



## **FAIR PRACTICE CODE:**

### **BACKGROUND**

Citibank has been providing world class banking services in India since 1902. It is our endeavor to continue to provide 'best in class' products and services to our customers. This document elucidates, in the context of Bank accounts and loans, Citibank's policies on best practices that it follows as a Bank in accordance with applicable local laws & regulations and Citibank's internal policies.

This code has been developed to promote good and fair banking practices by setting minimum standards in dealing with our customers. The code is expected to increase transparency so that our customers can have a better understanding of what they can reasonably expect of the services. This will also guide our customers for their day-to-day operations.

The Code is divided into two sections.

### **Section I – Fair Practices Code for the Global Consumer Group**

### **Section II – Fair Practices Code of Lender for Corporate Markets and Banking**

## **SECTION I – FAIR PRACTICES CODE FOR THE GLOBAL CONSUMER GROUP**

### **APPLICATION OF THE CODE**

This code will apply to the following type of accounts whether we provide them across the counter, over the phone, on the Internet or through any other channel.

\*Savings account, Current account, Fixed Deposits

\*Investment account, Demat Account

\*Safe Deposit Lockers

\*Remittances

\*Foreign Exchange Services

\*Loans & Overdrafts

\*Third Party Investments & Insurance products

\*Credit Cards & Debit Cards

Commitments outlined in this Code are applicable under normal operating environment.

### **Our Key Commitments**

We will act fairly and reasonably in all our dealings with all our customers by:

\*Meeting the commitments and standards in this Fair Practice Code ("Code"), for the products and services we offer, and in the procedures and practices our staff follow.

\*Making sure our products and services meet relevant laws and regulations.

\*Our dealings with the customer will rest on ethical principles of integrity and transparency.

\*Operating secure and reliable banking and payment systems.



\*We will help our customer understand how our financial products and services work: Giving information about the financial products/services in English. Information may also be provided in Hindi

- Ensuring that our advertising & promotional literature is clear & is not misleading
- Explaining the financial implications of the financial products/services
- Helping the customer to choose the financial product/service that meets his needs
- Providing periodic & appropriate updates, as required, regarding products that the customer has purchased.
- Ensuring that the customer is given clear information about our products and services, the terms and conditions and the interest rates/service charges, which apply to them.
- Providing information on the benefits that our customers are entitled to and how the benefits can be availed.
- Giving information to our customers on who they can contact for their queries.

\*We will help our customers to use their account or Service by:

- Providing our customers regular updates.
- Keeping our customers informed about changes in the interest rates, changes in terms and conditions.

\*We will deal quickly and proactively with things that go wrong by:

- Correcting mistakes timely
- Handling complaints timely

\*Telling our customers how to take their complaint forward if the customers are still not satisfied with our assistance.

Cancelling any bank charges that we apply by mistake and compensate our customer for any financial loss they may have incurred due to our mistake, in terms of our compensation policy

\*Providing suitable alternative channels to alleviate problems arising out of technological failures.

\*To Publicise the code we will:

- Make this code available on request either over the counter or by electronic communication.
- Make this code available at every branch and on our website.
- Ensure that our staff is trained to provide relevant information about the code

\*We will not discriminate between our customers on the basis of gender, physical ability, race or religion.

\*We will treat customer's personal information as Private and Confidential.

## **INFORMATION**

**Before an individual/entity becomes a customer, we will:**

\*Give clear information explaining the key features of the services and products that an individual is interested in along with the interest rates, common fees & charges.

\*Give information on types of account facilities offered and which suits the needs of the prospective customer.

\*Ask clearly for the information we need, to prove the identity and address of the individual / entity and to comply with legal and regulatory requirements and internal policy.

\*Request for additional information about our customer and his family to get a comprehensive view of customer's profile such information may be furnished by the customer only if the



customer wishes to and we will not compel our customer to give this information for opening the account.

\*We will inform our customers of the various modes by which we offer our products and services for example, through CitiPhones, online through our website.

\*We will also guide our customers on how they can find out more about our Products & services.

**Once an individual/entity chooses an account or service and becomes our customer, we will**

\*Give more information on the key features of the product including and give upfront details of interest rates, fees and any charges applicable to the product chosen.

\*We will intimate our customer on how to access/avail and use the account/service.

\*We will give the customer information on their rights and responsibilities. For e.g. the rights and responsibilities of the individual when an individual customer opens a single account or a joint account.

\*For our individual customer, we shall recommend that they can avail nomination facility offered on all deposit accounts and safe deposit vaults.

\*We will guide our customers on how we will deal with deposits and other assets held with us in the name of a deceased person in the absence of nomination.

\*We will also make available an option for the customer to register oneself under the 'Do not Call' service whereby we will not inform/extend to the customer through telephone calls/sms messages/emails any new product/service unless the customer gives us consent in writing to avail of such information/service.

We will continue to inform the customer over email with regards to offers and new features on existing products or services already availed by him/her.

**Interest Rates**

Our customers can find out about our interest rates by:

\*Looking at the notices in our branches.

\*Calling our branches or help-lines.

\*Visiting our website.

