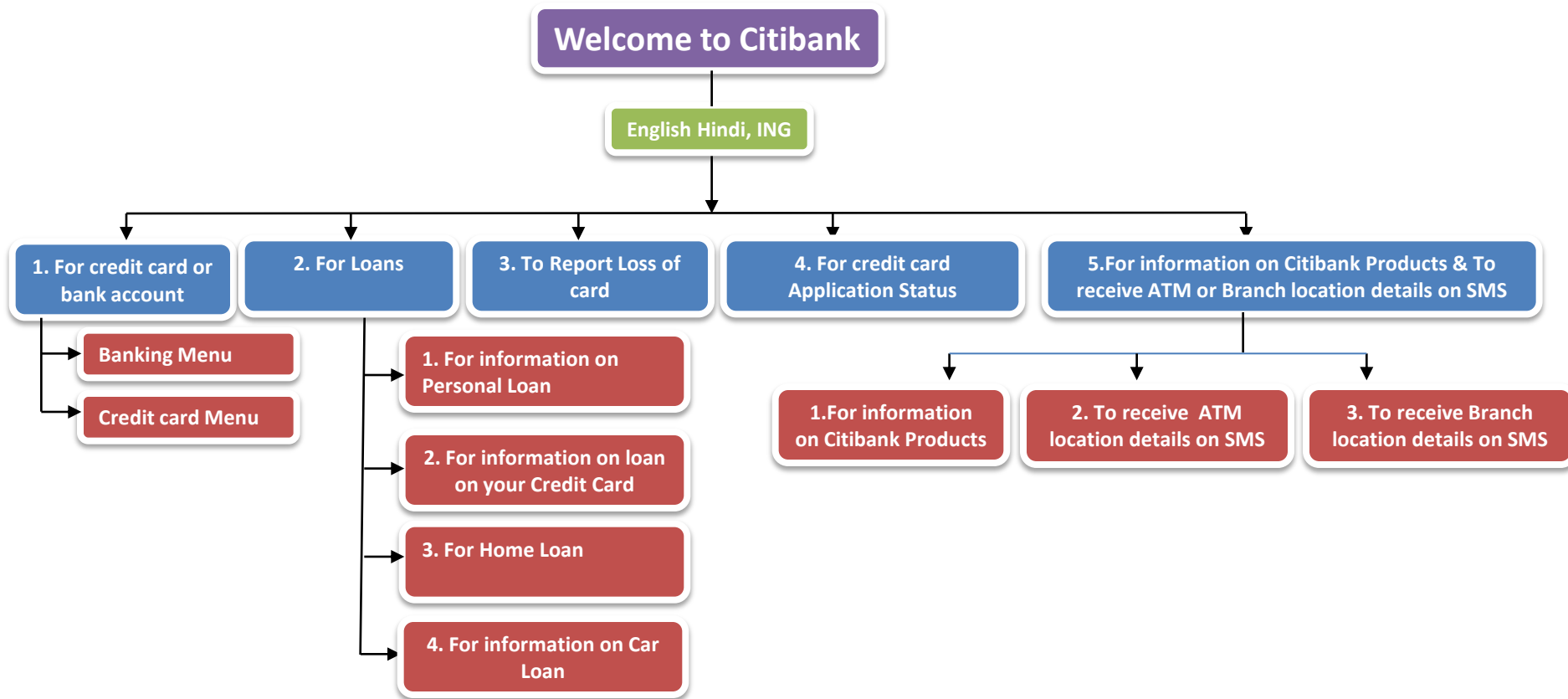


INTERACTIVE VOICE RESPONSE

Interactive Voice Response



Banking Menu

HOT KEYS

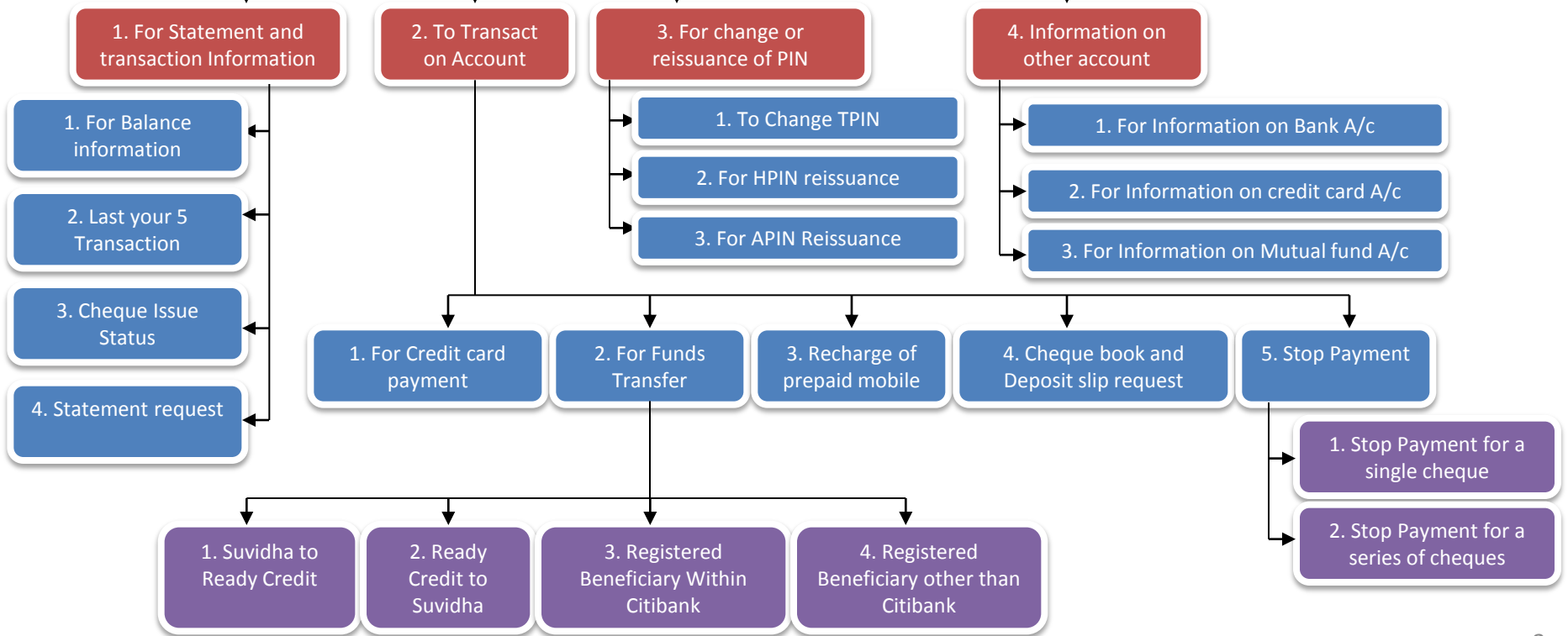
Please dial your debit or credit card number or dial your 10 Digit account number _____ & Please dial your TPIN

Enter your debit card number and TPIN to access the exclusive Hot Keys and get your account information instantly

- Dial*1 Statement request
- Dial*2 Last 5 Transactions
- Dial*3 Cheque status
- Dial*4 Cheque book request
- Dial*5 Card Payment
- Dial*6 Stop Payment

The total withdrawal balance in your account is
This includes a salary credit of xxxxx Rs credited on ddmmyy

At any point of time during the call dial 8 for help, to speak to a CitiPhone officer dial 9



Credit Card

Credit Card Menu

- Dial*1 Statement Information
- Dial*2 Statement request
- Dial*3 Unbilled Transaction
- Dial*4 Payment confirmation

Please dial your debit or credit card number or dial your 10 Digit account number _____ & Please dial your TPIN

Enter your credit card number and TPIN to access the exclusive Hot Keys and get your account information instantly

Dear Mr. - ___ Last payment received on your card was for an amount of ___ credited on ___ your total outstanding as on date is _____

At any point of time during the call dial 8 for help, to speak to a CitiPhone officer dial 9

