

Citi India consumer banking customers are now served by Axis Bank. Citi India has transferred ownership of its consumer banking business to Axis Bank (registration number L65110GJ1993PLC020769). Consumer banking customers can continue to use all existing Citi products and/or services, branches, ATMs, internet banking and Citi Mobile® App as usual. Axis Bank is the provider of Citi branded consumer banking products in India temporarily and Citi India is providing certain services in respect of those products. The trademarks "Citi", "Citibank", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under license by Axis Bank from Citigroup Inc. and related group entities.



CARD MEMBER TERMS AND CONDITIONS

1. Definitions

1.1 **'Account'** or **'Card member's Account'** shall, depending on the context used, mean any account of a Card member with Citibank, including a Credit Card account, savings account, current account, fixed deposit account or a loan/overdraft account.

1.2 **'Application'** shall mean an application for a credit/charge card by the applicant or Card member to the Bank through various modes of applying, including but not limited to, duly signed and filled physical card application form, tele-application (over a recorded phone line) or electronic medium (Internet/email).

For Paytm Credit Card, "Application" shall also include application for a Paytm Credit Card by the applicant through Paytm mobile application/website.

1.3 **'Authorized Dealer'** will have the same definition as mentioned in the Foreign Exchange Management Act, 1999.

1.4 **'Citibank'** or **'Bank'** shall mean Citibank, N.A., a national banking association duly constituted, registered and in existence in accordance with the laws of the United States of America now in force and having its Head Office at 399 Park Avenue, Borough of Manhattan, City of New York, and having offices throughout India, and who is the proprietor of the Credit/Charge Card.

1.5 **'Credit/Charge Card'** or **'Card'** or **'International Card'** shall mean a MasterCard/Visa Card or any Co-branded or Affinity Card issued by Citibank to its Card members and includes any Agency Card issued by Citibank for and on behalf of any banking or financial services entity.

1.6 **'International / Foreign Currency Transactions'** mean the transactions entered into by the Card member on his internationally valid Credit/Charge Card outside of India, Nepal and Bhutan.

1.7 **'Card member'** shall mean and include the applicant and/or authorized Card member and/or Additional Card member.

1.8 '**Merchant Partner**' shall mean establishments wherever located which honour a Credit/Charge Card and shall include among others, stores, shops, restaurants, hotels, airline organisations, online shopping and mail order advertisers (whether retailers, distributors or manufacturers) including mail order outlets (whether wholesalers, retailers, distributors or manufacturers) advertised as honouring a Credit/Charge Card.

1.9 '**Month**' shall mean a calendar month.

1.10 '**Person**' means any individual, corporation, firm, company, institution, or other natural or legal person.

1.11 '**Reserve Bank of India/RBI**' means the Reserve Bank of India established under the Reserve Bank of India Act, 1934.

1.12 '**Statement**' will mean the statement sent by Citibank to the Card member at periodic intervals indicating the payments credited, the transactions debited to the Card member's Account and charges as applicable (if any) along with payment required by the payment due date as applicable.

1.13 '**Sensitive Personal Data**' shall mean such personal information of the Card member which consists of information relating to:-

- (a) Passwords;
- (b) Financial information such as bank account or credit card or debit card or other payment instrument details;
- (c) Physical, physiological and mental health condition;
- (d) Sexual orientation;
- (e) Medical records and history;
- (f) Biometric information; and
- (g) Any detail relating to the above

but shall not include information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other law for the time being in force.

1.14 "**Authorised Signatory**" shall mean individual(s) vested with signing powers on behalf of the company

1.15 '**Terms And Conditions**' shall mean the Terms and Conditions as contained herein and any amendments thereto and / or as agreed by the Card member vide / through the Application and/ or such Terms and Conditions as may be issued or intimated by the Bank from time to time.

1.16 Use of the terms 'him', 'he', 'his' or similar pronouns shall, where the context so admits mean the 'Card member' and the masculine gender shall, where the context admits, include the feminine gender/ third gender.

1.17 **OTP** shall mean One Time Password

1.18 **Video KYC** shall mean Video based Customer Identification Process i.e. a method of Card member identification by an official of Citibank by undertaking seamless, secure, real-time, consent based audio-visual interaction with the Card member to obtain identification information including the documents required for Due Diligence purpose, and to ascertain the veracity of the information furnished by the Card member, in accordance to RBI circular DOR.AML.BC.No.27/14.01.001/2019-20 dated January 9, 2020.

2. Applications

2.1 The Card member acknowledges and understands that the Card is being dispatched to the Card member on the basis of the Card member's application irrespective of the mode of applying.

2.2 While Citibank will endeavor to issue the Card as per the applicants indicated choice of franchise, Citibank reserves the right to issue either the MasterCard or VISA franchise variant of the Card.

2.3 It is expressly acknowledged and understood by the Card member that at such stage as the application is accepted by the Bank and/or the Card member signs on the reverse of the Card and/or starts using the Card, the Card member will be deemed to have accepted the Terms and Conditions and to comply with the same and is expressly stopped from claiming otherwise.

3. Card Services

3.1 The Credit/Charge Card is the property of Citibank. It is not transferable. Subject to the Terms and Conditions and to any additional conditions that may be stipulated by Citibank from time to time, the Credit/Charge Card will be honoured only when it is properly signed on the reverse and presented to a Merchant Partner by the Card member provided sufficient credit limit is available and the Credit/ Charge Card is still valid and not cancelled or suspended.

3.2 The Card member understands that the acceptance of the application by the Bank and/or signing on the reverse of the Card and/or use of the Card constitutes acceptance of the Terms and Conditions.

4. Consent

4.1 The Card member authorises the Bank, in addition to any other right enjoyed by the Bank, that the Bank shall be entitled, subject to applicable laws, rules, regulations, notifications, circulars and guidelines issued by the Government of India and/or the RBI and/or any other relevant statutory authority from time to time, to disclose and disseminate to RBI or to a court of law or any other competent authority, as the case may be, the demographic, account or credit information (as required) of the Card member in its possession

4.2 The Card member hereby gives specific consent to the Bank/Lender for disclosing / submitting the 'financial information' as defined in Section 3 (13) of the Insolvency and Bankruptcy Code, 2016 ('Code' for brief) read with the relevant Regulations/ Rules framed under the Code, as amended and in force from time to time and as specified there under from time to time, in respect of the Credit/ Financial facilities availed from the Bank/ Lender, from time to time, to any 'Information Utility' ('IU' for brief) as defined in Section 3 (21) of the Code, in accordance with the relevant Regulations framed under the Code, and directions issued by Reserve Bank of India to the banks from time to time and hereby specifically agree to promptly authenticate the 'financial information submitted by the Bank/Lender, as and when requested by the concerned 'IU' .

4.3 The Card member expressly recognizes and accepts that the Bank shall, without prejudice to its right to perform such activities itself or through its officers or employees, be entitled and have full power and authority to appoint one or more third parties as the Bank may select and to delegate to such third party all or any of its functions, rights and powers under the Card member Terms and Conditions relating to administration of the Credit Card including the right and authority to collect and receive on behalf of the Bank from the Card member any payments and other amounts due by the Card member under the Card member Terms and Conditions and to perform and execute all lawful acts, deeds, matters and things connected therewith and incidental thereto including sending notices, attending the residence or office of the Card member or otherwise contacting the Card member (or any authorized signatory(ies)/representative(s) of the Card member) receiving cash/cheques/drafts/mandates from the Card member (or any authorized signatory(ies)/representative(s) of the Card member) and giving valid and effectual receipts and discharge to the Card member. For the purpose aforesaid, the Bank shall be entitled to disclose to such third parties (or any authorized signatory(ies)/representative(s) of the Card member) all necessary or relevant information pertaining to the Card member and the Credit Card and the Card member hereby consents to such disclosure by the Bank.

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Notwithstanding the above, in the event of any default by the Card member, the Card member expressly accepts and authorizes the Bank and/or any such third party as the Bank may select to contact any third party(ies) (including any authorized signatory(ies)/representative(s) of the Card member, adult family members, accountants, secretary, etc. of the Card member) and disclose all necessary or relevant information pertaining to the Card member and the Credit Card and the Card member hereby consents to such disclosure by the Bank (and/or any such third party as the Bank may select). The Card member further expressly authorises the Bank (and/or any such third party as the Bank may select) to receive payments or such other security as may be offered by such third parties (including any authorized signatory(ies)/representative(s) of the Card member, adult family members, accountants, secretary, etc. of the Card member) towards discharge of outstandings on the Card.

4.4. If the Card member has been issued a Citibank Corporate card by virtue of his employment with the corporate/employer as per a specific arrangement between the employer and the Bank, the Card member authorizes his employer, through its duly authorized signatories to revise the credit limit during the course of the credit card relationship, request for outstanding, transaction summary - including billed and unbilled, and/or initiate blocking/closure of his Citibank corporate credit card. The Card member also authorizes the Bank to accept transactional requests from his employer, through the authorized signatories, and deem them as being made on his behalf. The Card member agrees and accepts that the Bank is entitled in its sole and absolute discretion to accept such instructions and action on his credit card, when specifically requested by his employer. He agrees, understands and accepts that the request from his employer and/or such actions taken his employer pursuant to this authority and declaration shall be final and binding on him and his employer.