\*Asking our designated staff.

\*We will give our customer information on: The interest rates that apply to the accounts, both deposit and loan

- When the interest credited on deposits or charged for debit interest on the loan accounts.

- We will also explain to our customers how we apply interest to their account(s) and the method of calculation of interest.

- When we change the interest rates on our products, we will update the information on CitiPhone Banking and/or our website within three working days.

\*At the time of opening of the account, we will inform our customers of:

- The rate at which interest is paid on savings deposits

- How the interest is calculated

- Periodicity of interest paid as per current Reserve Bank of India guidelines.



## **Charges**

\*We will give our customers upfront details on any charges applicable to the products/services chosen.

\*If we increase any of these charges (other than interest rates) or introduce a new charge, the same will be notified at least one (1) month before the revised charges are levied / become due.

\*We will inform our customers about the charge for any other service or product before we provide that service or product and at any time our customer asks.

\*Customers can also find out about our charges by visiting our website, the tariff schedule, calling up CitiPhone Banking or asking our designated staff for more information / to seek clarifications.

## **TERMS AND CONDITIONS**

\*For new customers we will provide the applicable terms and conditions for the products/services that they decide to avail. Such terms and conditions are also available on the Bank website.

\*We will ensure that all written terms and conditions are fair and will set out rights and responsibilities of our customers clearly and in plain language.

## **Changes to Terms and Conditions**

\*Changes to the terms and conditions would be communicated through any of the following channels like statements, Emails and Citibank Website.

\*Normally, changes [other than interest rates] will be made with prospective effect giving notice of at least one (1) month.

\* If we have made any change without notice, we will notify the change within 30 days. If such changes are to the disadvantage of our customer, the customer can close the account at any time up to two months from the date of the notice without having to pay any extra charges or interest for doing this.

\*Changes in the interest rates on our products [both deposits and advances] from time to time will be notified as per Citibank's policy/practice.

\*If there is a major change or many minor changes made in any one year, we will, on request provide a copy of the new terms and conditions or a summary of the changes.

## **ADVERTISING, MARKETING AND SALES**

\*Our sales and marketing representatives will identify themselves when they approach customers for selling or marketing our products.

\*We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.

\*In any advertisement through any media and any promotional literature that draws attention to a banking service or product and includes a reference to an interest rate, we will also indicate whether other fees and charges will apply. The full details of the relevant terms and conditions are available on request.

\*We would like to provide our customers with the entire range of financial services products. Some of the products offered are the Bank's own products while some others are the products



of our group/associate/entities/affiliates or companies with whom we have tie-up arrangements. We will however inform our customers about our associate / group entities or companies having business tie-up arrangements with us and if the customer so desires, then only direct their staff/ agents for marketing the products.

\*We will seek specific consent from our customers for giving details of their name and address to any third party, including other entities within Citi, for marketing purposes. We will ensure that such third parties handle our customer's personal information with the same degree of confidentiality and security as we would. In case our customer does not wish to be informed about such benefits/offers/products either through Telephone calls, Short message Services, they may register for our "Do not Disturb/ Opt Out Facility" by writing to us or by registering for the same on our website.

\* We have put in place a 'Code of Conduct' for the Direct Selling Agencies (DSA) and their staff whom we engage for marketing/ sourcing/ documentation of our asset products (Credit Cards, Loan products) and monitor strict adherence to the same by such Direct Selling Agencies. When they approach customers for selling our products personally or through phone, they will need to identify themselves as only selling agents of our Bank.

In the event of receipt of any complaint from a customer that our representative/courier/telemarketing agents or DSA has engaged in any improper conduct or acted in violation of this Code, we shall take appropriate steps to investigate, handle the complaint and take necessary action.

## **PRIVACY AND CONFIDENTIALITY**

At Citibank, we are committed to protecting Customer Privacy and Customer's Right to Information. While information is the cornerstone of our ability to provide superior service, our most important asset is our customers' trust. Our top priority is keeping customer information secure and using it only as our customers would want us to.

\*We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.

\*We will limit the collection and use of customer information to the minimum that we require to deliver superior service to our customer which includes advising our customers about our products, services and other opportunities and to administer our business.

\*We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information.

\*We will not reveal customer information to any external organization unless we have previously informed the customer in disclosures or agreements or have been authorized by the customer.

\*We will treat all personal information for our customers as private and confidential (even when they are no longer a customer).

\*We will not reveal transaction details of customer accounts to a third party, including entities in our group, other than in the following exceptional cases:

- If we have to give the information by law.
- If there is a duty towards the public to reveal the information.
- If our interests require us to give information (to prevent fraud).



- Wherever we have installed CCTV for close surveillance as part of security arrangements, the same will be indicated.
- If our customers ask us to reveal the information, or if we have their permission (through consent obtained as part of terms and conditions) to provide such information to our group/ associate /entities or companies when we have tie-up arrangements for providing other financial service products.
- If customers have taken a co-brand product, offered by Citibank and a partner, the necessary information including but not limited to that which is required for execution of the rewards programs will be provided to the partner.