1. For Statement and Transaction information

2. To transact on your credit card

3. For change or reissuance of Pin

4. For Information on Other accounts

1. For Balance Information on your credit card

2. To confirm receipt of Payment made towards your Citibank card

3. To listen to your Unbilled Transactions on your cards

4. For Statement request dial

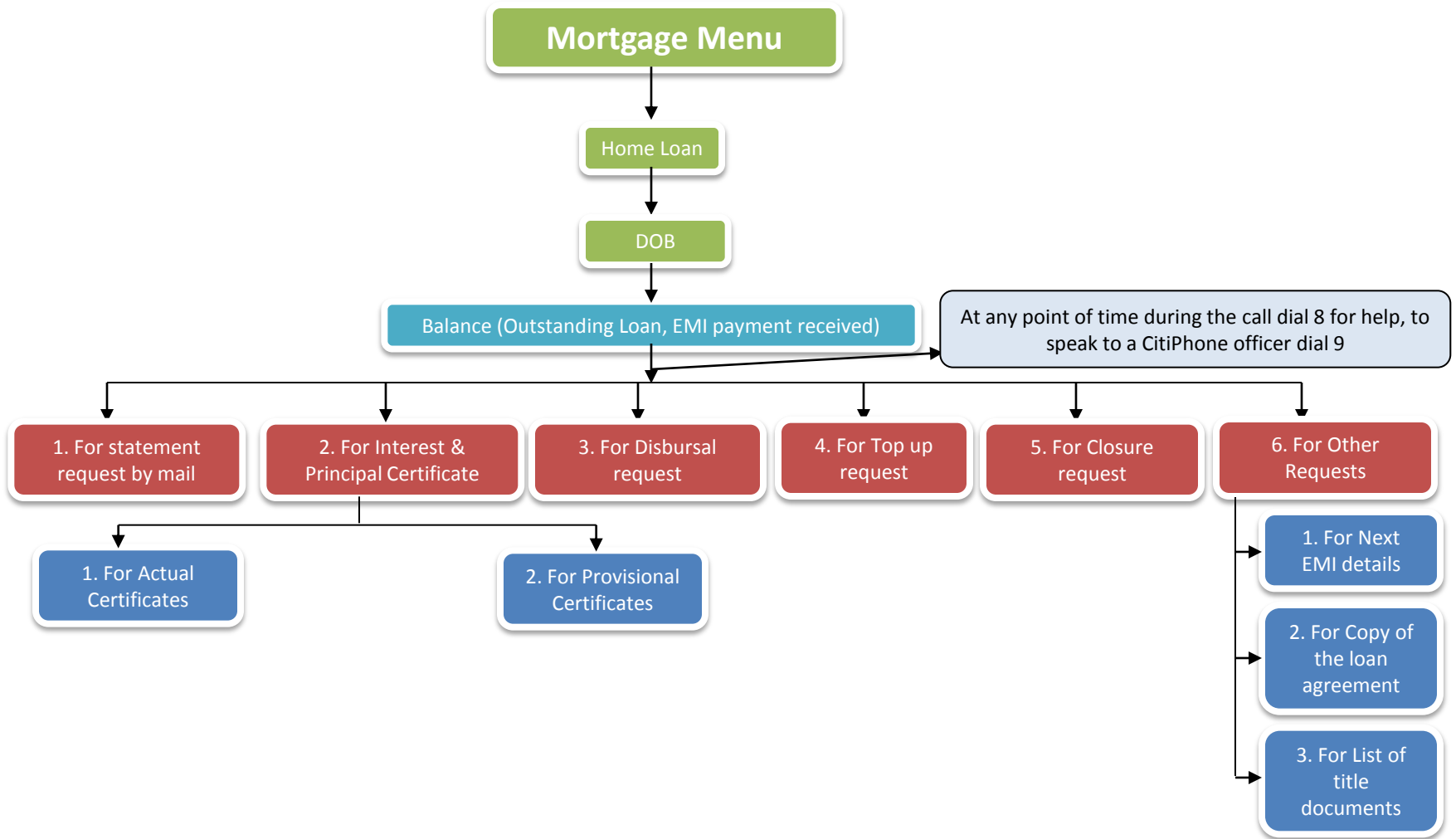
1. For Credit card payment from linked bank account

