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MOST IMPORTANT TERMS AND CONDITIONS - Citi Credit Cards

The Most Important Terms and Conditions (MITC) are to be read and understood in conjunction with the Citi Credit Card Member Terms and Conditions (Card Member T&Cs) and Product-specific Terms and Conditions as communicated on www.citibank.com/india. This card is issued by Citibank, N.A, India.

1 Fees and Charges

a. Schedule of Charges:

Annual Fees* for Primary and Add on Cards		
Cards Applicable		Details
All Citi Credit Cards: Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citigroup, Citi PremierMiles Credit Card, Citi Prestige Credit Card, Citi Corporate Card		Annual fees and joining fee for primary and additional card(s) are communicated at the time of sourcing.
Other Fees and Charges		
Description of Charges	Cards Applicable	Details
Cash Advance Fees	Citi PremierMiles Credit Card, Citi Prestige Credit Card, Citi Corporate Card	2.0% on the billed amount withdrawn*, subject to a minimum of ₹300.
	Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citigroup	2.5% on the billed amount withdrawn*, subject to a minimum of ₹500.
Late Payment Charges	Citi PremierMiles Credit Card Citi Prestige Credit Card	NIL for outstanding balance (after the due date) up to ₹2000
		₹100 for outstanding balance (after the due date) above ₹2000
	Citi Corporate Card	2.75% - payments overdue by up to 29 days (applicable from Payment Due Date & minimum of ₹ 200)
		4.50% - payments overdue by 30 days or more (applicable from Payment Due Date & minimum of ₹ 200)
	Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citi (Till 31st July)	NIL for outstanding balance (after the due date) up to ₹2000
		₹600 for outstanding balance (after the due date) above ₹2000 and up to ₹7500
		₹950 for outstanding balance (after the due date) above ₹7500 and up to ₹15000
		₹1300 for outstanding balance (after the due date) above ₹ 15000
	Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card,	NIL for outstanding balance (after the due date) up to ₹500

	CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citi (applicable from 1st August 2023)	₹500 for outstanding balance (after the due date) above ₹500 and up to ₹5000 ₹750 for outstanding balance (after the due date) above ₹5000 and up to ₹10000 ₹1200 for outstanding balance (after the due date) above ₹10000
Over Credit Limit Charge* ²	Citi Corporate Card	NIL
	Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citi, Citi PremierMiles Credit Card, Citi Prestige Credit Card	2.5% of the amount (excluding fees, charges and taxes) over the credit limit, subject to a minimum of ₹500.
Returned Payment Charge (Cheque/ ECS/ ACH/SI bounce charge)	Citi PremierMiles Credit Card, Citi Prestige Credit Card, Citi Corporate Card	₹350 per returned payment
	Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citi	₹500 per returned payment
Fuel Transaction Charge	All Citi Credit Cards	1% (+GST) fuel transaction charge (or surcharge) is levied by the merchant's Bank. This will be reversed (1% + GST) at authorized IndianOil Corporation outlets only for transactions greater than ₹10^
Railway ticket booking surcharge	All Citi Credit Cards	1.8% of the transaction value^.
Reissue of lost, stolen or damaged card	All Citi Credit Cards	NIL
Foreign Currency Transaction Charges	All Citi Credit Cards except Citi Rewards Domestic Credit Card	For international transactions in US Dollars, 3.5% mark-up on the INR equivalent of the US Dollars, at the conversion rates published by the card networks.* ³
		For international transactions effected in currencies other than the US Dollar, the transaction would first be converted into US Dollars, at the conversion rates published by the card networks.