### **Credit Information Companies (CICs )**

When our customer opens an account, we will tell him/her that we may submit their account details to credit Information Companies (CIC)/Credit Bureau and we shall verify their Credit Bureau record as part of review of application. .

### **ACCOUNT OPERATIONS**

We will tell our customers about operational guidelines for opening accounts.

#### **Account opening**

Before opening any account we will:

\*Carry out due diligence as required under” Know your customer’ (KYC) guidelines laid down by the Reserve Bank of India (RBI) and our procedures.

\*Ask our customers to submit necessary documents as requested under our KYC policy.

\*We will provide all our customers with account opening forms and details of the information that needs to be provided, including documents to be produced for verification.

\*We will obtain Nominee details from the clients as per Reserve Bank of India guidelines and Bank’s prescribed procedures.

\*We will obtain only such information to meet with our KYC guidelines, Anti Money Laundering or any other statutory requirements.

\*In case any additional information is asked for, it will be sought separately and we will specify the objective of obtaining such additional information. Providing the additional information will be voluntary.

When our customers open Deposit Accounts, we will:

\*Inform them about the number of transactions, cash withdrawals, etc., that can be done free of charge within a given period

\*Inform them about the kind of charges, if any, in case of exceeding such limits. Details of the charges will be included in the Tariff Schedule.

\*Inform them of the rate at which interest is paid on their savings deposits, how the interest credited is calculated and its periodicity.

\*Insurance cover for deposits in force will be made available to customer under the insurance scheme subject to certain limits and conditions offered by DICGC.

#### **Changing an Account**

If a customer is not happy about the choice of current or savings account (except for term deposit account) within 14 days of making the first payment into the account, we will help them



switch to another of our accounts or we will return their money with any interest it may have earned. No Penal charges will be applied in such cases.

If a customer decides to close the current/savings account we will close the said account within three working days of receiving instruction complete in all respect.

If a customer wants to transfer an account to another branch of our bank we will do so. If account to be transferred is in another city then customer will be advised to close the existing account and open a new account in the requested location.

\_ We will intimate the customer as soon as the account is operational, subject to the customer complying with the required KYC formalities at the new branch.

\_ The new branch will be provided with information on the customers standing instructions/direct debits if any.

\_ We will cancel any bank charges that our customer would have to pay as a result of any mistake or unnecessary delay by us when we transfer a current account to or from us.

### **Minimum Balance**

The minimum balance to be maintained in the Saving Bank account will be:

\*Displayed in our branches.

\*We will also tell our customers about levy of any charges in case of failure to maintain the prescribed minimum balance in the account opened by our customers.

\*We will inform our customers at least one month in advance in case of any change to the minimum balance criteria and / or the charges to be levied in case of non-maintenance of minimum balance.

### **Charges**

\*Details of the charges will be included in the tariff schedule.

\*Specific charges for issue of cheque books, additional/duplicate statement of accounts, duplicate pass book, copies of paid cheques, folio charges, debit card, ATM card, verification of signature, return of cheque for insufficient balance, change in mandate or style of account etc., will be included in our Tariff Schedule.

\*Concessions or relief given (such as perpetual waiver of renewal fee on lifetime credit cards) will not be withdrawn during the original validity period of the concession/relief.

### **Statements**

To help our customers manage their accounts, we will:

\*Give account statements at regular intervals/as per our policy, unless this is not appropriate/applicable for the type of account that a customer has.

\*Provide account statements more often than is normally available on the type of account when requested by our customer, but there may be a charge for this service.

\*Display their last few account transactions on ATM/ touch access screens (Kiosks), more details can be obtained by calling CitiPhone Banking or by using Internet Banking (Citibank Online).

\*We will also send statement of accounts to our customers by e-mail based on a specific customer request.



### **Clearing Cycle**

\*We will tell our customers about the clearing cycle, including when they can withdraw money after lodging collection instruments and when they will start to earn interest (if applicable).

\*We may give at our discretion immediate credit to our customer's account for local/ outstation cheques lodged by them and should they require, we will allow the customer to draw against such instrument[s] under collection as per prevailing RBI guidelines and cheque collection policy.

\*We will pay interest on funds involved if collection is delayed beyond the normal period as stipulated by RBI due to any delay on our part and as brought out in our cheque collection policy.

### **Cash Transactions**

\*We will request all our customers to count currency notes and ensure correctness of the concerned amount before leaving the cash counter/ ATM through appropriate signage's and through our interaction with the customer at the teller counters.

\*We will intimate all our customers about RBI's clean note policy through notices displayed at our branches and request them to co-operate with us by depositing notes in unstapled / unstitched conditions as required under the prevailing RBI policy.

\*We will exchange soiled/mutilated notes as per RBI Directives.

### **Direct Debits/ Standing Instructions**

\*We will tell our customers how direct debits/standing instructions work and how they may be cancelled.

\*We will act upon mandates given by the customers for direct debits like National automated clearing House (NACH) (and other standing instructions subject to availability of the funds).

\*In case of any delay or failure in executing the mandate resulting in financial loss or additional cost, we will compensate as per our compensation policy.

\*If the mandate cannot be executed due to insufficient balance in the customer's account, we will levy charges as per the tariff schedule as amended from time to time.

