



Important Information regarding Grievance Redressal Mechanism

In case of any grievance/complaint on your Demat account, you can reach us through the channels listed below:

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email ID	Working hours
Customer Care	Grievance Redressal Officer	Citibank N.A, Mail Room, ACROPOLIS, 9 th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai- 600 004.	1800 266 2400 (India toll free)	weblink will take directly to login complaint page https://www.online.citibank.co.in/customerservice/ERU/HCC/index.htm?eOfferCode=INCITIERUHCC	10.00AM to 6.00PM IST
Head of Customer Care	The Manager	Citibank N.A, Mail Room, ACROPOLIS, 9 th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai- 600 004.	022-49552400	If you are not satisfied with the response received from the Customer Care, you may escalate your concern to the Principal Nodal Officer(PNO) in the following ways. Please ensure you quote the reference number from your previous interaction with us, while reaching out to the PNO. Principal.nodal.officer@citi.com	10.00AM to 6.00PM IST
Compliance Officer	Mr. Neerav Maniar	First International Financial Centre (FIFC), Plot No # C-54 & C-55, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051	022 62292160	principalcodecomplianceofficer@citi.com	10.00AM to 6.00PM IST
CEO	Mr. Ashu Khullar	Citibank N.A, ACROPOLIS, 9 th Floor, New Door No.148, (Old No.68), Dr. Radhakrishnan Salai Mylapore, Chennai – 600 004	044-6698 2024	india.ceo@citi.com	10.00AM to 6.00PM IST

In the event that you are dissatisfied with the responses given, you may write to the concerned Depository at the following:

	Web Address	Contact Number	e-Mail ID
NSDL	www.nsdl.co.in	(022) 2499 4200	relations@nsdl.co.in

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.

Alternatively, you can also lodge your complaint related to Demat account on the SEBI SCORES mobile application available on play store. Refer link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330&hl=en&gl=US>