	Citi Prestige Credit Card, Citi Corporate Card	NIL
Dynamic Currency Conversion markup** (Applicable from 15th January 2024)	Citi PremierMiles Credit Card, Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citi	1% (+GST) on each international transaction performed in Indian currency
Cash Deposit Charges	Citi PremierMiles Credit Card, Citi Prestige Credit Card, Citi Corporate Card	₹100 per deposit
	Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card, IKEA Family Credit Card by Citi	₹250 per deposit
Statement Request beyond 3 months	All Citi Credit Cards	NIL
Rent Transaction Fee*4 (Applicable from 1st Aug 2023)	Citi Prestige Credit Card, Citi Corporate Card, CitiBusiness IOC Credit Card, CitiBusiness Credit Card,	NIL
	Citi PremierMiles Credit Card, Citi Cash Back Credit Card, Citi Rewards Domestic Credit Card, Citi Rewards International Credit Card, First Citizen Citi Credit Card, IndianOil Citi Credit Card, IKEA Family Credit Card by Citi	1% fee capped at ₹ 1,500 per transaction will be applicable on each rental transaction.

*Annual fees will be charged on cards that have been activated or exhibited intent to use.

Following activation events are considered as intent to use:

1. ATM PIN Generation
2. Manage Cards (quick lock setup/ daily limit set up/ transaction limit set up)
3. Viewing of CVV via Mobile App
4. Usage of Card for purchase transaction
5. Linking of Credit card with Citi Bank account (Not considered in case of auto linking with existing Citi account)

*¹International cash withdrawal amount billed post conversion to INR via DCC viz dynamic currency conversion (i.e., a service offered at certain international ATMs which allows a Card Member to convert a transaction denominated in a foreign currency to local currency i.e., Indian Rupees at the point of withdrawal/sale) may include any fees / charges levied by the ATM acquiring bank or ATM service provider.

*²Over credit limit facility is available for primary cardholders. Eligibility of the cardholder will be at Axis Bank's discretion and maximum over credit limit amount allowed will be 20% of total credit limit up to Rs 50,000. Cardholder will be required to provide explicit consent for utilising credit limit beyond the total credit limit. Over credit limit charge will not exceed the amount utilised over the credit limit.

[^]The Fuel transaction surcharge and Railway ticket booking surcharge are indicative only. These surcharges are levied by the acquirer (merchant's bank providing terminal / payment gateway) and actual surcharge might vary across different acquirers. Fuel surcharge reversal for transactions at authorized IndianOil outlets will be done basis fuel outlet details shared by the partner only.

*³Foreign currency transactions will be billed in Indian Rupees, using exchange rates published by Card networks, as of the date of settlement of transaction and not on the date of the transaction. The billed amount will include the INR equivalent transaction amount, mark-up levied by Citibank and applicable Goods and Services Tax (GST). Mark up charges levied on foreign transactions will be billed in cardholders statement as a separate entry. *⁴ Rent Transaction fee: For each rent payment identified through MCC 6513, a rent surcharge fee of 1% capped at INR 1500 per transaction will be levied on the transaction amount. Taxes will be applicable as notified by Government of India. For example - If you pay INR 20,000 on a third-party rent payment platform using your Citi Bank Credit Card, 1% of transaction amount i.e. INR 200 plus taxes will be charged as surcharge fee. In case you pay INR 200,000 on a third-party rent payment platform using your Citi Bank Credit Card, rent surcharge fee will be capped at INR 1,500 plus taxes.

Goods and Services Tax (GST)* at rates as notified by the Government of India is applicable on all fees, interest and other charges and is subject to change.

*For Citi Corporate Card: GST will be applicable basis the Location of Supplier (LOS) & Place of Supply (POS) of services. POS will be determined basis corporate's registered address provided during corporate onboarding. If the POS & LOS are in the same state, CGST & SGST will be charged, else IGST will be charged as per applicable rates. For Corporates located in Special economic Zone (SEZ), GST will be exempted as per section 16 of the Integrated Goods and Services Tax Act, 2017 (IGST Act).