\*We will send a remittance advice to the recipient of the remittance at the time of making the remittance in case of National automated clearing House (NACH) when we act as an agent of the remitter.

\*If any money is erroneously debited from a customers account under a direct debit, we will refund the amount debited once it is determined that the account was erroneously debited. We will also pay compensation, if applicable, as per our published Compensation Policy.

### **Cheques issued by our customers**

\*We will keep original / copies of the cheques paid from customer account, for such periods as required by law.

\*If, within a reasonable period after the entry reflects on the customer's statement i.e.14 days from the date of receipt of the statement, there is a dispute about a cheque paid from the customer's account, we will give the copy of the cheque as evidence if required.

\*We will tell our customers how we deal with unpaid cheques and out-of-date/expired cheques.





\*We will charge for the cheques returned unpaid for want of balance in the account. The details of charges to be levied will be included in the tariff schedule as amended from time to time.

\*We will tell our customers about the PPS details submission and its benefits. The cheque level information provided by the customers are to be collected by us as banker and are to be sent to clearing house (NPCI) which gets maintained in the positive pay system (PPS) at NPCI as a central repository. As and when the cheques are banked by the respective beneficiaries through their bankers (presenting bank) NPCI system will perform a dedupe of cheque level details presented against the CPPS data- feed procured by drawee banks. This validation at NPCI ensures mitigating any fraudulent attempt on the particular cheque and provides an alert to the drawee bank on any mismatches on the mandated cheque level data.

### **Stop Payment Facility**

\*We will accept stop payment instructions from our customers in respect of cheques issued by them provided they have not been cleared already and the customer has given sufficient time to affect the instruction.

\*Charges if any for executing a stop payment instruction will be communicated to our customers as part of the schedule of charges.

\*In case a cheque has been paid after stop payment instructions are acknowledged and confirmed as executed, we will reimburse and compensate our customer as per our compensation policy.

### **Safe Deposit Lockers**

We will provide our customers complete details of how to avail the safe deposit locker facility wherever we offer this facility on request including a copy of the agreement and charges whenever a customer avails a safe deposit locker.

### **Foreign Exchange Services**

\*We will provide details of the service, exchange rates and charges that apply to foreign exchange transactions, which our customers can make.

\*We will tell the customer how he can transfer money abroad and will inform our customers about:

\_ A description of the services and how to use them.

\_ Details of the timeline when the money would reach the beneficiary and provide reasons for delay, if any.

\_ The exchange rate applied when converting INR to foreign currency and vice versa, and details of any commission or charges. (If this is not possible at the time of the transaction, we will let our customer know later what the rate is)

\_ We will assist our customers in rectifying / completing the documentation required to transfer money abroad in case the information provided by the customer is not adequate.

\_ We will tell our customers the original amount received and charges levied, if any, when money is transferred to their bank account from abroad. If the sender has paid all charges, we will not deduct any further charge.



\*We will guide our customers about regulatory requirements or conditions relating to foreign exchange services offered by us as and when requested by our customer.

\*In case of delay beyond the day when the amount is due for credit, our customer will be compensated (a) For any loss on account of interest for due period beyond the due date and (b) For adverse movement of the foreign exchange rate as per our compensation policy

\*All FIRC certificates required to be issued for Citibank Customers as required under regulatory/statutory instructions, these will be issued free of charge.

### **Remittances within India**

If customers want to remit money within India we will:

\*Inform them how to effect the transfer and will give them a description of the services and how to use them.

\*Suggest the best way to send the money to suit their needs, disclose the details of all charges including commission that the customer will have to pay for the service as per the Tariff Schedule and as amended from time to time.

\*In case of any delay we will compensate the customer as per our compensation policy for the loss/additional expenses incurred by the said customer.

### **PROTECTING ACCOUNTS**

This section details all that a customer can do to help prevent his account from being misused.

Our customers should make sure they let us know at the earliest when they change their:

-Name

-Address

-Phone number or

-E-mail address (if the customer wants us to communicate via email with them].

Customers' are encouraged to promptly report any fraudulent usage of their cards, such that the card is blocked for further usage. This can be done using Bank's service channels like Bank's website, CitiPhones or by notifying any of the bank branches. Customers should actively update their mobile numbers at all times with the Bank. Customer's liability for fraudulent transactions which have not been authorized using secured credentials like PIN or OTP; or where the Bank is unable to evidence usage of customer's secured credentials, the customer's liability would be limited as detailed in our "Policy on Customers' Liability for Unauthorised Card Transactions" updated on our website.

If we need to investigate a transaction on a customer account, we would request our customers to co-operate with us and the police or any other statutory authority, if we need to involve them. We shall be allowed to disclose any information and/or take any action, as may be requested/directed by any statutory authority and/or regulation including RBI. We will educate our customers to follow the advice given below to prevent misuse of their accounts/other information:

\*Do not keep the ATM/Debit cards and their PINs together.

\*Do not keep any blank cheque leaves signed.

\*Do not allow anyone else to use the card, PIN, password or other security information.