2. For Recharging of Prepaid Mobile

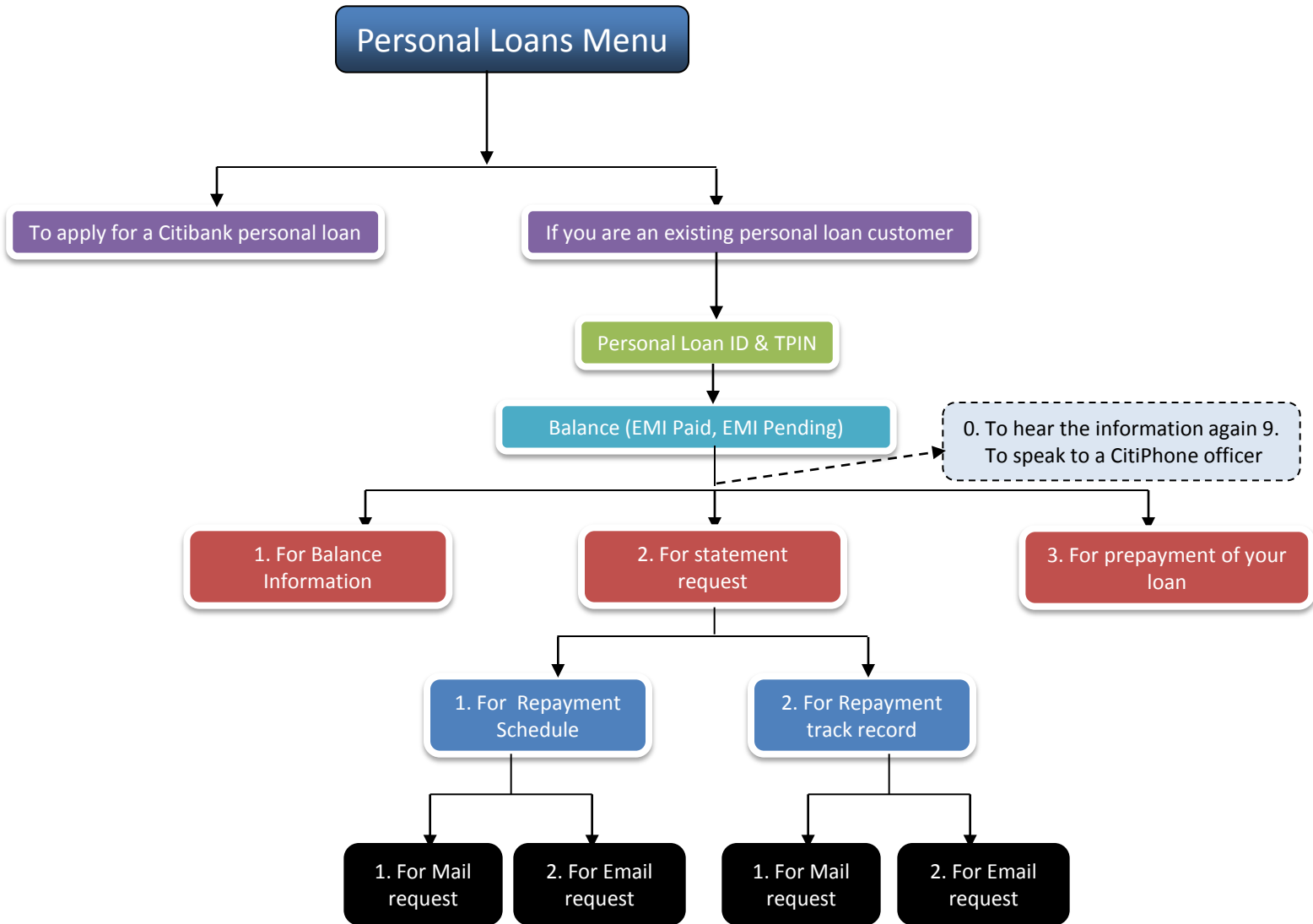
1. To Change TPIN

2. For HPIN Reissuance