4.5 Card member agrees that he would at all times keep his contact information including not limited to full name, mailing & non mailing address, mobile & landline numbers and email address updated.

5. Goods and Services Tax

A Goods and Services Tax (GST), as notified by the Government of India from time to time is applicable on all fees, interest and other charges. The Card member will be bound to pay for the same. GST will be applicable basis the Location of Supplier (LOS) & Place of Supply (POS) of services. POS will be determined basis corporate's registered address provided during corporate onboarding. If the POS & LOS are in the same state, CGST & SGST will be charged, else IGST will be charged as per applicable rates. For Corporates located in Special Economic Zone (SEZ), GST will be exempted as per section 16 of the Integrated Goods and Services Tax Act, 2017 (IGST Act).

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6. Applicability of laws

6.1 The Card member understands and acknowledges that it is the Card member's duty to follow all laws, rules, regulations, notifications, circulars and guidelines issued by the Government of India and/or the RBI and/or any other relevant statutory authority, including without limitation the Exchange Control Rules and Regulations of the RBI (the "**Exchange Control Regulations**"), in relation to the use of the Card. An extract of the Exchange Control Regulations is given below for the Card member's ready reference: "The utilisation of the Card will be strictly in accordance with the Exchange Control Regulations and that in the event of failure on the part of the Card member to comply with the regulations, he would be liable for action under the provisions of the Foreign Exchange Management Act, 1999. The onus of ensuring compliance with the regulations is on the holder of the ICC (International Credit Card)."

6.2 In the event of non-compliance by Card member with the Exchange Control Regulations, including but not limited to online foreign exchange trading or related speculative activity on the card, the Card member may be liable for action under the Foreign Exchange Management Act, 1999 and rules and regulations framed thereunder. The Card member may be debarred from holding the internationally valid Credit/Charge Card, either at the instance of the Bank or the RBI.

6.3 The Card cannot be used for making payment towards foreign currency transactions in Nepal and Bhutan i.e. while using the Card in Nepal and Bhutan, the currency of the transactions should be the local currency of those countries or in Indian Rupees. The Card is valid for use both in India as well as outside India and would carry the inscription "Not valid for payment in foreign exchange in Nepal and Bhutan." In case a Card is cancelled, whether on account of non-compliance with the Exchange Control Regulations or otherwise, the Bank will not be responsible for any attempted usage of the Card, whether in India or abroad, resulting in the Card being dishonoured and the concerned Merchant Partner would be entitled to 'pick-up' a cancelled Card on presentation. The Card member should consult his Authorized Dealer regarding his foreign exchange entitlement.

6.4 A resident Card member going abroad for employment or emigration should necessarily inform the bank of the change in his residential status and apply for closure of his credit card. If any payment towards credit card dues is required by the Card member after the residential status change that would need to make all payments due on his Card in inward remittances/ from his Non Resident Bank a/c (NRE/NRO/FCNR a/c). The Card member agrees and hereby authorises the Bank to convert such remittances to the Indian Rupee equivalent thereof at the then prevailing exchange rate as notified by the RBI from time to time. It is the Card member's responsibility to inform the Bank about the change

in his/her residential status. If the Card member attains the Non-Resident Indian (NRI) status, then he/she should ensure that all payment(s) towards his/her credit card account from his/her Non-resident banking account. The Card member agrees and confirms that the Card member will not make any alternative payments through cash, cheque and fundtransfers from the Card member's saving account or any other non-NRI banking accounts. If the customer fails to comply with requirements as stated above, the bank has the sole right to block or close the card forthwith and, without notice to that effect.

Please note that as per extant RBI regulation, debit from NRO A/c towards settlement of International charges on International Credit Cards is subject to the below restrictions on repatriation of NRO A/c balances: A Non-Resident Indian (NRI) or a Person of Indian Origin (PIO) may remit an amount up to USD one million, per financial year, out of the balances held in his Non- Resident (Ordinary) Rupee (NRO) account, for all bona fide purposes, subject to payment of applicable taxes in India, if any.

6.5 The Card member accepts full responsibility for wrongful use in contravention of the Exchange Control Regulations and unconditionally undertakes and agrees to indemnify the Bank and keep the Bank indemnified and harmless against any loss, damage, interest, conversion or any other financial charge or any other liability whatsoever that the Bank may incur and/or suffer on account of the Card member committing violation of the Terms and Conditions and/or the Exchange Control Regulations and/or any other laws, rules, regulations, circulars, guidelines, notifications and instructions issued by the RBI and/or the Government of India and/or any other statutory body in respect thereof from time to time. This Clause shall survive the termination of the Terms and Conditions.

6.6 A foreign national or expatriates holding Citibank credit card will ensure that Valid VISA (with minimum six (6) months validity) for stay in India is furnished to the bank. In absence of valid visa, Bank has the right to forthwith block/cancel or close the credit card.

6.7 The Card member Terms and Conditions are to be read in conjunction with the applicable laws of land, rules, regulations and guidelines published by Regulators from time to time.

6.8 Citibank India does not market any product or service to individuals resident in the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican, The Isle of Man, the UK, Brazil or New Zealand. The Card member Terms and Condition is not, and should not be construed as, an offer, invitation or solicitation to buy or sell any of the products and services mentioned herein to individuals resident in the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican, The Isle of Man, the UK, Brazil or New Zealand.

7. Purchases

7.1 The Card member can use the Credit/Charge Card to pay for charges incurred for transactions conducted by the Card member at the Merchant Partners and the Merchant Partner accepting MasterCard/Visa Credit Cards and RuPay, as the case may be, subject however, that Citibank and the Merchant Partners concerned reserve the right at any time to refuse without any notice to permit the use of the Credit Card at the Merchant Partner for any reason whatsoever. The bank reserves the right to block/reissue credit card to avoid instances of card misuse due to use at risky/fraud sensitive geographies or merchant locations. The bank also reserves the right to decline certain transactions without blocking the card based on bank's internal risk based transaction monitoring criterion. Such action may be without Card member's specific consent on the same to ensure quick and timely action by the bank. The intent here is to avoid potential fraud risk on the card and is done as a precautionary measure for the mutual protection against any kind of fraud against the bank and/or the Card member.

7.2 In case of Citibank MasterCards or Visa Cards issued, the Card may be used only within the Credit Limits notified by the Bank to the Card member or within the Credit Limits fixed by the Bank from time to time.

7.3 The Credit/Charge Card should be used only for lawful, bonafide personal purposes and its use is neither permitted for any money laundering, anti social or speculative activities (including but not limited to investments/ trading in gold, mutual funds, etc) nor to be exploited commercially in the business (e.g. working capital purposes) of the Card member. If the personal Credit/Charge Card is noted to be used for prohibited, restricted or business purposes, the Bank may, at its sole discretion, exercise its right to close the concerned Credit/Charge Card and additional/add-on cards thereof without any notice. The Card member specifically acknowledges and understands that the Card member shall not misuse in any manner whatsoever or use/allow the usage of the Credit/Charge Card for dispensation of cash at any merchant establishments or by/through any other un-authorized person. It may be noted that bank has the right to enquire over the phone or through formal communication, seek details, proofs, etc about card transactions/pattern of usage, etc and the card member is contractually bound to provide the information sought from time to time by the bank. Lack of cooperation and / or nonsatisfactory responses from you would lead to blocking/closure of the credit card by the bank.

7.4 It is clarified that charges incurred may, in case of some Merchant Partners, include a charge for the availment of the purchase or other facility (petrol transaction charge, railway booking or cancellation surcharge, etc). Such charges therein may be included in the Statements generated and are payable by the Card member to Citibank N.A. The Card member may be required to sign the chargeslip and/or enter a PIN during the transaction. The card member must collect the chargeslip after the transaction . Card [GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

members acknowledge and understand that the copies of chargeslips shall not be provided by Citibank N.A; in case it is not collected immediately after the transaction

7.5 Without prejudice to anything contained hereinafter in the Terms and Conditions, the Card member acknowledges and understands that in terms of relevant guidelines issued by the RBI, an International Credit Card cannot be used on the internet or otherwise for purchase of prohibited items like lottery tickets, banned or proscribed magazines, participation in sweepstakes, gambling, betting, payment for call-back services or for such other activities, items or transactions which are banned or prohibited under the law or RBI or FEMA or by any other authority or under any other laws or regulations from time to time.

7.6 Without prejudice to anything contained in the Terms and Conditions, the Card member accepts that Citibank may selectively agree to provide him with the facility of effecting mail order or telephone order and online (via Internet) purchases. The Card member is aware that such mail order or telephone order and online purchases are Card Not Present (CNP) transactions. To use such facilities and are guided by adequate customer authentication as prescribed or transaction PIN validation or One time password (OTP) validation as applicable and accordingly all such purchases shall be deemed to have been authorised by the Card member and hence the Card member, accepts and confirms that in the event of any dispute regarding the authenticity or validity of such purchase or charge, for any reason whatsoever, the Card member will clear all Card outstandings and such dispute shall be a matter between and be settled by the Card member with the concerned Merchant Partner and Citibank shall not be liable, in any manner whatsoever, for the same.