**Dynamic Currency Conversion mark-up: With DCC, a customer can make an international transaction using Indian currency. However, while making payment in INR to an overseas merchant, a DCC mark-up fee of 1% plus taxes will be levied on the transaction amount. DCC is applicable on International transactions made through POS or online, either at International location or with a merchant located in Indian but registered in foreign nation. Example - If you have made a purchase at a store in an International Country and payment is made using your Citi Bank credit card in INR on POS machine, DCC Mark-up fee of 1% plus, taxes will be levied on the transaction amount. Similarly, if you made a purchase in India from a merchant registered overseas and payment is made using your Citi Bank credit card in INR, a DCC Mark-up fee of 1% plus taxes will be levied on the transaction amount.

b. Finance Charges*

*Not applicable for Citi Corporate Cards

- i. Interest will be charged if the Card Member does not pay back the previous bill in full, by the payment due date (as per the card statement), and on cash advances from the day of advance. Interest is charged from the date of transaction until the date of full settlement of the dues.
- ii. The interest rate on the Citi credit card of the Card Member will be 3.75% per month (i.e., 45.00% annualized), with the exception of Citi Ultima & Corporate cards.
- iii. If the Card Member is using revolving credit facility, the closing balance as per the previous statement will accrue interest till the date of full payment of the total amount due, inclusive of any billed EMIs for loans on credit card.

All new purchases before final payment date will be charged interest from the transaction date till date of final payment and the interest post final payment date will be deferred and billed/waived depending on payment in subsequent cycles. All new purchases post final payment will continue to have interest deferred and billed/waived depending on payment in subsequent cycles.

- iv. In the event the Card or loan is closed by the customer, prior to all the instalments being charged, the loan principal outstanding, interest accrued till the date of such closure of loan along with the pre-closure charges shall be debited to the Card account and appear in the monthly statement. As a part of the Credit Card Account, this balance will now attract all the charges including finance charges at the credit card rate of interest of 3.75% per month (i.e., 45.00% annualized). Citibank shall be entitled to demand immediate repayment of such outstanding amounts.
- v. Effective 1st October 2022, Interest will not be accrued on the fees, charges, and GST. Interest will continue to accrue on customer initiated spends, interest and EMIs. Charges which are part of the transaction amount like Fuel surcharge, IRCTC surcharge will continue to accrue interest.

Illustrative example 1 for interest calculation:

Assuming, that a Card Member has paid only partially for the February outstanding, and the statement is generated on 17th March for ₹5000 (including interest from the date of transaction). Card Member makes a payment of ₹2000 on 25th March, and a purchase for ₹1000 on 30th March. No further payment is made on the card till 17th April (i.e., next statement date). Assuming an interest rate of 45.00% per annum on the Card, interest will be levied as follows:

Balance (₹)	Period	No. of days	Calculation	Interest (₹)
5000	18 Mar – 24 Mar	7	$45.00 * 7 / 365 * 5000 / 100$	43.15
3000	25 Mar – 29 Mar	5	$45.00 * 5 / 365 * 3000 / 100$	18.49
4000	30 Mar – 17 Apr	19	$45.00 * 19 / 365 * 4000 / 100$	93.70
Interest charged				155.34

NOTE: If a Card Member spends ₹5000/- and pays back exactly the minimum amount due every month, then it may result in repayment stretching up to 12* years with consequent interest payment on the outstanding amount. Therefore, a Card Member should, whenever possible, pay back substantially more than the minimum due. This will also help to free up the spending limit and improve credit rating.

*In such a scenario, repayment for Prestige credit card would stretch up to 4 years only due to higher Minimum Amount Due (10% instead of 5%)

Illustrative example 2 for interest calculation: Assuming, that a Card Member has paid only partially for the November outstanding, and the statement is generated on 17th December for ₹5000 (including interest from the date of transaction). Card Member makes a purchase of ₹1000 on 20th December, full payment of ₹5000 on 25th December, and a purchase for ₹1000 on 30th December. No further payment is made on the card till 17th January (i.e., next statement date). Assuming an interest rate of 45.00% per annum on the Card, interest will be levied as follows:

Balance (₹)	Period	No. of days	Calculation	Interest (₹)
5000	18 – 19 Dec	2	$45.00 * 2 / 365 * 5000 / 100$	12.33
6000	20 – 24 Dec	5	$45.00 * 5 / 365 * 6000 / 100$	36.99
Interest charged				49.32

Interest accrued post full payment date, i.e., 25th December will be deferred and billed/ waived depending on payment in subsequent cycles.

c. Late payment charges*: Late payment charges will be applicable if the Minimum Amount Due on the card is unpaid for more than 3 days from the Payment Due Date. Late payment charges are levied based on the total amount due on the card after the due date.