\*When changing the PIN choose a new PIN carefully.



- \*Always memorize the PIN, password and other security information, and destroy the notice when received.
- \*Never write down or record their PIN, password or other security information.
- \*Always take reasonable steps to keep the card safe in personal custody and the PIN, password and other security information a secret at all times.
- \*Keep the card receipts safe and dispose them of carefully.
- \*Never disclose the account details, password or other security information to anyone.
- \*When sending a cheque through the post, fraud can be prevented by clearly writing the name of the beneficiary of the cheque, the cheque should be made account payee by crossing the top left of the cheque and mentioning account payee between the crossings.
- \*When paying a cheque into a bank account, always write on the cheque the name of the account holder [ABC Bank Account - XYZ].
- \*Draw a line through unused space on the cheque so an unauthorized person cannot add extra numbers or names.
- \*It is essential that our customers tell us at the earliest, if they suspect or discover that; the cheque book, account statements, ATM/Credit card has been lost or stolen or someone else knows their PIN, password or other security information. Our customers can intimate us of the same either by calling CitiPhone Banking (our phone banking unit), writing to us through an email or by visiting any of our branches.

### **Cancelling Payments**

If our customers want to cancel a payment or series of payments they have authorised, they should do the following:

- \*To stop payment of a cheque our customer can call CitiPhone banking, use Internet Banking/ MBOL or use touch access banking or write to us.
- \*To cancel a standing instruction given, a written request is a must.
- \*To cancel a direct debit, our customer should tell the originator of the direct debit and us.

It may not be possible to cancel the payments due for the next cycle if the customer does not give enough notice of the decision to cancel.

### **Liability for Losses**

If a customer acts fraudulently or negligently, the responsibility for all losses on the account/credit card will rest with the customer. Customers' are encouraged to promptly report any fraudulent usage of their cards, such that the card is blocked for further usage. This can be done using Bank's service channels like Bank's website, CitiPhone or by notifying any of the bank branches. Customers should actively update their mobile numbers at all times with the bank. Customer's liability for fraudulent transactions would be determined as detailed in our "Policy on Customers' Liability for Unauthorised Card Transactions" updated on our website.

## **LOANS AND ADVANCES**



Before we lend to a customer any money or increase overdraft, credit card limit or other borrowing, we will establish a reasonable belief, at our discretion, on the customer's financial standing.

### **Application for Loans and their processing**

\*Our Loan application form in respect of all categories of loans irrespective of the amount of loan sought by the borrower is comprehensive and includes information about any fees/charges which may be payable for processing, the amount of such fees refundable in the case of non-acceptance of application, pre-payment options and any other matter which affects the interest of the borrower, so that a meaningful comparison with that of other Banks can be made and an informed decision can be taken by the borrower.

\*We will give acknowledgement for receipt of all loan applications and indicate the time frame within which loan applications will be disposed.

\*Normally all particulars required for processing the loan application will be collected by us, at the time of application.

\*In case we need any additional information we will contact our customer immediately. We will verify the loan applications within a reasonable period of time.

\*For all categories of loans irrespective of any threshold limits, including credit card applications if the application is not approved, we will convey in writing the main reason / reasons which, in our opinion have led to rejection of the loan applications.

### **Loan appraisal and Terms/Conditions**

\*We will ensure that loans disbursed are only after conducting a proper assessment of the application.

\*We will give the terms and conditions and other caveats governing credit facilities to our customer. The Bank will keep the borrower's acceptance of these terms and conditions given with his full knowledge on record.

\*We will convey to our customer the credit limit along with the terms and conditions.

\*A copy of the loan agreement along with a copy each of all enclosures quoted in the loan agreement will be furnished to the borrower.

\*The loan agreement clearly stipulates that the credit facilities are given solely at the discretion of lenders.

\*We do not have an obligation to meet further requirements of the borrowers on account of growth in business etc. without proper review of credit limits.

### **Disbursement of loans including changes in terms and conditions**

\*We will ensure timely disbursement of loans sanctioned in conformity with the terms and conditions governing such sanctions.

\*We will give notice of any change in the terms and conditions including interest rates, service charges etc.

\*We will also ensure that changes in interest rates and charges are effected only prospectively.

### **Post disbursement**



\*Before taking a decision to recall / accelerate payment or performance under the agreement or seeking additional securities, we will give notice to our borrowers, as specified in the loan agreement or a reasonable period, if no such condition exists in the loan agreement.

We will carry out post disbursement supervision of the loans as stipulated in the Sanction letter and guidelines issued by Reserve Bank of India

\*We will release all securities to the borrowers on receiving complete re-payment of the loan outstanding and on completion of all other obligations under the loan agreement. However, the Bank shall have the right to retain such securities, subject to any legitimate right or lien for any other claim we may have against borrowers on other loan/ credit facilities availed by such borrowers from the Bank.

\*If such a right of set off is to be exercised by the Bank, borrowers shall be given written notice about the same with full particulars about the remaining claims and the documents under which we are entitled to retain the securities till the relevant claim is settled/paid.

### **General Information**

We will:

\*If we offer our customer an overdraft, or an increase in the existing overdraft limit, we will tell the customer if the overdraft is repayable on demand or otherwise.

