

## **Services for Customers with Disabilities and Senior Citizens**

As per RBI circulars DBOD. No. Leg BC. 91 /09.07.005/2007-08 dated June 4, 2008; DBOD.No.Leg.BC.123/09.07.005/2008-09 dated 13<sup>th</sup> April 2009, DBOD.No.Leg.BC.38 /09.07.005/2012-13 dated 5<sup>th</sup> September 2012, DBOD.No.Leg.BC.113 09.07.005/ 2013-14 dated May 21, 2014 and DBR.No.Leg.BC.96/09.07.005/2017-18 dated 9<sup>th</sup> November, 2017 all banking services are being provided to persons with disabilities and senior citizens.

Citibank N.A. is committed to providing all our services to senior citizens and customers with disabilities without Discrimination.

The RBI guidelines have been upheld by the internal circular number GCG INLO 2017/14Ver 1.0. This circular upholds the bank's commitment to offer all its banking services and products to customers with disabilities without discrimination.

We are committed to make our websites, net banking and mobile banking compliant to Web Content Accessibility Guidelines (WCAG).

Our bank has accessible ATMs set up as per the 'IBA Standards on Accessible ATM'. Citibank has 544 ATMs as on date. All these 544 ATMs are talking ATMs and of these, 348 can be classified as accessible ATMs. Out of the 348 ATMs, 217 are at locations like corporate parks, airport etc. where access is restricted due to security reasons. Details regarding the same can be seen at <http://citi.asia/INwBAL> .

In case of a Senior citizen or a customer with disability facing any difficulty in receiving any services of the bank, please contact the local bank officials and the nodal officer at the center for redressal, the details of whom are as follows:

Designation	Name	Email ID	Contact No.
Principal Nodal Officer	Mr. M. Dhananjayan	principal.nodal.officer@citi.com	39707464 1800 22 0123 022 4955 2400 1800 266 2400
Nodal Officer-Hyderabad	Amaresh Sri Adibhatla	regionalnodalofficer.hyderabad@citi.com	040 40005825
Nodal Officer-Bangalore	Nandish Prabhakar	regionalnodalofficer.bangalore@citi.com	080 67739326
Nodal Officer-Chandigarh	Jagat Goel	regionalnodalofficer.chandigarh@citi.com	0172 6650941
Nodal Officer-Delhi NCR	Rakesh Singh	regionalnodalofficer.delhi@citi.com	011 41353301
Nodal Officer-Mumbai	Bipin Salunkhe	regionalnodalofficer.mumbai@citi.com	022 61534052
Nodal Officer-Chennai	John Koshy	regionalnodalofficer.chennai@citi.com	044 66890076
Nodal Officer-Kolkata	Arjun Mitra	regionalnodalofficer.kolkata@citi.com	033 44095002
Nodal Officer-Ahmedabad	Rohit Mehra	regionalnodalofficer.ahmedabad@citi.com	079 40015715
Nodal Officer-Lucknow & Kanpur	Mr. Saurabh Mehrotra	regionalnodalofficer.lucknow@citi.com	0522 4031203
Nodal Officer-Kochi & Trivandrum	Puneet Panchaity	regionalnodalofficer.cochin@citi.com	0484 4196512
Nodal Officer-Jaipur	Ajay Pathyarch	regionalnodalofficer.jaipur@citi.com	0141-4053303

Download "[Bankers' Guide For Senior Citizens, Customers With Special Needs And Persons With Disabilities](#)" book Compiled by Indian Banks' Association.