7.7 It is clarified that if the Card member opts for payment instruction /standing instruction/ automatic BillPay facility, the credit card will be auto-billed for the monthly dues or charges as and when they are requested by the biller for debit. Such payment instructions are set basis customer's specific request or biller payment policy /mandate as sign up criteria and such payments will be executed from the credit card if the card is open and in good standing, including in scenarios where the initial card where the instruction was placed has been swapped or converted or reissued. However, the card has been blocked (e.g. reported lost/stolen) without a replacement card issuance, then in such instances, the payment instruction may lapse, without any responsibility to the bank, due to nonavailability of an open card to debit/ charge per the instruction. For the purpose of continuity of payment service initiated via Citibank, any open credit card relationship may also be debited if the initial card is in closed status for any reason whatsoever.. Additionally, Bank may its own discretion reserves the right to allow certain low value charges on the blocked card. Card member may dispute the transaction as per normal transaction dispute process. Nothing withstanding the above, Bank reserves the right to not allow payment as referred above to be executed on cards closed due to fraudulent activity noticed / reported on the card

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8. Cash Withdrawal

8.1 The Card member can use the Card to access cash from Automated Teller Machines (“ATMs”) located at branches of Citibank and from other locations as decided periodically subject to the additional terms applicable to usage of ATMs. The Card can be used to withdraw cash from all domestic (in addition to Citibank) and overseas ATMs which carry the Visa or MasterCard/Masetro logos if the Card member holds a Visa or a MasterCard credit card,.

8.2 The minimum and maximum amount that can be accessed in a single withdrawal on the Card at Citibank ATMs will be specified or fixed by Citibank periodically. Such threshold at non-Citibank ATMs would be as per other bank’s policies and discretion. The total amount that can be withdrawn in cash at any point in time would be governed by available cash limits. The Card member may choose to retain the transaction confirmation slip generated by the ATM with him. The Cash Advance fee as communicated via the Schedule of Charges published in the MITC and the Citibank website and as amended from time to time at the sole discretion of Citibank, would be levied and would be billed to the Card member in the next Statement. The Cash Advance fee is subject to change at the discretion of Citibank from time to time with prior notice to the Card member and disclosed via the schedule of charge in the Most Important Terms and Conditions (MITC). It may be noted that the fee will be levied for each withdrawal transaction irrespective of the total amount withdrawn in a day. All cash advances also carry an interest charge from the date of withdrawal until the date of full settlement by the Card member. The interest charge, as applicable is subject to change at the discretion of Citibank from time to time with notice to the Card member.

8.3 The Card member has the facility of accessing cash through the use of the Card in the ATMs that accept the Card. To enable such use, an ATM-Personal Identification Number (“A-PIN”) will be issued to the Card member and for the convenience of the Card member, the A-PIN will, at the risk of the Card member, be encoded on the Card prior to its delivery to the Card member. The Card member agrees that:

(a) For select card type the A-PIN will be communicated to the Card member by post to the mailing address and entirely at the risk of the Card member. Card member may instead choose to self-select an instant A-PIN over the Interactive Voice Response (IVR) subsequent to the card receipt;(b) The Card member shall not disclose the A-PIN to any person and shall take all possible care to prevent its discovery by any person; (c) The Card member shall be fully liable to Citibank for all transactions made with the A-PIN and / or the Card whether with or without the knowledge of the Card member. However, in case of loss or theft of the Card or disclosure of the A-PIN to any third party, the Card member will not be liable for unauthorised transactions done after the loss, theft or disclosure of the A-PIN to any third party has been reported to the bank (through a call [GCG/BR/PN/Credit Cards/CM-T&C-06-23](tel:18001234567) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](tel:18001234567)

24 hour CitiPhone helpline immediately) and card has been duly blocked for transactions. The Card member will not be liable for any misuse on a Card or PIN after he/she has informed Citibank of the loss, unless he/she has acted with gross negligence. The Card member will be liable for all losses for any misuse that have happened with his/her consent or knowledge. Card member understands that such loss/ theft or misuse of card or disclosure of the A-PIN to any third party should be reported to the police and a First Information Report (“**FIR**”) lodged in this regard. A written confirmation of the loss or theft or disclosure of the A-PIN to any third party, along with a copy of the FIR, should thereafter be delivered to the Bank;

(d) The Card member shall not use the A-PIN after the disclosure of the same to any third party and immediately contact the bank for further action;

(e) Citibank may at its absolute discretion issue a replacement Card with a new A-PIN for any loss or stolen Card or a new A-PIN on the existing Card on these Terms and Conditions or such other Terms and Conditions as the bank Citibank may deem fit; (f) Subject to the foregoing sub-clauses, the Card member will not hold Citibank liable in any manner whatsoever, in case of fraudulent/unauthorised use of the A-PIN through the Card falling in the hands of any third party or through the A-PIN coming to the knowledge of any third party.

8.4 The Card member acknowledges that the facility of cash withdrawal is made available by the Bank on a best effort basis and will not hold the Bank responsible or liable in any manner for any consequences whatsoever in case of inability of the Card member to withdraw cash at an ATM on account of malfunction of the ATM or inadequate cash balance at the ATM or closure of an ATM site or otherwise howsoever.

9. Co-branded or Affinity Cards

The Card member acknowledges that Co-branded or Affinity Cards issued by Citibank are included within the purview of the Terms and Conditions. Special features, benefits and any other specific Terms and Conditions pertaining to the specific co-brand are communicated in the literature and application form pertaining to the Co-branded or Affinity Cards from time to time. Citibank reserves the right to make any changes to the features or benefits pertaining to the Co-branded or Affinity Card or any other Citibank, and these will be communicated to the Card member from time to time.

Without prejudice to anything contained in these Terms and Conditions, where a Card member had been issued a Co-branded Card and/or an Affinity Card, the Card member acknowledges and accepts that information on usage of credit facilities by the Card member and specific demographic details of the Card member may be exchanged with co-brand/affinity partners, for analysis of Card member data and for the implementation of customer promotions, for revision of the features and benefits of the cobranded/affinity Card program, for transfer of loyalty units, for providing features and benefits pertaining to the co-branded/affinity Card program, from time to time. Such data may be used by

Citibank and the co-brand/affinity partner for marketing purposes within the ambit of the co-branded/affinity program of which the Card member is a party.

10. Insurance Benefits

In addition to Terms and Conditions as may be stipulated by the concerned insurance company providing insurance cover/facilities, for the purpose of these Terms and Conditions, the following Terms and Conditions shall govern such insurance cover:

10.1 Insurance covers may vary from Card to Card. The Card member understands that he is required to check and understand the specific complimentary insurance cover provided to the Card member under the specific Citibank Card/Co-branded Card.

10.2 The Card member specifically understands that any complimentary insurance covers/facilities provided on any Card, if any, may not be available for any one or more specific category/type of Card.

10.3 The Card member acknowledges that the insurance cover so provided will be available to the Card member only as per the terms of the relevant insurance policy in force, and only so long as the Card member is and remains a Card member of Citibank with his Account being maintained in good standing (Card membership in open status), and on the Card membership being withdrawn (whether temporarily or permanently) for whatever reason, the benefit of such insurance cover shall automatically and *ipso facto* cease to be available from such date of cessation of Card membership. Further, the Card member also agrees that even during the continuation of his Card membership, Citibank may at any time with prior notice (in its sole discretion and /or without assigning any reason thereof) suspend, withdraw or cancel the benefit of such insurance cover, and there will be no binding obligation on Citibank to continue this benefit.

10.4 Benefits indicated in the concerned insurance policy shall be the maximum amount for which the Card member will be entitled in the event of any loss during the period of the respective insurance policies under which such covers are provided by the concerned insurance company.

11. Installment Programs

11.1 Citibank shall be entitled to, at its sole discretion, make available to individual Card members installment loan programs on the Credit Card, without prejudice to the obligation of the Card member to make immediate payment on the incurring of a charge. These installment facilities include:

(A) LOAN ON CREDIT CARD (VIA PHONE / INTERNET) FACILITY

(B) EMI FACILITY as described hereinafter.

In these terms & conditions the following terms shall have the following meanings:

- “Initial Interest” shall mean the interest on the loan amount from the date of loan booking to the immediate card statement billing date.
- “Loan Tenure” shall mean the period for which loan amount is availed for and shall not include the days for which the initial interest amount will be billed. □ “EMI” shall mean Equated Monthly Installments calculated based on the loan amount, interest rate and tenure. This will include both principal and interest components and the number of such EMIs will be equal to loan tenure

11.2 (A) LOAN ON CREDIT CARD FACILITY

(a) The Loan on Credit Card (via Phone or internet channels) Facility, herein after referred as Loan on Phone Facility, may be made available to Card members at the sole discretion of Citibank based on the profile, credit behavior and any such other criteria of the Card member and/ or of the Card that Citibank may determine in its sole discretion as follows:

(i) Up to available Credit Limit

(ii) Above Credit Limit

(b) Citibank shall make available the Loan on Phone Facility to the Card members through mailers or telephonically or online through Citibank website or on the Citi Mobile App.