***For Corporate Cards:** Late Payment charges will be applicable if the Total Amount Due is unpaid after the Payment Due Date. If the payments are overdue by up to 29 days, the late payment charges will be 2.75% (i.e., 33% annualized) and if the payments are overdue by 30 days or more, the Late payment charges will be 4.50% (i.e., 54% annualized) applicable from Payment Due Date & subject to a minimum of ₹ 200.

Illustrative Example for Calculation of Late Payment Charges for Corporate Cards:

Assume you (the word 'you' refers to the Cardmember) receive a statement for the period 16th Oct – 15th Nov with a payment due date of 3rd Dec to pay the outstanding balance of ₹ 5000. You need to pay the total amount due of ₹5000 to ensure that no late payment charges are levied. If you fail to do so, then late payment charges would be levied per the Card outstanding as per the following bands:

- 2.75% - payments overdue by up to 29 days (applicable from the Payment Due Date & subject to a minimum of ₹ 200)
 - 4.50% - payments overdue by 30 days or more (applicable from the Payment Due Date & subject to a minimum of ₹ 200)
- In the example detailed above, if you make a payment only on 7th Dec (payment due date of 3rd Dec), a Late Payment Charge of ₹ 200 will be levied

d. Payment due date (PDD): The payment due date can vary between 17 and 23 days from the statement date depending on the outstanding dues repayment history. This period is at the discretion of the Bank and may change. For example, if the statement period is from 16th May to 15th June, the payment due date can vary from 2nd July to 8th July.

e. 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*: For the example given in the PDD section, assuming that the payment due date falls on 2nd July, and if the previous month's dues have been paid in full, the grace period would be:

- For a purchase dated 16 May, interest free grace period would be 16th May to 2nd July = 47 days.
- For a purchase dated 15th June, interest free grace period is 15th June to 2nd July = 17 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) using average daily balance method.

2. Limits*

The Credit limit and Cash withdrawal limit are communicated to the Card Member at the time of delivery of the card and also in the monthly statements. ‘Available Credit Limit’ or ‘available Cash Limit’ is the limit up to which a Card Member can make purchases or withdraw cash from an ATM, respectively. The Cash limit is included within the overall Credit limit assigned.

***For Citi Corporate Cards:** The Citibank Corporate card has been issued to you by virtue of your employment with the corporate/employer as per a specific arrangement between the employer and the Bank. The Cardmember authorizes his/her employer, through its duly authorized signatories to revise the credit limit during the course of the credit card relationship, request for outstanding, transaction summary - including billed and unbilled, and/or initiate blocking/closure of his/her Citibank corporate credit card. The Cardmember also authorizes the Bank to accept transactional requests from his/her employer, through the authorized signatories, and deem them as being made on his/her behalf.

The card member also agrees, understands, and accepts that the card member and his/her employer are jointly and severally liable for all charges to his/her credit card account resulting from use of the card. He agrees and understands that the card issued will be an internationally valid charge card to support only the bonafide official expenses, both domestic and international.

3. Billing

a. **Statement:** Card Member will be sent a monthly statement on the statement date showing payments, transactions, and charges, if any, for the month, provided the card has been used during the said period. The statement would be dispatched by physical mail or email to the mailing address as per bank's records. Customers have a one-time option to reach out to Citiphones to have the statement generation date updated, subject to payment of dues

b. **Minimum Amount Due (MAD)*:** The monthly payment should cover at least the MAD. Any unpaid MAD from the previous statements will also be added to the current MAD to arrive at the MAD payable in the current statement. The MAD will be higher of the following, subject to a minimum of ₹100:

1. the sum of all instalments, the amount utilized over the credit limit (if any) and 5%# of remaining balance outstanding, OR
2. the sum of all instalments, annual fees, transaction fees for loans / EMI facilities linked to credit card, interest / other bank charges (excluding insurance /), the amount utilized over the credit limit (if any) and 1% of remaining balance outstanding.