\*We will, if required also advise our customer about the method of calculation of overdrawn amount thereof and also the computation of interest on the overdue loan amount.

\*We will restrain from interference in the affairs of the borrowers except for what is provided in the terms and conditions of the loan sanction documents (unless new information, not earlier disclosed by the borrower, has come to the notice of the lender).

\* . We will not discriminate on grounds of gender, caste and religion in the matter of lending. However, this does not preclude us from participating in credit-linked schemes framed for weaker sections of the society.

\*In the matter of recovery of loans, we will not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans, etc.

- \*In case of receipt of request for transfer of the loan account, either from the borrower or from a bank/financial institution, which proposes to take-over the account, the consent or otherwise i.e. objection, if any, will be conveyed within 15 days from the date of receipt of request. For MSME customers, they may voluntarily initiate review by the Committee set up for this purpose under the Framework of Revival and Rehabilitation of Micro, Small and Medium Enterprises, if they reasonably apprehend failure of their business or their inability or likely inability to pay debts or there is erosion in the net worth due to accumulated losses to the extent of 50% of the net worth during the previous accounting year, by making an application to the bank. The Policy and process are available on our website at [www.citi.co.in](http://www.citi.co.in) >> Key Policies and Commitments >> Lending to MSE and Framework for Rehabilitation & Recovery

### **CREDIT CARDS**

\*While our customer applies for credit card, we will explain:

- The relevant terms and conditions such as fees and interest charges, billing and payment, renewal and termination procedures and any other information that they may require to operate the card through.



- The Most Important Terms and Conditions (MITC) in the application form. These are also available on our website.
- The targeted turn around time while they are availing / applying for a product / service.

\*We will send a service guide/member booklet giving Most Important terms and conditions, interest and charges applicable and other relevant information with respect to usage of the credit card along with our customer's first credit card. We will inform our customer, through our service guide / member booklet of the losses on the account that he/she may be liable if the card is lost/misused.

\*If our customer does not recognize a transaction, which appears on his/her credit card statement, we will give more details when asked. In some cases, we may need that our customer give us confirmation or evidence that they did not authorize the transaction.

Customers' are encouraged to promptly report any fraudulent usage of their cards, such that the card is blocked for further usage. This can be done using Bank's service channels like Bank's website, CitiPhone or by notifying any of the Bank branches. Customers should actively update their mobile numbers and emails at all times with the Bank. Customer's liability for fraudulent transactions which have not been authorized using secured credentials like PIN or OTP; or where the Bank is unable to evidence usage of customer's secured credentials, the customer's liability would be limited as detailed in our "Policy on Customers' Liability for Unauthorised Card Transactions" updated on our website.

\*Our customer can terminate their credit cards by giving notice to us and by following the procedure laid down by us in our service guide/ member booklet after clearing outstanding dues, if any.

\*We may terminate the credit card in accordance with the Cardmember terms and conditions, if in our opinion our customer is in breach of the cardmember terms and conditions.

### **Issuance of Credit Card / PIN**

\*Credit card issuance is at Bank's absolute discretion and is subject to customer meeting approval criteria as laid down in the internal policy of the Bank. .

\*If the card application is rejected, we will convey to the applicant/customer reject reason via letter or email and Citibank online.

\*We will dispatch our customers credit card only to the mailing address mentioned by the customer through courier/post. Alternatively, customer can place a request to re- direct their card at alternative address through 24\*7 CitiPhone Banking helpline.

\*PIN (personal identification number) whenever allotted, will be sent to the customers separately.

\*Customers can select ATM PIN instantly through the Interactive Voice Response (IVR) system. Alternatively, an online request can be placed for a new ATM PIN to be issued or by contacting our 24-Hour CitiPhone Banking helpline. Internet login USER ID and PIN (password) can be generated online.

\*We will extend a loan/credit facility/enhance credit limit on our customer's card only with their consent.

### **Credit Card statements**



\*To help our customers manage their credit card account and check details of purchases/cash drawings using the credit card, we will offer them a facility to receive credit card transaction details either via monthly mail or by login to Citibank Online (CBOL).

\*Credit card statement will be dispatched on a predetermined date of every month, which will be notified to the customer.

\*Our customer may also register with us for receiving their monthly statements via email in an encrypted and secure format assigned with a unique password that will be notified to them. It is a user-friendly format that can be downloaded for printing or archiving for future reference.

\*In the event of non-receipt of this information, we expect our customers to get in touch with us so that we can arrange to resend the details to enable them to make the payment and highlight exception, if any, in a timely manner.

\*We will let our customers know / notify changes in schedule of fees and charges and terms and conditions. Normally, changes (other than interest rates and those which are results of regulatory requirements) will be made with prospective effect giving a written notice of at least one month. This notice will also be served through a message in their monthly statement.