(c) Receipt and encashment of a disbursed draft against such a Loan on Phone Facility shall be deemed as acceptance of these Terms and Conditions and/or the Terms and Conditions governing the concerned installment loan program (d) The Card member acknowledges that:

(i) the installment facility is available at the sole discretion of Citibank and only to select Card members;

(ii) no Card member may claim a vested right to avail of such facility;

(iii) such facility will be available for such period as Citibank may decide;

(iv) the rate of interest will be Card member specific as decided by Citibank, per its internal credit policy, from time to time in its sole discretion and intimated to the Card member prior to disbursement of loan;

(v) The initial interest, EMI amounts (with principal and interest breakup) and transaction fees for loan on phone/ EMI facilities shall be included as a part of the minimum amount due appearing in the statement for the respective month of billing.

(vi) the amount of transaction fees, and the tenure for the payment of the EMIs and other payment particulars will be Card member specific as decided by Citibank in its sole discretion and communicated to the Card member.

(vii) In the event the Card or loan is closed by the customer, prior to initial interest amount or all the installments being charged, the loan principal outstanding, interest accrued till the date of such closure of Loan on Phone along with the pre-closure charges shall be debited to the Card account and appear in the monthly statement. Finance charges at the credit card rate of interest (as mentioned in the statement and MITC) and other charges as applicable, will now apply to the total card balance. Citibank shall be entitled to demand immediate repayment of such outstanding amounts.

(viii) In the event of Card being blocked or closed by the bank prior to the billing of initial interest amount or the completion of loan tenure, initial interest /loan EMI(s) as applicable, will still continue to be billed in the monthly statement and shall be included as a part of the minimum amount due. However, in the event the credit card remains past due for more than 180 days, the LOP shall be pre-closed, as elaborated in point (g) below

(e) Citibank reserves the right to change the tenure and interest rate during the life of the Loan on Phone Facility with due intimation to the Card member

(f) The initial interest amount / EMIs will be debited to the card account on the billing date. Delay in the payment of the initial interest amount or any EMI by their respective due dates shall attract the then applicable (i) late payment charge and (ii) interest or such charges as mentioned from time to time in Schedule of Charges. It is hereby clarified that in the event, the Card member does not pay or delays in payment of the outstanding on his Card, Finance charges at the credit card rate of interest, over-limit charges and all such other charges as applicable shall be levied on the card including but not limited to the initial interest/EMI due, as applicable for that month. The aforesaid is without prejudice to the Bank's right to discontinue the Loan on Phone Facility and demand immediate repayment of the entire balance outstanding along with preclosure and related charges. Delay in the payment of such outstanding balance shall attract the applicable Finance charges at the credit card rate of interest till repayment by the Card member.

(g) The Card member acknowledges that the interest rate applicable on the Loan on Phone Facility shall be as per the covenants of the particular installment loan offer. In the event the credit card remains past due for more than 180 days (due to non-payment of minimum amount dues), the loan on phone shall be closed/withdrawn and the principal outstanding, interest accrued till the date of such closure of Loan on Phone along with the pre-closure charges shall be debited to the Credit Card Account and appear in the monthly statement. Citi shall be entitled to demand immediate repayment of such outstanding amounts.

(h) The Card member acknowledges and agrees that for the Loan on Phone Facility availed above the Credit Limit, the Credit Limit on Card shall stand utilised to the extent of the EMI.

(i) Any payment made into the Card Account over and above the initial interest amount or EMI shall not be deemed to be payment towards the Loan on Phone Facility availed by the Card member and shall not lead to an automatic closure of

the said Loan. Any preclosure of the Loan on Phone Facility shall attract Prepayment charges at the rate of 3% (subject to change from time to time) on the outstanding principal amount of said Loan. Interest charge will also be applicable from the date of last billing to the date of preclosure along with applicable Goods and Services Tax (GST) on the charges. Citibank reserves the right to revise the prepayment charges at its discretion. The prepayment charge as communicated from time to time during the loan solicitation shall be applicable. Once the Card member has opted for an installment program and for payment by EMIs, any subsequent change will attract a pre-closure charge as may be determined by Citibank and communicated to Card member from time to time. On preclosure of the loan availed above the credit limit, the entire loan outstanding will block the limit once debited and customer is expected to make payment against the loan outstanding with immediate effect.

- (j) The Card member agrees that funds from the Loan on Phone Facility will not be used for speculative or money laundering and/or prohibited/ anti-social purpose and/or capital market use and/or business purposes, and/or purchase of gold/gold bullions/ gold coins/gold jewelry/ gold exchange traded funds/ gold mutual funds and for speculative or trading purposes such as shares and short term investments like KVP, PPF, NSC, Mutual Funds, fixed deposits, RBI bond, ULIP and for subscription into Citi offered wealth management, Insurance products or similar products. Citi prohibits the usage of unsecured loans for investments into Citi wealth management and insurance products. In the event that the loan facility is utilized by you for the purposes other than what is confirmed by Card member and as prohibited above, Citi shall be entitled to initiate lawful action against you and do all other acts and things as Citi may deem necessary to comply with its policies, including but not limited to liquidating their holdings of Investments/Insurance at that time. Card member will be liable for all costs and expenses that Citi may incur as a result thereof.
- (k) The Bank may, at its sole discretion, make available to the Card member the Balance Transfer Facility, wherein the Card member shall be eligible to transfer his outstandings on a Credit Card of another bank and avail of the Loan On Phone facility to facilitate repayment of the outstandings. Additionally, bank also offers eligible customers an option to consolidate the balance on Citibank credit card (an EMI product where last statement balance minus minimum due of last statement balance are converted into EMI at an interest rate as communicated at the time of availing the product). A transaction fee, as stipulated by the Bank from time to time shall be levied and billed in the monthly on the same.

11.2 (B) EMI Facility

- (a) As an alternate to the existing modes of effecting payment of charges incurred and without prejudice to the obligation of the Card member to make immediate payment on the incurring of a charge, the Card member may, seek to avail of the option of paying for [GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

certain purchases through Equated Monthly Installments (“**EMI/s**”) as will be indicated in the Statement sent to the Card member which shall be subject to the following special Terms and Conditions:

(i) Any EMI Facility granted by Citibank shall be subject to levy of a transaction fee as may from time to time be fixed by Citibank and intimated to the Card member; The initial interest amount, EMI(s) (with principal and interest breakup) and transaction fees for loan on phone/ EMI facilities shall be included as part of the Minimum Amount Due appearing in the monthly statement of credit card.

(ii) Once a Card member has opted for payment by EMIs, any subsequent change will attract a pre-closure charge as may from time to time be fixed by Citibank depending upon the nature of the purchase and will be intimated to the Card member from time to time;

(iii) In case any portion of the billed and outstanding charges are not permitted to be paid in EMIs and such portion is not paid by the ‘Payment Due Date’, the same will bear and carry a specified interest charge as may be fixed by Citibank from time to time, which will be intimated to the Card member;

(iv) The initial interest and EMI payable will be debited to the card account on the billing date of every month. Delay in the payment of the initial interest amount or any EMIs by their respective due dates shall attract the then applicable (i) late payment charge and (ii) interest or such charges as mentioned from time to time in Schedule of Charges, It is hereby clarified that in the event, the Card member does not pay or delays in payment of the outstanding dues on his Card, Finance charges at the credit card rate of interest, overlimit charges and all such other charges as applicable shall be levied on the card including but not limited to the initial interest/EMI due, as applicable for that month. (v) The deduction of the EMI and late payment charges shall be without prejudice to the Bank’s right to discontinue the EMI Facility and demand immediate repayment of the entire outstanding balance. Delay in the payment of such outstanding balance shall attract the applicable late payment charge till repayment by the Card member;

(vi) The EMI Facility will be available for the following purchases, viz., (a) fresh purchases at Merchant Partners; (b) conversions of billed or unbilled purchases at Merchant Partners before the payment due date.

(vii) Depending on the nature of the purchase and profile of Card member, the Card member will be permitted purchases up to or above the ‘available Credit Limit’ or up to the ‘available Cash Limit’ as Citibank may determine in its absolute discretion. The expression ‘available Credit Limit’ and ‘available Cash Limit’ is the Credit Limit/Cash Limit from time to time set by Citibank for a Card member and notified to a Card member;

(viii) Per extant Reserve Bank of India (RBI) guideline, no advances should be granted by banks for purchase of gold in any form, including primary gold, gold bullion, gold jewellery, gold coins, units of gold Exchange Traded Funds (ETF) and units of gold Mutual Funds. Accordingly, conversion of such transaction into an Equated Monthly Installment (EMI) scheme is prohibited

(ix) The Card member acknowledges that the EMI Facility is available at the sole discretion of Citibank and only to select Card members and no Card member may claim a vested right to avail of such facility and such facility will be available (a) for such period and at such Merchant Partners as Citibank may decide; (b) the interest component of the EMIs will be Card member specific as decided by Citibank and intimated to the Card member; (c) the amount of down payment, the amount of transaction fee, the tenure for the payment of EMIs and other payment particulars will be Card member specific as Citibank may decide and notify to the Card member.