***For Citi Corporate Cards:** Minimum Amount Due (MAD)=Total Amount Due (TAD)

#This can vary for specific card types, is subject to change from time to time and will be notified accordingly. For Prestige, 10% of remaining balance outstanding is applicable here.

If the Total Amount Due (TAD) is less than ₹ 100, the MAD would be equal to TAD.

c. **Payments** received against the Card will be adjusted against the various categories in the following order: taxes, fees, other charges, interest charges, insurance charges and principal. Within a category, the payment will be adjusted in the following order: loan above card limit, other EMI plans, cash-withdrawals, and retail purchases. Billed outstanding dues will be prioritized over unbilled outstanding dues for payment application; with the order of payment application remaining same as above. For payments exceeding billed outstanding dues, the application will be done on unbilled transactions posted in the card account till the date of payment application.

d. **Methods of payments:** Payments towards the card account may be made in any of the following ways:

i. **Online:** Payment from a Citibank account can be made using the Citibank website, Citibank Mobile App or Citibank Interactive Voice Response (IVR). Online payment from non- Citibank banking account can also be made using Epay option on the Citibank website.

ii. **Standing Instruction:** Standing instruction for TAD or MAD from a Citibank account. iii. **ECS / NACH:** Standing instruction for TAD or MAD from a non-Citi bank account.

iv. **NEFT/ IMPS:** Online payment from a non-Citibank banking account using IFSC code CITI0000003 and Chennai as branch address.

v. **Cheque / Demand draft:** drawn in favour of the 16-digit Citibank credit card number i.e. “Citibank Card XXXXXXXXXXXXXXXXXX”. The cheque / DD can be dropped in the drop boxes at Citibank ATMs.

e. **Billing disputes:** In the event of a billing dispute, Card Member must inform Citibank within 30 days of receipt of the statement and not later than 60 days from the date of transaction. For billing disputes, Bank will investigate and confirm the liability for such transactions. For certain disputes the Bank may, at its discretion, give a temporary credit during the period of investigation, which may be reversed subject to outcome of investigation. f. **Contact details:** Card Member can contact Citibank in any of the following ways:

i. Call us on the CitiPhone helpline. Please refer to the ‘Contact Us’ tab on the Citi home page www.citibank.com/india. ii. Login to www.citibank.com/india using IPIN (Internet password), click on the ‘Your Queries’ link to send us the query. iii. Citibank, N.A. Mail Room, Acropolis, 9th Floor, No. 148, Dr Radhakrishnan Salai, Mylapore, Chennai – 600 004

g. Grievance redressal: If you are not satisfied with the response received from access channels-CitiPhone/ Your query in CBOL, you may escalate your concern to the **Head Customer Care** by sending an Email to head.customercare@citi.com

For any further escalation, you can reach our Principal Nodal Officer Hema Venkatesh to examine issues and provide an impartial resolution, you may escalate to her by sending an email @ principal.nodal.officer@citi.com or call her @ 1800 266 2400 (India Toll Free) / 022 4955 2400 (Local Dialing) between 10:00 AM and 6:00 PM IST (Monday to Saturday) except on National Holidays

For more information on the compensation framework for unsuccessful/failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards, etc., please refer to: <https://www.online.citibank.co.in/portal/pdf/Customer-Compensation-policy.pdf>

For other key policies and commitments, please refer: <https://www.online.citibank.co.in/policies/key-policies-andcommitments.htm>

In an event that the Card Member does not receive any response within one month from the date of complaint lodged at the above-mentioned channels, or if the Card Member is dissatisfied with the response given, he/she may write to the Banking Ombudsman for an independent review. Further details are available on the Grievance Redressal webpage on www.citibank.com/india on the Banking Ombudsman scheme.

