CITIBANK N.A., INDIA - CITIZEN CHARTER DOCUMENT

Summary	This document highlights Citibank India's commitment towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations on the part of customers for healthy practices in customer-banker relationships. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service. The revised version of the Citizen Charter will be available on Citibank India website after receipt of the approval of the Board.
Scope	This memorandum applies to Citibank N.A., India
Document Owner	Santosh Dujari Aditya Bagree Leena Aich Neeraj Kumar Bhanu Vohra
Owner Group	Treasury and Trade Solutions (TTS), Markets, Securities Services (SS), Corporate Bank (CB) and Commercial Bank (CCB)
Principal Contact	Arunabh Singh, Dilnaz Tarapore (TTS) Vinay Nayak, Neha Lakhani (Markets) Prasanna Jha, Pradeep Kumar (Securities Services) Jesslyn Nazareth (CB) Karthik Kasiraman (CCB)

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Citizen Charter

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PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

We, at Citibank, felt that to become more customer friendly, the Bank should come out with a charter of its services for the customers. This document highlights Citibank's commitment towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff.

This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations on the part of customers for healthy practices in customer-banker relationships.

The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our customers and seek their feedback to evaluate, improve and widen the range of services provided by us. All our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to send us your observations.

We look forward to sharing with you a mutually beneficial & long-term banking relationship.

NOTE

Information given in this document pertains to Citibank N.A. India (herein referred to as Citibank) and is subject to change/revision.

This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.

Only key information on various services/facilities has been provided in this document. Each service has its own detailed Terms and Conditions, which can be made available on request.

For further details/information, please visit the Citibank India website or call your Citibank Relationship /Service Manager -or visit your nearest Citibank branch.

1. COMMON PRACTICES FOLLOWED BY OUR BRANCHES

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' counter at branches.
5. Display interest rates for various deposit schemes from time to time.
6. Notify change in benchmark rates.
7. Provide details of various deposit schemes/services of the Bank.
8. Issue Demand Drafts, Pay Orders, etc.
9. Display Time - Norms for various banking transactions.
10. Pay interest for delayed credit of local and outstation cheques, as per Citibank's Cheque Collection -memorandum.
11. Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as per Citibank's Cheque Collection memorandum.
12. Provide complaint/suggestion box/ register in the branch premises.
13. Display address of Principal Nodal Officer (PNO), Nodal Officers dealing with customer grievances /complaints.
14. Provide monthly statement of accounts- for all Current accounts if requested by the customer.
15. Display GST numbers on the branches.

2. FAIR BANKING PRACTICES

Customers are requested to

1. Ensure safe custody of cheque book and statement of account.
2. Issue crossed/account payee cheques as far as possible.
3. Check the details of the cheque, namely, date, amount in words and figures, crossing, etc. before issuing it. As far as possible, issue cheques after rounding off the amount to the nearest rupee.
4. Not to issue cheque without adequate balance.
5. Send cheques and other financial instruments by Registered Post or by courier.
6. Safe keep account numbers, details of Fixed Deposit, account statements etc. and ensure confidentiality of all Personal Identification Numbers (PINs).
7. Provide accurate information about name, address, telephone number, email address, etc., and inform change of address, telephone number, etc., to the Bank.
8. Inform loss of demand draft, cheque leave(s) / book, corporate credit Card, etc., immediately to the Branch / CitiService.
9. Avail standing instructions facility for repeat transactions.
10. Provide feedback on our services.
11. Pay interest on overdrafts, installments, and other dues on time.
12. Avail services such as NEFT, RTGS, NACH, Internet Banking, etc.
13. Not to share /internet banking passwords, Corporate Credit Card PINs, CVV and OTP with others and ensure confidentiality.
14. Bring any deficiency in services to the notice of the branch.
15. Not to sign blank cheque/s and also do not record your specimen signature on cheque book.
16. Not fall prey to fictitious offers / lottery winnings / remittance of cheap funds in foreign currency from abroad by so-called foreign entities/ individuals or to Indian residents acting as representatives of such entities/individuals.
17. Not undertake online trading in foreign exchange/ / virtual currency on portals / websites.
18. Keeping the currency notes clean by not writing/scribbling anything on them.
19. Inform the branch immediately, when there is a change in signatory information by following the laid-out bank process in this regard.
20. Exhibit professional courtesy in their interaction with bank officers.
21. Ensure KYC information is kept up to date and any changes are duly notified to the Bank.

3. COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

CURRENT ACCOUNT

1. In order to comply with regulatory / statutory requirements, while opening an account, the Bank will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) norms as laid down by the regulator.
2. The Bank shall ensure that the identity of the entity/authorized signatories seeking to open an account are duly verified, thereby protecting prospective customer and members of the public against fraud and other misuse of the banking system.
3. Customers must also provide relevant documents and information to the Bank for updating customer information periodically.
4. No interest is paid on credit balances kept in current account.

TERM DEPOSITS

1. Bank offers various deposit products for its institutional clients
2. Bank staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes
3. Term Deposits and Power Deposits can be booked for a minimum period of 7 days. Term deposit interest rates are decided by the Bank in adherence to its Board-approved deposit policy within the general guidelines issued by the Reserve Bank of India from time to time. Interest on deposits repayable for less than 3 months or where the terminal quarter is incomplete, interest shall be paid proportionately for the actual number of days reckoning the year at 365 days. In case of monthly deposit scheme, the interest shall be calculated for the quarter and paid monthly at discounted value while a customer is booking a term deposit, an annualized yield is displayed for all tenors greater than 3 months.
4. The manner of calculation of interest is appropriately disclosed to the customer while accepting the deposits. The same is displayed at the bank branches as well.
5. At the time of booking a deposit, explicit maturity instructions are sought from the customer i.e. Credit to linked account or auto renewal on maturity.
6. For process of premature withdrawal of a term deposit, premature liquidation of a term deposit, etc. please refer to the Deposit Policy updated on the Citibank India website.

NOMINATION FOR SOLE PROPRIETARY CONCERN

Nomination is available for all deposit accounts opened in individual capacity (i.e. sole proprietary concern), i.e. not for accounts opened in representative capacity.

1. Nomination can be done in favour of one person only. The rights of nominee arise only after the death of all the depositor(s).
2. Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, the request should be signed by all account holders.
3. Nomination can be made in favour of a minor also and the Nomination form is to be signed

by the natural guardian. During the period the minor does not attain majority, the natural guardian will receive the amount on minor's behalf.

4. For the existing accounts where nomination is not made, the account holder(s) can do so by filling up the nomination form available with the branches.
5. In case the depositor(s) does not wish to make nomination, the same should be recorded via declaration form by the depositor(s) with their signature.
6. All banking charges levied will be subject to GST@18%

REMITTANCE SERVICE

1. Customers may remit funds by Demand Draft (DD) or Electronic Funds Transfer (operated through RBI) within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.
2. Demand drafts / Pay Orders for Rs. 50,000 and above will be issued by the banks only by debit to the customer's account and not against cash payment.
3. Drafts are issued on our branches. They are also issued on our Correspondent Bank's branches at centres where we do not have any branch.
4. Banker's cheques and drafts are valid for 3 months from date of issue and can be revalidated by issuing branches on written request of the purchasers upon submission of required documents.
5. As directed by the RBI, the bank may issue duplicate demand draft up to Rs. 5,000/- based on adequate indemnity and without obtaining Non-payment advice from the drawee branch.
6. As directed by the RBI, the banks will issue duplicate demand draft to the customer within a fortnight from the receipt of request with necessary documentation as applicable. For delay in issuing duplicate draft beyond the above stipulated period, the bank will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay. The request for issuance of duplicate demand draft can only be made by purchaser or beneficiary of the demand draft and necessary documents as required by the Bank needs to be submitted.
7. All banking charges levied will be subject to GST@18%.

COLLECTION SERVICE

Citibank has a Cheque collection memorandum in line with the directions provided by Reserve Bank of India that provides details as regards the collection services offered by the bank. The Cheque collection -memorandum is available at the Citibank India website. Amongst other points the policy defines the turnaround time and compensation that will be provided in the event there is a delay in realization of the cheque deposited by an account holder. Customers are requested to deposit their cheque within the stipulated cut-off at the branches to ensure timely clearing.