(x) The Card member acknowledges that the interest rate applicable on the EMI Facility shall be as per the covenants of the particular installment loan offer.

(xi) In the event the Card or EMI facility is closed by the customer, prior to the initial interest or all the installments being charged, the loan principal outstanding, interest accrued till the date of such closure of EMI facility along with the pre-closure charges shall be debited to the Card account and appear in the monthly statement. Finance charges at the credit card rate of interest (as mentioned in the statement and MITC) and other charges as applicable, will now apply to the total balance. Citibank shall be entitled to demand immediate repayment of such outstanding amounts.

(xii) In the event of Card being blocked or closed by the bank prior to the billing of initial interest or completion of EMI facility tenure, initial interest /EMI(s) will still continue to be billed in the monthly statement and shall be included as a part of the minimum amount due. However, in the event the credit card remains past due for more than 180 days, the EMI facility shall be pre-closed, as elaborated in point (xiii) below

(xiii) In the event the credit card remains past due for more than 180 days (due to nonpayment of minimum amount dues), the EMI facility shall be closed/withdrawn and the principal outstanding, interest accrued till the date of such closure of EMI facility along with the pre-closure charges shall be debited to the Credit Card Account and appear in the monthly statement. Citi shall be entitled to demand immediate repayment of such outstanding amounts.

12. Billing and Payments

12.1 Billing and Statements of Account

(a) Citibank will send the Card member a Statement on a monthly basis to the mailing address specified by the Card member to the Bank, billing him for all charges incurred by use of the Card plus all charges provided for in the Terms and Conditions.

In case of charges in foreign currency, all such charges will be billed in the Statement in Indian Rupees only. Card transactions (including online and overseas transactions) effected in US Dollars will be converted into Indian Rupees. Card transactions effected in foreign currencies other than US Dollars will first get converted to US Dollars and then converted into Indian Rupees. The Card member hereby agrees and authorises the card networks (including but not restricted to VISA/ MasterCard) to convert charges incurred in foreign currency to the Indian Rupee equivalent at the prevailing exchange rate as on the date of settlement of the transaction with the card issuing bank and not the actual transaction date. The billed transaction amount would include a foreign currency mark-up charge as mentioned in the MITC.

The foreign currency mark-up charge is towards facilitating international purchases on your card and covers the cost of currency conversion. For transactions in US Dollars, the foreign currency mark-up will be levied on the converted Indian Rupees equivalent of the US Dollars. For transactions in non-US Dollars, the foreign currency mark-up will be levied on the converted India Rupees of the US Dollars, as described herein and not on the nonUS Dollar transaction currency. Charges incurred in Indian Rupees or local currencies of the Nepal/Bhutan shall be billed under the head 'Domestic Transactions', while charges incurred in all currencies other than Indian Rupees or the local currencies of Nepal/Bhutan on the Card shall be billed under a separate head 'International Transactions'. Statement copy requests for Statements beyond three (3) months would attract a charge.

If your transaction (including online and overseas transactions) is converted into Indian Rupees via DCC viz dynamic currency conversion (i.e. a service offered at certain ATMs and merchants which allows a card-member to convert a transaction denominated in a foreign currency to local currency i.e. Indian Rupees at the point of withdrawal/sale), the Card member acknowledge that the process of conversion and the exchange rates applied will be determined by the relevant ATM operator/ merchant or dynamic currency conversion service provider, as the case may be. Additional DCC charges, if applicable, may also be levied by the overseas merchant/ATM operator. The issuing bank does not determine whether a card transaction will be converted into Indian Rupees via DCC and, where the transaction is for a retail purchase, cardmember may have to check with the relevant merchant whether such conversion was effected.

Please also refer to the Schedule of Charges published in the MITC and the Citibank website for charge details. Please note that these Charges are liable to change at Citibank's sole discretion from time to time with notice.

(b) A Card member may request to receive the Statement on e-mail if he subscribes to Citibank's Statement Online facility. Citibank will send the Statement in an electronic format each month to the e-mail ID specified by the Card member. A Card member may

also view the Statement on Citibank Online at www.citibank.com/india. Citibank may permit a Card member to archive his Statement for 18 months from the date the Card member registers for the Statement Online facility.

(c) The Card member understand and accepts that he may not be sent a regular Monthly Statement if there have been no transactions on the Card member Account, if the Card member Account is nil or if the Card member Account has a credit balance. (d) Customers have a one-time option to reach out to Citiphones to have the statement generation date changed from the list of available billing cycles, subject to payment of dues.

12.2 Payments

(a) The Card member will owe and make payment to Citibank of all charges incurred by the use of the Card, plus all charges provided for in the Terms and Conditions. The Card member shall become liable immediately to Citibank for payment of the amount of charges so incurred and notwithstanding that the Card member may not have received the Statement of the charges due by him, he shall be obliged to make payment of the aforesaid, on the basis of bills and chargeslips in his possession, within 30 (thirty) days of incurring the charge or earlier if requested.

(b) Returning Indians maintaining Resident Foreign Currency (“**RFC**”) Accounts in India or Foreign Currency Accounts abroad can also use the Card provided the reimbursement are made by debit to their RFC Accounts in India or Foreign Currency Accounts held abroad.

(c) Citibank shall render Statements on the basis of copies of chargeslips received from Merchant Partners and other debits and the Card member shall make payments towards the same, so as to reach Citibank on or before the ‘Payment Due Date’ indicated in the Statement.

For details of the charges applicable in this regard, please refer to the Schedule of Charges published in the MITC and the Citibank website. Please note that such charges are liable to change at Citibank’s sole discretion from time to time with notice.

(e) Payments received against Card outstandings will be adjusted against the various categories in the following order:

- i. Taxes
- ii. Fees,
- iii. Other charges
- iv. Interest charges
- v. Insurance charges
- vi. Principal.

Within a category, the payment will be adjusted in the following order:

- i. Loan above card limit
- ii. Other EMI plans
- iii. Cash-withdrawals
- iv. Retail purchases.

Billed outstanding dues will be prioritized over unbilled outstanding dues for payment application; with the order of payment application remaining same as above. For payments exceeding billed outstanding dues, the application will be done on unbilled transactions posted in the card account till the date of payment application.

It is expressly understood that Citibank will apply all payments made by the Card member in the aforesaid manner and any returned payments will be adjusted in the reverse order.

- (f) Citibank has the sole discretion to vary the interest rate from time to time based on market conditions and/or based on various Card member performance parameters, such as spend (purchases & cash withdrawals) and utilization trends on the card(s), repayment patterns, including default (non-receipt of payment) etc., and on credit bureau feedback related to other lending products used by the Card member and the applicable interest rate will be communicated to the Card member via statement. Please refer to the MITC for further details.
- (g) The Card member shall reimburse or pay to the Bank, on demand, the amount paid or payable by it to any Governmental authority or any other regulatory agency, whether in India or abroad, on account of any interest tax or other tax, levies, charges etc. levied by such Government authority or agency on the interest or any other amount/service(s) (and/or other charges) payable to the Bank.
- (h) Payments towards the Account may *inter alia* be made in any of the following ways:
- Online:** Payment from a Citibank account can be made using the Citibank website, Citibank Mobile App or Citibank Interactive Voice Response (IVR). Online payment from non-Citibank banking account can also be made using Epay option on the Citibank website. For Paytm Credit Card, payments can also be made from the Paytm app or website.
 - Standing Instruction:** Standing instruction for TAD or MAD from a Citibank account.
 - ECS / NACH :** Standing instruction for TAD or MAD from a non-Citi bank account.
 - NEFT/IMPS:** Online payment from a non-Citibank banking account using IFSC code CITI0000003 and Chennai as branch address.
 - Cheque / Demand draft:** drawn in favour of the 16 digit Citibank credit card number i.e. "Citibank Card XXXXXXXXXXXXXXXX". The cheque / DD can be dropped in the drop boxes at Citibank ATMs.
- (i) Card members are not permitted to make excess payment into their credit card and artificially enhancing their sanctioned credit limit for honouring high value transactions. Card members are advised to approach Bank for enhancement of credit limit if such need arises.

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- (j) Non-customer initiated payment/ credit such as merchant refunds, reward redemption credit/cash back, charge reversal, etc received into the account after statement generation are NOT considered as a credit to settle the payment towards Minimum Amount Due. Hence customers are requested not to reduce such credits from the customer initiated payment (e.g. cheque payment, online payments cash, etc) if they intend to make payment greater than or equal to the Minimum Amount Due. Rest assured, such credits will be considered to compute the subsequent months dues. Failure to pay the Minimum Amount Due in such cases, may result in levy of penal charges in accordance with MITC. Non-customer initiated payment/ credit such as merchant refunds, reward redemption credit, cash back credit, charge reversal, etc. received into the account before payment due date to the extent that does not meet Total Amount Due along with other payment, shall attract interest and other charges for short payment. Hence customers are requested not to reduce such credits from the customer initiated payment (e.g. cheque payment, online payments, cash, etc) if they intend to make full payment of Total Amount Due, to avoid interest and financial charges. Please be assured, such credits will be considered to compute the subsequent month's dues.

