



### Reporting your concerns with Citibank

Your feedback is very important to help us seek opportunities for continuous improvements and to meet your needs on the products and services that we offer.

If you would like to share with us your concerns or complaints about Citibank products or services, please use the steps shown below to help us resolve your concerns / complaints.

#### **Step One: Share your concerns to the immediate attention of our service officers**

You can write to us, call us or visit us at the NRI Centres to highlight your concerns for our attention.

### A. Writing to Citibank

Simply address your email to [indiaservice@citi.com](mailto:indiaservice@citi.com). Upon receipt of your letter or e-mail, we will acknowledge receipt of your correspondence within two business days. In instances where your concerns require further investigation, we will investigate your concerns and inform you of the status of investigation within 14 business days from the receipt of your letter.

If, you are not satisfied with the response provided to your query, you may write to [head.customercare@citi.com](mailto:head.customercare@citi.com)

### B. Calling CitiPhone Banking

You can call our CitiPhone Banking Toll Free Nos. mentioned below:

#### **Americas**

US	Toll Free: 1-800-CITI-NRI (1-800-248-4674)
Canada - Toronto, Vancouver	Toll Free: 1-800-CITI-NRI (1-800-248-4674)

#### **Asia Pacific**

Japan	Toll Free: 00-66-3384-0026
Singapore	Toll Free: 1800-225-7211
Thailand	Toll Free: 001-800-65-6196
Manila	Toll Free: 1-800-1651-0453
Melbourne	Free Call: 1800-252-856
New Zealand	Toll Free: 0800-542-300
Sydney	Free Call: 1800-252-856

#### **Middle East**

Abu Dhabi	Toll Free: 800-4455
Dubai	Toll Free: 800-4455
Saudi	Toll Free: 8008-973-719 / 8008-973-005

#### **Europe / Africa**

Universal Free Phone	No.: 00-800-2484-2484 (00-800-CITI-CITI)
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To share your concerns with us, our hotline is available 24 hours a day, seven days a week. We will strive to address your concerns immediately. In instances where your concerns require further investigation, we will inform you about the status of investigation within 14



business days from the receipt of your query. If the Citiphone Banking officer is unable to address your query or concern, you may request to speak to a CitiPhone Banking Supervisor.

### **C. Visiting Citibank NRI Centres:**

You may also visit the NRI Centres to seek assistance. Our service personnel will strive to address and acknowledge your concerns immediately. In instances where your concerns require further investigation, we will investigate your concerns and inform you of the status of investigation within 14 business days from the receipt of your concern.

For list of NRI centres across locations, please visit the link mentioned below:

[www.online.citibank.co.in/citi-nri/customer-service/nriapplicationcenters.htm](http://www.online.citibank.co.in/citi-nri/customer-service/nriapplicationcenters.htm)

### **Step Two: Seeking an independent review**

If the outcome did not meet your expectations, you may write to Ms. Anjana Makkar, Grievance Redressal Officer, who will arrange for an independent review of your concern:

**E-mail:** [grievanceredressalofficer@citi.com](mailto:grievanceredressalofficer@citi.com)

**Telephone:** 1-800-425-2484, +91-44-2850 1242.

The desk is functional between 10:00 AM and 6:00 PM, Monday to Friday.

You will be given a response, or an update of the status, within 14 business days of the appeal.

### **Step Three: Seeking an external review**

If despite all our best efforts, and after your concerns have been raised to our Customer Service Director and you believe that we have not addressed your concerns satisfactorily, you may seek assistance of FIDReC (Financial Industry Disputes Resolution Centre Ltd.).

The jurisdiction of FIDReC in adjudicating disputes between banks and consumers is up to S\$ 50,000.

At present, FIDReC's services are available to all consumers who are individuals or sole-proprietors.

For further information on FIDReC and its contact details please refer to the following website: [fidrec.com.sg/website/index.html](http://fidrec.com.sg/website/index.html)