i. Basic details of the SB/DP such as registration number, registered address of Head Office and branches, (if any).

Office Address:
CITIBANK N.A. Investor Services Operations
First International Financial Centre (FIFC)
09th Floor, Plot No. C54 – 55 G Block
Bandra Kurla Complex Bandra (East), Mumbai: 400098

SEBI Registration No.: IN-DP-42-2015

ii. Names and contact details such as Name, Email IDs, etc. of all Key Managerial Personnel (KMPs) including Compliance Officer:

Management Designation	Employee Name	Email ID
Business Head, Investor Services, India	Ms. Leena Aich	Leena.Aich@citi.com
Country Chief Financial Officer	Mr. Jeegar Shah	Jeegar.Shah@citi.com
Investor Services India, Head - Product Management	Mr. Prasanna Jha	Prasanna.Jha@citi.com
Investor Services Operations, Head – South Asia	Mr. Anand Diwan	Anand.Diwan@citi.com
Investor Services Operations, Head – Client Onboarding	Mr. Kshitij Chincholikar	Kshitij.Rajendra.Chincholikar@citi.com
Investor Services Operations India, Head – Core Custody Operations	Mr. Abhijit More	Abhijit1.More@citi.com
Investor Services Operations, Vice President - Governance, Risk & Control	Mr. Ravi Singh	Ravi2.Singh@citi.com
Investor Services Operations, Alternate Compliance Officer for DP - Governance, Risk & Control	Mr. Rohit Narsinghani	Rohit.Narsinghani@citi.com
Investor Services Operations, Compliance Officer	Mr. Chirag Udani	Chirag.Udani@citi.com

iii. Step-by-step procedures for opening a demat account, filing a complaint on a designated email id, and finding out the status of the complaint, etc.

Demat Account Opening Steps:

a) Submission of Account Opening forms – Client would need to submit duly executed and signed account opening and other relevant forms including supporting documents, for opening a depository account.
b) Submit the necessary KYC documents – Client needs to submit necessary KYC documents including proof of Identification and proof of address.
c) Verification of all submitted documents – Depository Participant will review the documents so submitted and will connect with client for any clarification or any additional information required
d) Opening of account – On completion of the review and verification of the documents and information so submitted, the account will be opened, and an intimation is sent to the client.

Steps for filing a complaint & status check:

a) For Complaints/grievances related to Demat Services (Including Custody Services) please write an email to: ss.custodygrievances@citi.com or personnel mentioned under Investor Grievances escalation matrix.

b) In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at https://investor.nsdl.com/portal/en/home or
CDSL at https://www.cdslindia.com/Footer/grievances.aspx or
SEBI at https://scores.sebi.gov.in/

c) Investor to check status of complaints by writing to the DP, where complaint is sent to the DP or by direct logging to NSDL / CDSL or SCORES website, where compliant is lodged.

iv. Details of Authorized Persons:

Management Designation	Employee Name	Email ID
Business Head, Investor Services, India	Ms. Leena Aich	Leena.Aich@citi.com
Country Chief Financial Officer	Mr. Jeegar Shah	Jeegar.Shah@citi.com
Investor Services India, Head - Product Management	Mr. Prasanna Jha	Prasanna.Jha@citi.com
Investor Services Operations, Head – South Asia	Mr. Anand Diwan	Anand.Diwan@citi.com
Investor Services Operations, Head – Client Onboarding	Mr. Kshitij Chincholikar	Kshitij.Rajendra.Chincholikar@citi.com
Investor Services Operations India, Head – Core Custody Operations	Mr. Abhijit More	Abhijit1.More@citi.com
Investor Services Operations, Vice President - Governance, Risk & Control	Mr. Ravi Singh	Ravi2.Singh@citi.com
Investor Services Operations, Alternate Compliance Officer for DP - Governance, Risk & Control	Mr. Rohit Narsinghani	Rohit.Narsinghani@citi.com
Investor Services Operations, Compliance Officer	Mr. Chirag Udani	Chirag.Udani@citi.com