Illustration 1: Where customer wishes to pay just the MAD

| | |
|--|-----------|
| Statement date: | 15-Jan-22 |
| Payment Due Date: | 7-Feb-22 |
| TAD | 15,000 |
| MAD | 750 |
| Cashback received on 1 st Feb | 300 |
| The cash back of Rs. 300 received after the statement generation, shall not be considered as payment for settling the MAD of 750. Hence, if the customer intends to make a payment equal to MAD, he should pay Rs. 750 (and not Rs. 450) | |

Note: the cashback of 300 shall be considered at the time of calculating the outstanding dues of the subsequent month.

Illustration 2: Where customer wishes to make full TAD payment to avoid levy of interest

| | |
|--|-----------|
| Statement date: | 15-Jan-22 |
| Payment Due Date: | 7-Feb-22 |
| TAD | 15,000 |
| MAD | 750 |
| Cashback received on 1 st Feb | 300 |
| If the customer wishes to avoid levy of interest, the customer should ensure that the sum total of all credits (customer initiated and non-customer initiated payments) are equal to the TAD by the PDD (+ grace days) | |

Illustration 3: Where MAD=TAD

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| | |
|--|-----------|
| Statement date: | 15-Jan-22 |
| Payment Due Date: | 7-Feb-22 |
| TAD | 15,000 |
| MAD | 15,000 |
| Cashback received on 1 st Feb | 1,000 |
| The cash back of Rs. 1000 received after the statement generation, shall not be considered as payment for settling the MAD of 15000. Hence, if the customer intends to make a payment equal to MAD, he should pay 15000 (and not 14000). | |

(k) Card member may opt to sign up for Standing instruction for repayment from linked Citibank account or set up an ECS/ACH (Electronic Clearing Service/Automated Clearing House) instruction from any other bank account. For registration performed through ACH, the credit limit would be capped as the maximum amount. In case of changes in credit limit, customer would need to resubmit the ACH form.

(l) Neither the Customer nor the Bank will be responsible for any failure to perform any of its obligations with respect to any Account or Service (including, with respect to the Bank, a request for payment or transfer from an Account) if such performance would result in a breach by it, its related branches, affiliates, or the Systems, of any Government Requirement or if its performance is prevented, hindered or delayed by a

Force Majeure Event; in such case its obligations will be suspended for so long as the Force Majeure Event continues (and, in the case of the Bank, no other branch or affiliate shall become liable). Neither the Bank nor any of its related branches or affiliates will be responsible for any action taken to comply with sanctions or Government Requirement (and no other branch or affiliate shall become liable). "Force Majeure Event" means any event due to any cause beyond the control of the relevant party, such as restrictions on convertibility or transferability, requisitions, involuntary transfers, unavailability of any System, sabotage, fire, flood, explosion, acts of God, sanctions, Government Requirement, civil commotion, strikes or industrial action of any kind, riots, insurrection, war or acts of government or similar institutions. "Government Requirement" means any applicable law or regulation, any requirement or decree of a legal, governmental, regulatory or similar authority, or an agreement entered into by the Bank and any governmental authority or between two or more governmental authorities (such law, regulation or authority may be domestic or foreign).

(m) Citigroup Inc., including its branches, subsidiaries and managed affiliates, including Citibank, N.A., (collectively, "Citi") is committed to conducting business in compliance with all applicable U.S. laws and regulations, as well as those of each jurisdiction where Citi has operations. Among these laws and regulations, Citi is required to follow applicable sanctions laws and regulations in each jurisdiction where it conducts

business, including, without limitation, applicable sanctions programs administered by the U.S. Department of the Treasury’s Office of Foreign Assets Control (“OFAC”), competent authorities of the European Union (E.U.) Member States and competent authorities of United Nations (U.N.) Member States that implement U.N. Sanctions (collectively “local sanctions”). Citi, in its sole determination, may block, reject, suspend, report, and/or refuse to conduct any transaction or other activity related to any Account or Service, or ask for additional details pertaining to the transaction or otherwise take action or refrain from taking action, in light of local sanctions administered or enforced by any country or sanctions authority, including, without limitation, the United States (including, without limitation, the U.S. Department of the Treasury’s Office of Foreign Assets Control and the U.S. Department of State), the United Nations, the European Union, any member state of the European Union, and the United Kingdom (including, without limitation, Her Majesty’s Treasury). Neither Citi nor any of its branches or affiliates shall become liable for such action and/or inaction.

a. Payment through Standing Instruction

Card member may opt for /be mandatorily assigned (as per card offering construct) with Standing Instruction (SI) on your Credit Card. SI can be for Total Amount Due (TAD) or Minimum Amount Due (MAD). It may be noted that amount applicable for the SI execution is post accounting for the credits (customer-initiated payments, merchant refunds, reward redemption credit/cash back, charge reversal, etc, if any) and debits(payment reversals) received into the account after the last statement/bill up to a working day prior to the payment due date. SI execution works on the logic that either minimum of MAD or the difference between TAD and credits will get executed.

Customer initiated payment plays a key role in deciding the amount of SI execution. If the payment instruction /SI is for TAD In the event of the total amount due and the net of credits/debits (containing no customer initiated payments)be equal or more than the total amount due, SI is executed for Minimum amount due(MAD In the event of total amount due and the net of credits/debits(containing payments) be equal or less to the total amount due, SI will be executed for the net difference of Minimum Amount Due and the payment received if the difference is greater than ` Zero.

| Illustration: Payment Instruction type | Scenarios | TAD | MAD | Customer initiated payment | Other credits | SI execution amount |
|---|-----------|------|-----|-------------------------------|---------------|---------------------------|
| TAD | A | 1000 | 100 | 0 (no payment) | 1000 or more | 100 (min of MAD) |
| TAD | B | 1000 | 100 | 200 (Amt >MAD) | 1000 or more | 0 |

| | | | | | | |
|-----|---|------|-----|----------------|--------------|-----|
| TAD | C | 1000 | 100 | 100 (Amt =MAD) | 1000 or more | 0 |
| TAD | D | 1000 | 100 | 0 (no payment) | 750 (< TAD) | 250 |
| TAD | E | 1000 | 100 | 200 (Amt >MAD) | 750 (< TAD) | 50 |
| TAD | F | 1000 | 100 | 100 (Amt =MAD) | 750 (< TAD) | 150 |

If the payment instruction /SI is for MAD

In the event of total amount due and the net of credits/debits(containing no payments) be equal or less to the total amount due, SI will be executed for Minimum Amount Due.

In the event of total amount due and the net of credits/debits(containing payments) be equal or less to the total amount due, SI will be executed for the net difference of

Minimum Amount Due and the payment received if the difference is greater than ` Zero.

| Illustration: Payment Instruction type : | Scenarios | TAD | MAD | Customer initiated payment | Other credits | SI execution amount |
|--|-----------|------|-----|----------------------------|---------------|---------------------|
| MAD | A | 1000 | 100 | 0 (no payment) | 1000 or more | 100 |
| MAD | B | 1000 | 100 | 200 (Amt >MAD) | 1000 or more | 0 |
| MAD | C | 1000 | 100 | 100 (Amt =MAD) | 1000 or more | 0 |
| MAD | D | 1000 | 100 | 0 (no payment) | 750 (< TAD) | 100 |
| MAD | E | 1000 | 100 | 200 (Amt >MAD) | 750 (< TAD) | 0 |
| MAD | F | 1000 | 100 | 100 (Amt =MAD) | 750 (< TAD) | 0 |

The final amount post adjustments will be executed on the Payment Due Date. However, if the Payment Due date falls on a day succeeding Sunday or Public Holiday, the requisite funds per the instruction will be debited from the bank account a day prior to the Payment Due Date and the SI amount would be applied on the Payment Due Date on the card. Also the card member should ensure the full amount per SI should be available in the account, part payment to the extent of the funds available (less that the deductible amount per SI instruction) will not be executed unless otherwise the account is 30 days or more past due. The timeframe quoted above may vary depending upon number of days and holidays in a month. If the account is overdue then part payments are auto deducted to clear the outstanding subject to fund availability in the bank account.

b. Payment by ECS/ACH

Card member may opt for Electronic Clearing System /Automated Clearing House (ECS/ACH) on your Credit Card. ECS/ACH can be for Total Amount Due (TAD) or Minimum Amount Due (MAD). It may be noted that amount applicable for the ECS/ACH execution is post accounting for the credits (customer-initiated payments, merchant [GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

refunds, reward redemption credit/cash back, charge reversal, etc, if any) and debits(payment reversals) received into the account after the last statement/bill up to a working day prior to the payment due date. ECS/ACH execution works on the logic that either minimum of MAD or the difference between TAD and credits will get executed. Customer initiated payment plays a key role in deciding the amount of ECS/ACH execution.

If the payment instruction ECS/ACH is for TAD

□ In the event of the total amount due and the net of credits/debits (containing no customer initiated payments) be equal or more than the total amount due, ECS/ACH is executed for Minimum amount due(MAD).