PAYMENT OF BALANCE IN ACCOUNTS OF DECEASED CUSTOMERS TO SURVIVORS / CLAIMANTS

As directed by the RBI, the Bank has adopted procedures to ensure that settlement of claims in respect of deceased depositors is as simplified as possible.

STANDING INSTRUCTIONS

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account(s) maintained in the same branch, any other branch of the Bank or any other Bank or any other third party. These services / transfers can also be availed through our Online Internet Banking services CitiDirect®. For details, please reach out to your Citi representative.

EXCHANGE OF SOILED/MUTILATED CURRENCY NOTES

All the branches of the Bank will exchange freely, soiled/ mutilated currency notes of all denominations. Currency exchange facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect.

SERVICE CHARGES

The Bank provides various services to customers for which service charges are levied. Charges are reviewed /revised from time to time. Service charges are levied for collection and remittance of funds, issue of guarantees, commercial cards products, other trade services, etc. Charges are communicated to all customers at the time of starting a new banking relationship. Details of service charges are also available on the Citibank India website and displayed at branches. A copy of the Schedule of charges will also be provided to customers on request.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

Time norm chart for various transactions as per current regulation are displayed at all our branches. The time norms are indicative and are subject to change depending upon the volumes handled by each branch / location and depending on peak / nonpeak period.

FOREIGN EXCHANGE BUSINESS

The Bank offers a wide range of Foreign Exchange Products and Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999 (FEMA). Details of the exchange rates and charges which will apply to various foreign exchange transactions are available at branches. Cross border payments will be made subject to the provisions of the applicable FEMA Regulations from time to time.

Foreign exchange remittances under Liberalized Remittance Scheme will attract TCS as per section 206C(1G) read with section 206CC and section 206CCA of the Income-tax Act, 1961.

Charges levied under this product will be subject to GST@18%.

COMMERCIAL CREDIT CARDS

Citi offers Commercial Card solutions as a part of our Payments vertical within the Services business. Citi issues Commercial Cards to Customers, as part of credit facility extended under Local Credit Policy, for managing their travel and business payments. For details outlining the key features of Citi Commercial Card solutions, information related to issuance of a credit card and the various operational aspects pertaining to the same, please refer to the Citibank India website.

SECURITY SERVICES BUSINESS

Citi offers full range of securities services facilitating the trade and settlement of client's transactions, safekeeping of client's assets, asset servicing to foreign investors and domestic financial institutions like mutual funds, insurance company etc. Custody services also include record keeping and reporting, cash management, and income and distribution processing. For details, please refer to the Citibank India website.

MARKETS PRODUCT AND SERVICES

Citi offers FX & Rates solutions to clients for their hedging requirements. Markets provides derivatives capabilities across risk classes - interest rates, currencies and credit on underlying markets around the world. Structured Products capabilities to help clients minimize capital raising costs, hedge or diversify market exposures, customize investment returns and access international markets. For details, please refer to the Citibank India website.

4. ALTERNATE DELIVERY CHANNELS

INTERNET BANKING

The Bank offers Internet and Mobile Banking facility to its customers. This facility is compliant with the norms and Regulations laid down by the Regulator from time to time. Using this facility, the customers can enquire on their accounts as well as conduct financial transactions such as funds transfers using NEFT, RTGS, etc.
One can avail of other value–added features such as accessing e-statements, making bill payment, communicating with the Bank in a secure mode through a secure mail etc.

5. REDRESSAL OF COMPLAINTS

Citibank is committed to provide products and services of the highest standards. It is our endeavor to provide the best possible assistance to address any concerns that you may have. Kindly refer to our grievance redressal process updated on the Citibank India website.

6. CUSTOMER COMPENSATION

Based on principles of transparency and fairness in the treatment of customers, the Bank has designed the Customer Compensation policy which establishes a system whereby Citi India compensates the customer for any financial loss he / she might incur due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Citi India.

The Customer compensation memorandum can be accessed on the Citibank India website.

This Compensation memorandum covers areas relating to erroneous debit arising on fraudulent or other transactions, unauthorized debiting of account, payment of interest to customers for delayed collection of cheques / instruments, payment of interest for delay in issuance of duplicate draft, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, lending, delays in credit or Return of RTGS / NEFT / NACH transactions , other unauthorized action of Bank leading to a financial loss to customer, etc.