanding.

#### **6. LOSS/THEFT/MISUSE OF CARD**

- a) You should contact Citibank immediately at 24-Hour CitiPhone, if a Card is lost, stolen, misplaced, or if someone else knows your PIN or other security information. You must report the theft of your Card(s) to the police and lodge an FIR.
- b) You will not be liable for any misuse on a Card or PIN after you have informed Citibank of the loss, unless you have acted with gross negligence.
- c) You will be liable for all losses for any misuse that have happened with your consent or knowledge.

#### **7. DISCLOSURE**

Citibank may tie up with credit bureaus authorised by the RBI and will share credit information including but not limited to your current balance, payment history etc along with your demographic details with these credit bureaus on a monthly basis, per the Credit Information Companies (Regulation) Act, 2005. The credit bureaus only provide factual credit information and do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted. It is in your best interest to maintain a good credit history by paying the necessary dues in a timely manner. With credit bureaus in place, responsible

customers can expect faster and more competitive services at better terms from the Credit Grantors. Default by customers would be available with the credit bureau, which in turn could impact your credit worthiness for future requirements. Citibank reserves its right to report a delinquent customer to bureau even in the instance of customer raising a billing dispute which the bank had clarified as an invalid dispute earlier or raised by customer after the cut-off time for such disputes as defined by the bank and/or the dispute is in relation to transactions where a PIN or a One Time Password was used.

Citibank will provide your particulars to statutory authorities, as may be required. If you have taken a co-brand product, offered by Citibank and a partner, the necessary information including but not limited to that which is required for execution of the rewards programmes will be provided to the partner.

The Card cannot be used for any purposes prohibited by a regulatory authority. Transaction alerts received may not be assumed as a confirmation of transaction completion. If in any circumstance the transaction is not successful, you would be notified about it through a cancellation alert subsequently.

If you do not wish to receive any direct marketing or telecalling/ telesales calls from Citibank, please call 24-Hour CitiPhone and inform us. Alternatively, you could log on to our website and register for the **'Do Not Call' Service**.

For the Cardmember T&Cs, relevant credit card guidelines & local regulations, please visit our website [www.citibank.com/india](http://www.citibank.com/india)

### **Important Regulatory information**

- The Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.
- **Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, you may be liable for penal action.**
- Citibank is a member of the Banking Codes & Standards Board of India (BCSBI). Please visit the homepage of our website [www.citibank.com/india](http://www.citibank.com/india) to view the BCSBI code

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