□ In the event of total amount due and the net of credits/debits(containing payments) be equal or less to the total amount due, ECS/ACH will be executed for the net difference of

Minimum Amount Due and the payment received if the difference is greater than ` Zero.

| Illustration: Payment Instruction type | Scenarios | TAD | MAD | Customer initiated payment | Other credits | ECS/ACH execution amount |
|--|-----------|------|-----|----------------------------|---------------|--------------------------|
| TAD | A | 1000 | 100 | 0 (no payment) | 1000 or more | 100 (min of MAD) |
| TAD | B | 1000 | 100 | 200 (Amt >MAD) | 1000 or more | 0 |
| TAD | C | 1000 | 100 | 100 (Amt =MAD) | 1000 or more | 0 |
| TAD | D | 1000 | 100 | 0 (no payment) | 750 (< TAD) | 250 |
| TAD | E | 1000 | 100 | 200 (Amt >MAD) | 750 (< TAD) | 50 |
| TAD | F | 1000 | 100 | 100 (Amt =MAD) | 750 (< TAD) | 150 |

If the payment instruction ECS/ACH is for MAD

In the event of total amount due and the net of credits/debits(containing no payments) be equal or less to the total amount due, ECS/ACH will be executed for Minimum Amount Due.

□ In the event of total amount due and the net of credits/debits(containing payments) be equal or less to the total amount due, ECS/ACH will be executed for the net difference of Minimum Amount Due and the payment received if the difference is greater than ` Zero.

| Illustration : Payment Instruction type | Scenarios | TAD | MAD | Customer initiated payment | Other credits | ECS/ ACH execution amount |
|---|-----------|------|-----|----------------------------|---------------|---------------------------|
| MAD | A | 1000 | 100 | 0 (no payment) | 1000 or more | 100 |
| MAD | B | 1000 | 100 | 200 (Amt >MAD) | 1000 or more | 0 |
| MAD | C | 1000 | 100 | 100 (Amt =MAD) | 1000 or more | 0 |
| MAD | D | 1000 | 100 | 0 (no payment) | 750 (< TAD) | 100 |
| MAD | E | 1000 | 100 | 200 (Amt >MAD) | 750 (< TAD) | 0 |
| MAD | F | 1000 | 100 | 100 (Amt =MAD) | 750 (< TAD) | 0 |

13. Death of a Card member

Without prejudice to anything contained herein, in the event of death of a Card member, Citibank reserves the right to pursue all courses available to it under law and equity to recover any Card outstandings, including recovery of the Card outstandings from any applicable insurance cover or from the heirs/executors/administrators/family members of the Card member or from the Account by way of lien or set-off of all the Card outstanding dues against the credit balances available in any of the Accounts.

14. Returned Payments

In case the cheque/ECS/ACH or any other payment instrument forwarded by the Card member is not honoured for any reason whatsoever or must be returned to the Card member because it cannot be processed, Citibank reserves the right to proceed legally, including but not limited to initiating proceedings under Sections 138 read with Section 142 of the Negotiable Instruments Act, 1881, against the Card member and would at its discretion levy an additional fee and/or temporarily withdraw charge facilities on the Card or linked credit cards. Such returned or delayed card payments would result in block/decline of card /card transactions, including linked card relationships without any notice. Repeated instances of payment instruments not being honoured could result in cancellation of the Card member's account.

Please refer to the Schedule of Charges published in the MITC and Citibank website for details on charges for cheque/ECS/ACH return. Please note that the charges applicable for cheque/ECS/ACH return are liable to change, with notice, from time to time at Citibank's sole discretion.

15. Charges

15.1 The Card member accepts that at its sole discretion, Citibank or its appointed representatives, may at any time, follow up with him for payment against charges earlier incurred on the Card. The Card member also agrees to pay all costs (including legal costs)

of collection of all dues, all charges incurred by Citibank for related and incidental matters, including charges for renewal/replacement of a Card, for a transaction summary/chargeslip, transaction fee for cash advance, collection charges for outstation cheques, penal fees for returned payments and like expenses, and in the event of legal action initiated, all legal expenses and decretal amount with interest.

15.2 The Card member has the benefit of the following modes of effecting payment of charges incurred:

(a) Notwithstanding that the Card member shall become liable to pay immediately a charge which has been incurred with the use of the Credit/Charge Card, if there are any outstandings (whether billed or not) remaining unpaid as on a Payment Due Date then such outstandings shall bear and carry an interest charge. In case of other Citibank Cards, the charges levied will be based on usage and payment patterns and are subject to periodic review. The late payment charge and the interest charge is/are liable to change by Citibank with notice and will apply at such rates as Citibank may from time to time decide from either of the following dates:

- (i) Where the charge is in respect of purchase of goods or services, from the date of they being included in the records of Citibank.
- (ii) Where the charge is in respect of withdrawal of emergency cash, from the date of such withdrawal up to the date of receipt of payment by Citibank.

(b) Without prejudice to the immediate liability of the Card member for payment of the amount of the charges incurred, the Card member may exercise the option to pay on or before the Payment Due Date only the Minimum Amount Due (“**MAD**”) indicated on the Statement, in case of MasterCards and Visa Cards. For MAD applicable for your card, please refer to the MITC and Citibank website. Where this option is exercised, the same shall be subject to the following special Terms and Conditions:

(i) All charges incurred by the use of the Card shall bear and carry an interest charge at the rate and in manner stated in Most important Terms and Conditions (MITCs). (ii) Any portion of the MAD remaining unpaid shall be carried forward and added on to the MAD for the next Statement and bear and carry interest as mentioned above (iii) Any MAD or portion thereof that has been paid shall cease to carry interest after the date of receipt of payment by Citibank.

(iv) Citibank may at its discretion at any time and without notice withdraw this payment option in relation to any Card member.

(v) If the total outstanding exceeds the Credit Limit, an additional interest charge will be levied on the total outstanding exceeding the Credit Limit (maximum amount during the Statement period). For details on applicable interest charges, please refer to the Schedule of Charges published in the MITC and the Citibank website. This interest charge is liable to change with notice and will apply at such rates as Citibank may from time to time decide.

(c) Other Charges & Fees:

[GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

(i) **Charges and fees**, as may be applicable from time to time, are payable by Card members for defaults committed by him, with reference to his Card member account or for specific services provided by Citibank to the Card member.

(ii) The Card member recognizes and agrees that Citibank retains the absolute right and discretion to alter such charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to the Card member.

(iii) **Late Payment charges** will be applicable if the Minimum Amount Due on the card is unpaid for more than 3 days (“grace days”) from the Payment Due Date. Late payment charges are levied based on the total amount due on the card as of the previous statement.

Illustrative Example for Calculation of Late Payment Charges:

Assume you receive a statement for the period 16th Oct – 15th Nov, with a payment due date of 3rd Dec. You need to pay at least the minimum amount due as per your card statement by the payment due date and the grace days (6th Dec) to ensure that no late payment charges are levied. If you fail to do so, then late payment charges would be levied based upon the total amount due on the card as of the previous statement, as per the following bands:

NIL for statement balance up to ₹2000

₹600 for statement balance above ₹2000 and up to ₹7500

₹950 for statement balance above ₹7500 and up to ₹15000

₹1300 for statement balance above ₹15000

Statement balance would be the total amount due on the card as of the previous statement.

Thus, in the example detailed above, if you make a payment greater than or equal to the Minimum Amount Due only on, say, 9th Dec, and you have a total amount due of ₹5000 on the card as of previous statement, ₹600 will be levied on the card as Late Payment Charge. This charge will also be applicable if you make a payment of less than the minimum amount due by the payment due date.

It may be noted that the charges applicable would be dependent on the card type that the Card member holds. Card member is advised to refer to the Schedule of Charges in the MITC for the applicable charge/rate.

(iv) **Charges:** Subject to the Terms and Conditions stated hereinabove, a schedule of the standard charges that may presently be levied by Citibank on the Card member is communicated at time of application, along with Welcome kit, monthly statements and on the Citibank website. These Schedule of Charges are published in the Most Important Terms and Conditions (MITC) and the Citibank website. However, please note that these charges are, with notice, liable to change from time to time at the sole discretion of Citibank.

(v) Interest Charges

(a) For Citibank Cards:

(i) Interest Charges are calculated by the Average Daily Balance method and will apply to all balances carried forward and to fresh billing from date of purchase till date of full settlement. The applicable Interest rate levied and its computation methodology is communicated to the Card member via Most Important Terms and Conditions (MITC) through Application, Statement and Citibank website. Interest will be charged if the Card member does not pay back the previous bill in full by the payment due date (as per credit card statement) and also on all Cash Advances. Interest will be charged from the date of transaction until the date of full settlement.

(iii) If Card member are using the revolving credit facility, the closing balance as per your previous statement will accrue interest till the date of full payment of the total amount due. Effective 1st Oct 2022, interest charges will not be accrued on fees, charges and GST.

(iv) If the customer is using our revolving facility and decides to clear all outstanding by Payment Due Date (PDD), the customer will be charged interest on the Total Amount Due from date of statement till date of final payment. All new purchases before final payment date will be charged interest from the transaction date till date of final payment and the interest post final payment date will be deferred and billed/waived depending on payment in subsequent cycles. All new purchases post final payment will continue to have interest deferred and billed/waived depending on payment in subsequent cycles.