4. Default and Circumstances

If the Card Member does not pay at least the MAD (or TAD in case of Citi Corporate Cards) by the payment due date plus 3 days, the card will be reported as delinquent in the monthly submissions to the Credit Information Companies (CICs), authorized by the Reserve Bank of India (RBI). Nonpayment of at least the MAD may lead to discontinuation of the credit card services. If any dues or outstanding payable by the Card Member to the Bank hereunder remains due and payable, the Card Member shall be reported to the Reserve Bank of India or any other authority, as required under the applicable regulations/laws. If requisite payment is made, the record will be updated as 'current' in the subsequent monthly refresh to the CICs. The Card member has understood the following illustrative example of Special Mention Account (SMA)/ NonPerforming Asset (NPA) classification methodology.

Illustrative example: If due date of a credit card account is March 31, 2021, and full dues are not received before the Bank runs the day-end process for this date, the date of overdue shall be March 31, 2021. If it continues to remain overdue, then this card account shall get tagged as SMA-1 upon running day-end process on April 30, 2021, i.e., upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that card account shall be April 30, 2021.

Similarly, if the card account continues to remain overdue, it shall get tagged as SMA-2 upon running day-end process on May 30, 2021, and if continues to remain overdue further, it shall get classified as NPA upon running day end process on June 29, 2021. Due Date: March 31, 2021

Overdue Days	Date of Classification	Classification Status*
NA	March 30, 2021	Standard
1	March 31, 2021	SMA 0
31	Apr 30, 2021	SMA 1
61	May 30, 2021	SMA 2
91	June 29, 2021	NPA

*Classification status tracking will depend on the type of facility being extended, for e.g., SMA 0 classification is not applicable for revolving facilities, and will be tracked for SMA 1 onwards.

If the payment is overdue, the Card Member may be contacted through visits, post, fax, telephone, e-mail, SMS messaging and / or by engaging third parties to remind, follow up and collect dues. Bank's customer assistance specialists, engaged through the authorized agencies may contact the Card Member to remind on the outstanding dues. The complete list of authorized agencies is available on www.citibank.com/india. If the Bank is unable to contact the Card Member, a message may be left with third parties such as spouse / parent / other direct adult family member / secretary / accountant) available at the residence / office / phone.

Citibank may at any time combine and consolidate any of the Card Member's accounts and any other facilities availed by the Card Member, including any outstanding dues with respect to credit cards held with the Bank. Bank 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 the liabilities of the Card Member to the Bank on any account or in any other respect.

In case of deceased/permanently incapacitated Card Member, the Bank will request the heirs/executors/administrators /family members to repay the dues.

Card Member may visit www.citibank.com/india or call at the CitiPhone helpline for information on insurance covers available with Citibank.

5. Termination / revocation of the Card membership

A Card Member may terminate the Card membership with Citibank at any time by writing to the Bank or by calling the CitiPhone helpline at 1860 210 2484 (Local call charges apply) or +91 22 4955 2484 for calling from outside of India, from 9 am to 9 pm for all your banking needs, and 24*7 for emergency services.