## **COLLECTION OF DUES**

Our Bank's dues collection policy is built on courtesy, fair treatment, and persuasion. We believe in fostering customer confidence and long-term relationship. Our staff or any person authorized to represent us in collection of dues or/and security repossession will identify himself/herself and will interact with our customers in a civil manner. We will provide our customers with all information regarding dues and will give sufficient notice for payment of dues. All our staff/ agents are governed by the Model Code for Collection of Dues and Repossession of Security issued by the Indian Bank's Association.

## **FURTHER ASSISTANCE**

### **Complaints and Grievances**

\*If a complaint is made over the phone, we will register the complaint and provide a Complaint reference number and keep our customer informed of the progress within a reasonable timeframe.

\*Within 4 working days of receiving a customer complaint, we will send the customer a written acknowledgement.

\*After examining the matter, it will be our endeavour to send our final or other response<sup>#</sup> within 30 days of receipt of the complaint and we will tell the customer how to take the complaint further if the customer is still not satisfied.

\*We will request our customers to provide feedback on our services. This could be done through direct contact by our staff or through specific customer satisfaction surveys that we may conduct from time to time.

<sup>#</sup>Note - Response within 30 days of receipt of Investment related complaint and 14 days for Insurance related complaints.



**a) Regular Access Channels (Level 1)**

At Citibank, we aim to provide our customer with the best Customer Service. However, if they have a problem or wish to register a complaint, they can reach us at any of the following access channel.

- 24-Hour-CitiPhone  
<https://www.online.citibank.co.in/customerservice/citiphone.htm?eOfferCode=CSHMWA>)
- Written Submission
  - Through the 'compose mail' option under 'Your queries' available on Citibank Online
  - Interaction at Branches
  - Citi Managed social media

Customer can expect a response from these channels within 4 working days of receipt of their complaint at Citibank (considering postal and other delays that may occur beyond the control of Citibank).

In line with the instructions from the Reserve Bank of India if the Bank decides to reject or provide a partial relief, such cases will be referred to the Internal Ombudsman for further examination.

A customer complaint register is also available at all our branches for customers to record their concerns. At each of these channels, a complaint reference number will be provided to our customers. We request our customer to mention this reference number in all their communication on the same issue.

**b) Escalation of Customer Complaints (Level 2)**

If customers are not satisfied with the response, they receive from the above access channels or if customers do not hear from us in 4 working days, they can escalate their complaint by: Writing to Head- Customer Care explaining the details of the issue concerned through Webform. Customers will receive a response within 4 working days of receipt of their complaint at Citibank.

<https://www.online.citibank.co.in/customerservice/home.htm>)

**c) Citibank Grievance Redressal Officer (Principal Nodal Officer) (Level 3)**

If customers are not satisfied with the response received from the Head Customer Care, they may escalate their concerns to the Principal Nodal Officer (PNO) in the following ways.

**Internal Procedures**

\*If our customers want to make a complaint, we will explain how to do this and what to do if they think the outcome is not satisfactory.

\*Our staff will help our customers with any questions they may have.

\*Our complaint handling procedure including the timeframe for responding to complaints and escalation process etc., are displayed on the website under the 'Customer Service' tab.

**Banking Ombudsman Service and other avenues for redressal.**



Within 30 days of lodging a complaint with us, if a satisfactory response is not received from us and our customer wishes to pursue other avenues for redressal of grievances, the customer may approach Banking Ombudsman appointed by Reserve Bank of India under the Integrated Ombudsman Scheme 2021. Details of Banking Ombudsman are displayed in the branch notice boards. Our staff would explain the procedure in this regard.

Additionally, the details of the Banking Ombudsman Scheme as well as the contact details of the Ombudsman for the respective City or State are available on <http://www.rbi.org.in>

### **Feedback and Suggestions**

We publicize this Code, by making it available for public access on our website and make copies available to our customers on request. Our customers may write in or e-mail their request to us and a copy of this Code will be sent to the mailing address. We encourage our customers to provide feedback on our services. Their suggestions will help us to improve our services.

## **SECTION II – FAIR PRACTICES CODE OF LENDERS FOR CORPORATE MARKETS AND BANKING**

### **APPLICATION OF THE CODE**

This code will apply to all loans whether we provide them across the counter, over the phone, on the Internet or by any other method.

Commitments outlined in this Code are applicable under normal operating environment.

### **Our Key Commitments**

We will act fairly and reasonably in all our dealings with all our customers by:

\*Meeting the commitments and standards in this Fair Practice Code (“Code”), for the products and services we offer, and in the procedures and practices our staff follow.

\*Making sure our products and services meet relevant laws and regulations.

\*Our dealings with the customer will rest on ethical principles of integrity and transparency.

\*Operating secure and reliable banking and payment systems.

\*Telling our customers how to take their complaint forward if the customers are still not satisfied with our assistance.

\*Reversing any bank charges that we apply due to an error on our part.

\*Providing suitable alternative avenues to alleviate problems arising out of technological failures.

\*To Publicize the code we will:

\_ Make this code available on request either over the counter or by electronic communication, or mail.

\_ Make available this code at every branch and on our website.

\_ Ensure that our staff is trained to provide relevant information about the code and put the code into practice.



\*We will not discriminate between our customers on the basis of gender, physical ability, race or religion.

\*We will treat all customers personal Information as Private and Confidential.

