



### **For Your Urgent Attention**

#### **Background and Instructions:**

As per the Reserve Bank of India guidelines on Know Your Customer (KYC) policy, banks need to update identification details for all their existing customers at a regular frequency. **In order to comply with the above, we request you to kindly provide us the following for yourself and your add-on cardmember(s), if any.**

- Recent passport size color photograph
- Copy of PAN card
- If you do not have a PAN card\*, please send us a copy of any one of the following (Driving License, Passport, Voter's Card or Identity card issued by Govt. Org., PSU, Armed Forces, Statutory/ Regulatory Authority)
- Copy of valid visa for India (for expatriates only)

\* If you have applied for your PAN card and awaiting the same, please fill up a form 60 and send along with your documents. You can download the form 60 from the 'Form Center' under the link 'Customer Service' on our website [www.citibank.com/india](http://www.citibank.com/india)

You can fill the response form (below) and mail us with the color photograph affixed & documents to the address mentioned below,

OR

Send the scanned copy of the response form (below) with color photograph & documents from the email ID registered with the bank to the email ID mentioned below.

**Through Ordinary Post:** Citibank, N.A., PO Box # 4830, Anna Salai, Chennai - 600 002.

**Through Courier:** Citibank, N.A., Mail Room, No.2, Club House Road, Chennai - 600 002.

**Through email: (for Citibank cards):** [cards.service@citi.com](mailto:cards.service@citi.com) / **(for ING cards):** [inghelp@citi.com](mailto:inghelp@citi.com)

We solicit your co-operation for this important exercise by sending the details to us in 15 days of receipt of the communication sent. While you do the same please bear in mind the below points,

- Please sign and write the card number on the copy of the document
- Print the response form by selecting A4 size
- If you are sending through email, please do not change the subject line and send it from the email ID registered with the bank

For any query you may have in this regard, you may call us at the nearest 24-hour CitiPhone helpline or logon to Citibank Online ([click here](#)) using your Internet password (IPIN) and write to us by accessing the link 'Your Queries' on the left tab.

Don't have an IPIN and want to apply? Please ['click here'](#).

ING Vysya Credit card\* customers can call the ING credit card helpline at 1800-102-2464 / 1800-425-2464 or write to [inghelp@citi.com](mailto:inghelp@citi.com).

We value your association with us and look forward to your full support and prompt response.

\*ING Vysya Credit Cards are managed by Citibank

Version: 0312

**Please fill the below response form and send along with the required documents**

### Response Form

Please paste a recent passport size color photograph

Please paste a recent passport size color photograph of the **Primary cardmember**. Please do not use pins, tape or staples on the photograph

Please paste a recent passport size color photograph of the **Additional cardmember** (if any). Please do not use pins, tape or staples on the photograph

Please paste a recent passport size color photograph of the **Additional cardmember** (if any). Please do not use pins, tape or staples on the photograph

Primary card number

Add-on card number

Add-on card number

PAN Card Number

PAN Card Number

PAN Card Number

Email ID

Email ID

Email ID

Primary Card members Name:

Please update my credit card record with my email ID, photograph and self-attested copy of my photo identity document (and for my additional card(s), as applicable). I understand that sharing of the latest photograph does not tantamount to request for a photo card issuance.

I confirm that the copies are true and have been signed by the document owner. I have also ensured that the card number is clearly mentioned on the document annexed.

Signature of the Primary card member