i. The entire card outstanding dues and loans / EMI facilities linked to credit card (if availed) will immediately become due. Citibank will temporarily block the credit card if the card has not been activated by the customer within 30 days from the date of issuance. Customers will be given 7 additional days to generate ATM PIN and revoke the temporary block. In case of no ATM PIN generation, credit card account shall be permanently closed. ii. In a scenario where primary and add-on cards are temporarily blocked due to inactivity and only add-on cardholder revokes the block by generating APIN while primary doesn't then on 37th day the account (primary as well as add on cards) will be permanently closed as primary card is inactive. iii. The activation needs to be done at card level. Applicable for all Primary and Add-on Credit Cards. Any of the activation events mentioned in section 1 (a) will be considered for card activation and continuation of services. iv. Citibank may also cancel the use of the card at any time without prior notice, if it considers it necessary for business or security reasons, which may include but not limited to 13 months inactivity, delay in payments, returned cheque, improper use of credit card (for Foreign Exchange trading, business use, etc.), misleading or incorrect information/documents given along with card application or otherwise, failure to furnish information or documents as required by relevant laws/regulations (including identification documents) as may be required under the Bank's/ RBI's Know Your Customer (KYC)/ Anti Money Laundering (AML)/ Combating of Financing Terrorism (CFT) guidelines, if the Card Member is involved in any civil litigation or criminal offence / proceedings by any authority, court of law or professional body or association, etc. For details on card termination/cancellation, please refer to 'Events of Default' in the Card Member Terms & Conditions given on www.citibank.com/india. The Card Member may continue to receive monthly statements, reflecting the actual outstanding, even after closure of the card account.

6. Loss / Theft / Misuse of the Card

i. In case the card is lost, stolen, misplaced, or if someone else knows the PIN or other security information the Card Member should contact Citibank immediately by calling 24hour CitiPhone at 1800 267 2425. Card member can also block the card by logging in to Citibank Online or Citi Mobile App. Card Member must report the theft of the Card(s) to the Police and lodge an FIR. ii. Card Member will not be liable for any misuse on a card or PIN after informing Citibank of the loss unless the Card Member has acted with gross negligence.

iii. Card Member will be liable for all losses owing to any misuse that happened with his/her consent or knowledge or prior to intimation to Bank about loss of card.

iv. The card cannot be used for any purpose prohibited by regulations or applicable law.

7. DISCLOSURE

i. Citibank has tied up with Credit Information Companies (CICs) authorized by the RBI and will share credit information including but not limited to the current balance, loans / EMI facilities linked to credit card (if availed), balance outstanding on credit card/ loan, payment history etc. along with the demographic details with these organizations on a monthly basis, as per the Credit Information Companies (Regulation) Act, 2005. The CICs 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 the best interest of Card Member to maintain a good credit history by paying the necessary dues in a timely manner. Details of default would also be available with the CICs, which in turn could impact the credit worthiness of Card Members. ii. Citibank reserves its right to report a delinquent customer to the CICs even in an instance of Card Member raising a billing dispute which the Bank had clarified as an invalid dispute earlier or the dispute being raised by Card Member after the cut-off date, as defined by the Bank, and/or the dispute is in relation to secured transactions where a PIN or a One Time Password was used.

iii. Citibank will provide the particulars of the card account to the statutory authorities, as may be required. If the Card Member has availed a co-brand card, offered by Citibank and its partner, the necessary information including but not limited to that which is required for execution of the rewards programs, portfolio statistical analysis, etc. will be provided to the co-brand partner.

iv. Transaction alerts received may not be assumed as a confirmation of transaction completion.

v. Residents of the U.S. State of California have certain rights with respect to their Personal Information under the California Consumer Privacy Act ("CCPA") as of January 1, 2020. (For more information about what this means to you, please visit <https://www.citigroup.com/citi/privacy>. To access your rights under CCPA, please call U.S. +1 833-399-0014 or visit (https://online.citi.com/CCPA_non-US_Request.pdf) CCPA non-US Request to print a form and mail it to us.)

If the Card Member does not wish to receive any direct marketing or telecalling / telesales calls from Citibank for other products, the Card Member may call CitiPhone and inform the Bank. Alternatively, Card Member could log on to the Bank's website and register for the 'Do Not Disturb' service. The Card Member will continue to receive communication pertaining to the core features of the credit card.

A soft copy of this MITC document, Card Member Terms and Conditions, relevant credit card guidelines and local regulations are available on www.citibank.com/india.

Important Regulatory information

- i. The Credit 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.
- ii. **Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, Card Member may be liable for penal action and /or closure of card.** All Information in this communication is correct at the time of printing/publishing (Version: GCG/Consolidated MITC and SOC/01-24