## **INFORMATION**

### **Before an entity becomes a Loan customer, we will:**

\*Give clear information

explaining the key features of the services and products that the entity is interested in along with the interest rates, common fees and charges.

\*Give clear information about the fees/charges, if any, payable for processing the application, the amount of such fees refundable in the case of non-acceptance of application, pre-payment options and any other matter which affects the interest of the borrower, so that a meaningful comparison with other banks can be made and the prospect borrower can make an informed decision.

\*Ask clearly for the information we need, to prove the identity and address of the entity and to comply with legal and regulatory requirements and internal policy.

\*We will intimate our customer on how to access/avail and use the account/service.

## **ADVERTISING, MARKETING AND SALES**

\*We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.

\*In the event of receipt of any complaint from a customer that our representative/courier or DSA has engaged in any improper conduct or acted in violation of this Code, we shall take appropriate steps to investigate, handle the complaint and to make good the loss.

## **PRIVACY AND CONFIDENTIALITY**

At Citibank, we are committed to protecting Customer Privacy and Customers Right to Information. While information is the cornerstone of our ability to provide superior service, our most important asset is our customers' trust. Our top priority is keeping customer information secure, and using it only as our customers would want us to.

\*We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.

\*We will limit the collection and use of customer information to the minimum that we require to deliver superior service to our customers, which include advising our customers about our products, services and other opportunities and to administer our business.

\*We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information.

\*We will not reveal customer information to any external organization unless we have previously informed the customer in disclosures or agreements or have been authorized by the customer.

\*We will treat all personal information of our customers as private and confidential (even when they are no longer a customer).



\*We will not reveal transaction details of customer's account/s to a third party, \*, including entities in our group, other than in the following four exceptional cases when we are allowed to do:

- \_ If we have to give the information by law or regulation.
- \_ If there is a duty towards the public to reveal the information.
- \_ If our interests require us to give information (to prevent fraud).
- \_ If our customers ask us to reveal the information, or if we have their permission (through consent obtained as part of terms and conditions) to provide such information to our group/ associate/entities or companies when we have tie-up arrangements for providing other financial service products.

## **LOANS AND ADVANCES**

Before we lend to a customer any money, we will establish a reasonable belief, at our discretion, on the customer's financial standing.

### **Application for Loans and their Processing**

There is no prescribed loan application form, which needs to be filled in by prospective clients. However in case any corporate requests for credit facilities in writing to the Bank, and in the event the application is not approved, the Bank would convey the same in writing along with the main reason/s, which, in our opinion has led to the rejection of the loan application.

### **Loan appraisal and Terms / Conditions**

\*We will give the terms and conditions and other caveats governing credit facilities to our customer.

\*We will convey to our customer the committed credit limit along with the terms and conditions.

\*On demand from the borrower a copy of the loan agreement along with a copy each of the enclosures quoted in the loan agreement will be furnished to the borrower.

\*The loan agreement clearly stipulates that the credit facilities are given solely at the discretion of lenders.

\*We do not have an obligation to meet further requirements of the borrowers on account of growth in business etc. without proper review of credit limits.

### **Disbursement of loans including changes in terms and conditions**

\*We will ensure timely disbursement of loans sanctioned in conformity with the terms and conditions governing such sanctions.

\*We will give notice of any change in the terms and conditions including interest rates, service charges etc.

\*We will also ensure that changes in interest rates and charges are effected only prospectively.

### **Post disbursement**

\*We will release all securities on receiving complete re-payment of the loan and on completion of all other obligations under the loan agreement, subject to any legitimate right or lien for any other claim we may have against borrowers.



### **General Information**

\*We will, if required also advise our customer about the method of calculation of overdrawn amount thereof and also the computation of interest on the overdue loan amount.

\*We will refrain from interference in the affairs of the borrowers except for what is provided in the terms and conditions of the loan sanction documents (unless new information, not earlier disclosed by the borrower, has come to the notice of the lender).

\*We will not discriminate on grounds of gender, caste and religion in the matter of lending. However, this does not preclude us from participating in credit-linked schemes framed for weaker sections of the society.

\*In the matter of recovery of loans, we will not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans, etc.

\*In case of receipt of request for transfer of the loan account, either from the borrower or from a bank/financial institution, which proposes to take - over the account, the consent or otherwise i.e. objection, if any, will be conveyed within 21 days from the date of receipt of request.

### **Complaints and Grievances**

\*If our customers wish to register a complaint, they can reach Citiservice on their email id/ call Citiservice or send an email to the respective relationship manager/product sales manager.

\*Within 1 week of receiving a written customer complaint, a written acknowledgement/ response will be sent to the customer.

\*If a complaint is made over the phone, then the complaint will be registered and complaint reference number will be provided to the client. The client will be kept informed on the progress within a reasonable timeframe

\*After examining the matter, it will be our endeavor to send the customer our final or any other response within six (6) weeks of receipt of the complaint and we will tell the customer how to take the complaint further

\*We will request our customers to provide feedback on our services. This could be done through direct contact by our staff or through specific customer satisfaction surveys that we may conduct from time to time.

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