To

Citibank N.A., India

Date:

1 Customer Information:
Product Number:
Email Address:
Contact Information:

2 Nature of the Complaint:
Product/Service about which you have complaint:
Nature of complaint:
Please provide brief details of the complaint:
Attachments (if any):

3 Name & Designation of Complainant

Please send above details to the below-mentioned mail ID:

serviceindia@citi.com (Level 1)

In case your grievance is not resolved at Level 1, you may write to:

priorityservice@citi.com (Level 2)

In case you continue to be dissatisfied with the response received from L2 Customer Service, you may escalate the concerns to the Principal Nodal Officer (PNO) in the following manner.

Write to Principal Nodal Officer (pno@citi.com) explaining the details of the issue concerned.

Customers can also contact the Regional Nodal Officers appointed under the jurisdiction of the respective Banking Ombudsman. Complete contact details of the Nodal Officers/Principal Nodal Officer are available in the List on Citibank Website:

information-on-nodal-officer.pdf

Principal Nodal Officer
Name: Pramodh Anthony P
Citibank N.A.
163, Anna Salai Branch,
Mount Road,
Chennai – 600 002
Email ID: pno@citi.com

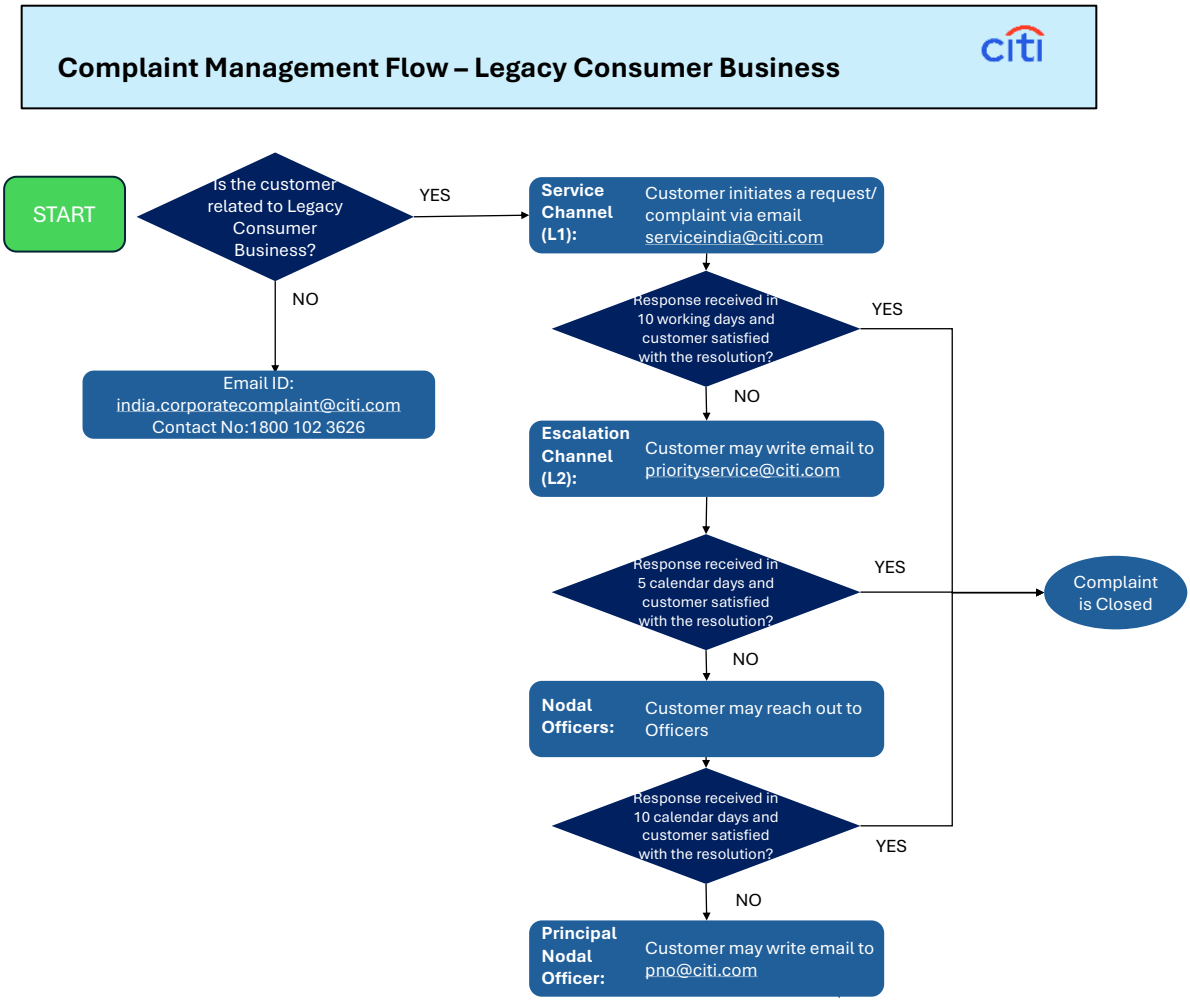
If you are not satisfied with our grievance redressal or if the complaint is not resolved at the bank level within a month, you may approach the Banking Ombudsman.

1. The complaint may be lodged online through the portal designed for the purpose https://cms.rbi.org.in/

2. The complaint may also be submitted through physical mode to the Centralized Receipt and Processing Centre set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorized representative. The complaint shall be submitted in physical mode in such format and containing such information as may be specified by Reserve Bank.

3. Additionally, a Contact Centre with a toll-free number – 14448 (8 am to 10 pm) – is also being operationalized by RBI in Hindi, English and (9.30am to 5.15pm) for 10 regional languages. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and will guide complainants in filing a complaint.

4. A copy of the Integrated Ombudsman Scheme 2021 is available on the RBI website and on the CMS portal (https://cms.rbi.org.in), the Salient features are available here.



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