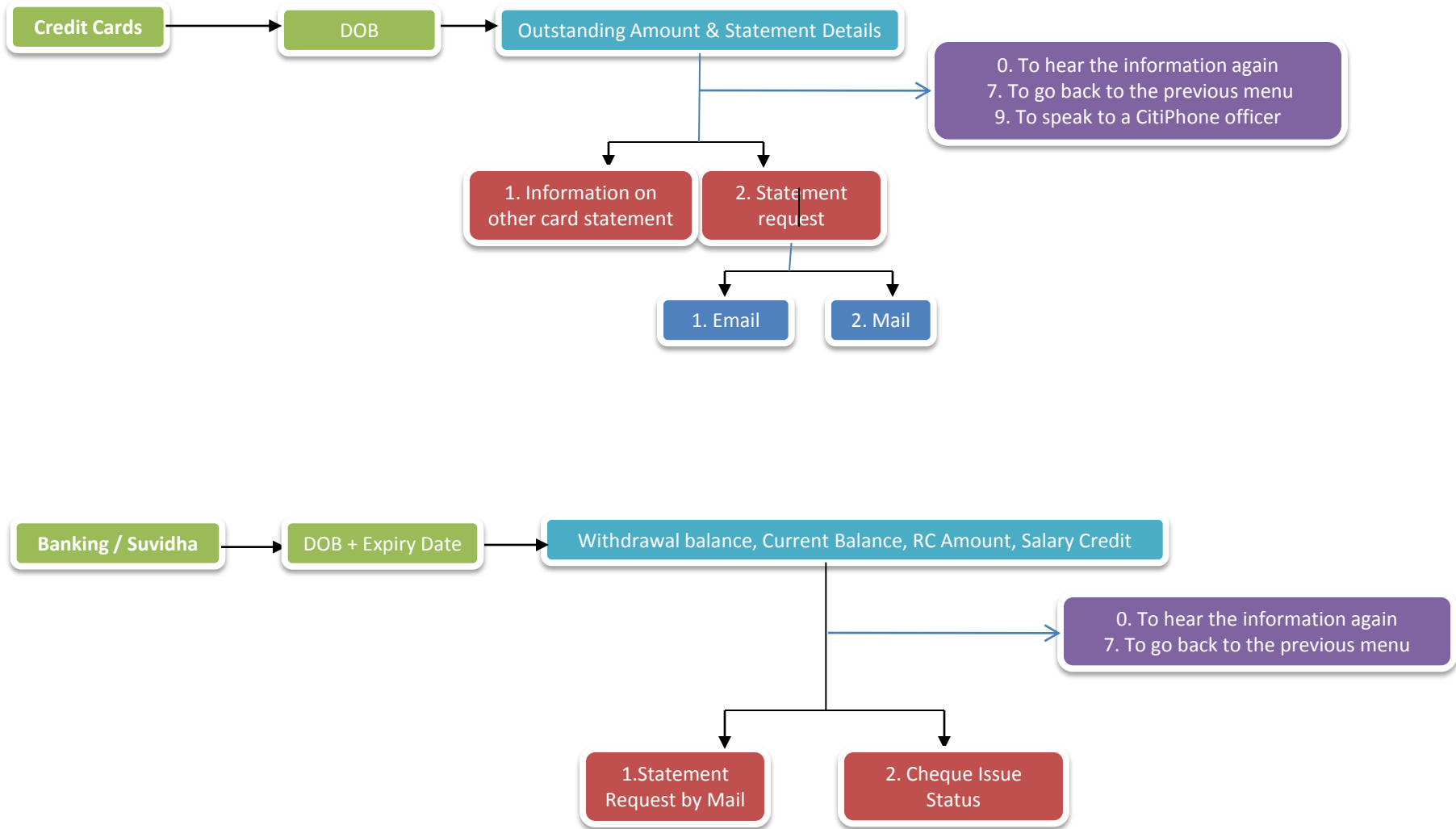
3. For APIN Reissuance



Personal Loan



Simplified IVR



Thank You!