(v) Interest Charges on Cash Advances/withdrawal are applicable from the date of transaction until date of full settlement.

NOTE: *If you spend ₹5000/- and you pay back exactly the minimum amount due every month, then it may result in repayment stretching over 12 years with consequent interest payment on the outstanding amount. It may however be noted that for certain card types, where the minimum amount due is 10%, the repayment of dues may stretch to over 4 years. Therefore, you should, whenever your cash flow allows pay back substantially more than your minimum due. This will also help open up your spending limit & improve your credit rating*

(vii) **Over the Credit Limit Charges:** If you make a transaction/ cumulative transactions that exceeds your available credit limit on your card, the Bank shall use its sole discretion and decide whether or not to approve the transaction. As a service gesture Citibank N.A may approve certain transactions attempted by the cardholder which are over and above the credit limit. For such transaction(s) attempt, Bank's decision on approval of such transactions to the customer would be based on his / her past card

performance history. The liability of such transactions which exceed the assigned credit limit, if any, shall also be of the card holder. In case the utilized limits exceeds 90%, vide spends made through the add-on card holder, there will be no SMS alert which is triggered. Also utilized credit limit will be released only after realization of the credit/payment received through cheque / DD / E-transfer and on account of such unrealized funds, the fresh transactions may take the card balances over the credit limit. It is clarified that in such instances whereby the outstanding/dues exceed the credit limit assigned due to any transaction(s), an over-limit charge would be levied to the card account and the Over the Credit Limit Charges are applicable on Total Outstanding exceeding the Credit Limit assigned. If one credit card is Over Credit Limit (OCL), the OCL amount will get adjusted against credit limit of other credit card for same relationship. This may result in temporary blockage of available credit limit. Please note that if the outstanding amount exceeds the credit limit, an Over Credit Limit (OCL) charge as per Schedule of Charges will be applicable. For details of these charges, please refer to the Schedule of Charges published in the MITC and the Citibank website which are liable to change, with notice, from time to time and at the sole discretion of Citibank.

(viii) To avail of credit of railway ticket cancellations, please send the original credit voucher within seventy-five (75) days from the date of cancellation.

16. (a) Payment Due Date Calculation

The payment due date can vary between 17 and 23 days from the statement date depending on the outstanding dues repayment history. This period is at the sole discretion of the Bank and may change. For example, if the statement period is from 16th May to 15th June, the payment due date can vary from 2nd July to 8th July.

(b) Interest-Free Grace Period

Interest free (grace) period depends on the date of the transaction and the statement date, as illustrated below:

Illustrative example for interest free credit period:

For the example given in the PDD section, assuming that the payment due date falls on 2nd July, and if the previous month's dues have been paid in full, the grace period would be:

- For a purchase dated 16 May, interest free grace period would be 16th May to 2nd July = 47 days.
- For a purchase dated 15th June, interest free grace period is 15th June to 2nd July = 17 days.

If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) using average daily balance method.

17. Disputes

17.1 Any evidence of transaction/ product or service rendered , or other transaction receipt received from a Merchant Establishment by Citibank for payment shall be conclusive proof that the charge recorded on such an evidence of transaction or other transaction receipt was properly incurred in the amount and by the Card member, as the case may be, by the use of the Charge/Credit Card, except where the Card has been reported lost, stolen or fraudulently misused, the burden of proof for which shall be on the Card member. The other transaction receipt referred to in this Clause shall include any and all payments pertaining to permissible transactions incurred by a Card member at a Merchant Establishment by use of the Card which is not recorded on the conventional receipt (for e.g. an invoice or any other bill/ order confirmation).

17.2 Should the Card member choose to disagree with a charge indicated in his Statement, the same should be communicated so as to reach Citibank within 30 (thirty) days from the date of transaction, failing which it would be construed that all charges and the Statement containing such a transaction are entirely in order and accepted by the Card member. On receipt by Citibank of any such communication from a Card member, Citibank may, at its sole discretion, reverse the charges on a temporary basis and also seek few documents in order to proceed with the investigation. If on completion of subsequent investigation, the liability of such disputed charges is to the Card member's Account, the charge will be reinstated in a subsequent Statement.

17.3 Any disputes/complaints/grievances other than those stated above shall be referred to Citibank by the Card member within 30 days of the transaction.

17.4 Transactions, where the Card is not physically required, which are duly authorised by the Card member by use of the Card member's Telephone Personal Identification Number (TPIN) or Internet Personal Identification Number (IPIN) or OTP generated on Card member's mobile number registered with Bank or through any alternative authentication methods as prescribed by the Bank, such transactions are deemed to be valid transactions.

17.5 Secure transactions where IPIN/OTP (One Time Password)/ APIN (ATM Personal Identification Number) has been validated to authenticate Card member identity prior to completing a Card Not Present (CNP) / Card Present (CP) transaction (as applicable) will be deemed valid. Card member will be liable for such transactions. The bank will not entertain any dispute request towards such secure transactions. In case of dispute, Card member would be required to file a complaint with police or appropriate law enforcement authorities and the bank is committed to provide assistance as required.

17.6 Card members perform various transactions using the Card issued by the Bank. This policy is formulated to inform Card members on their liability for unauthorized usage of their cards. Card members need to promptly report fraudulent usage attempts on the

cards to the Bank; such that the card is blocked for further usage. This reporting can be done using CBOL, CitiPhone or by notifying the bank branches. Card members should actively update their mobile numbers at all times with the bank. Card members will not be liable for any fraudulent usage of the card post reporting to the Bank. Similarly, if the loss has occurred due to any fault/ negligence/ deficiency on part of the Bank or its employees as defined by the policy, the liability of such transactions would rest with the Bank. For further details please refer to the policy <https://www.online.citibank.co.in/portal/newgen/UCTcustomer.pdf>

18. Quality of Goods and Services

18.1 Citibank shall not in any way be responsible for merchandise, merchandise warranty of the goods purchased or services availed of by the Card member from Merchant Partners including on account of delay in delivery, non-delivery, non-receipt of goods or receipt of defective goods by the Card member. It must be distinctly understood that the Credit Card facility under the Terms and Conditions is purely a facility to the Card member to purchase goods or avail of services and Citibank holds out no warranty or makes no representation about quality, delivery, performance, suitability, use or otherwise howsoever of goods and/or services availed of by the Card member from the Merchant Partner, and any dispute or claim must be resolved by the Card member with the Merchant Partner. Citibank shall not be made party to any disputes between the Card member and the Merchant Partner. The Card member shall not communicate in any manner whatsoever, *inter alia*, by electronic mail, telephone, post, or personal meeting, with Citibank in this regard any such communication if sent to Citibank shall not be entertained by Citibank.

18.2 The Card member hereby confirms and agrees that the existence of a claim or dispute shall not relieve the Card member of his obligation to pay all charges and the Card member agrees to pay promptly such charges, notwithstanding any dispute or claim whatsoever.

18.3 Purchase made on the Credit Card shall remain the property of Citibank, where applicable, till such time the charges pertaining thereto are fully paid by the Card member to Citibank. Citibank reserves the right at any time to seize or direct a Merchant Partner or any third party to seize all or any purchases made on the Credit Card if they are or come into the possession, custody or control of Citibank, the Merchant Partner or third party, as the case may be. All liquor charges shall be subject to the laws in each state for acceptance of the Credit Card.

19. Exclusion of Liability

19.1 Without prejudice to the foregoing, the Bank shall be under no liability whatsoever to the Card member in respect of any loss or damage arising directly or indirectly out of (a) any defect in any goods or services supplied; (b) the refusal of any Merchant Partner to honour or accept a Card; (c) the malfunction of any computer terminal; (d) the giving of transaction instruction(s) other than by a Card member; (e) any statement made by any person requesting the return of the Card or any act performed by any person in conjunction thereof; (f) handing over of the Card by the Card member to anybody other than designated employees of the Bank at the Bank's premises; (g) the exercise by the Bank of its right to demand and procure the surrender of the Card prior to the expiry date exposed on its face, whether such demand and surrender made and/or procured by the Bank or by any person or computer terminal; (h) the exercise by the Bank of its right to terminate any Card or the Card Account; (i) any injury to the credit character and reputation of the Card member alleged to have been caused by the repossession of the Card and/or any request for its return or seizure of all or any purchases made on the Credit Card or the refusal of any service establishment/mail order establishment to honour or accept the Card; (j) any misstatement, misrepresentation, error or omission in any details disclosed by the Bank or its agents or representatives; (k) decline of a charge because of exceeding credit limits or foreign exchange entitlements as prescribed by the Exchange Control Regulations issued by the RBI from time to time, or the Bank becoming aware of the Card member exceeding his entitlements; (l) inability of the Card member to withdraw cash at any ATM; (m) malfunction of any communication or other equipment resulting in the inability of the Card member to avail of any facilities or to access any services; (n) any defect in any services concerned insurance company or adequacy of insurance cover.

19.2 In the event a demand or claim for settlement of outstanding dues from the Card member is made either by the Bank or any person acting on behalf of the Bank, the Card member agrees and acknowledges that such demand or claim shall not amount to be an act of defamation or an act prejudicial to or reflecting upon the character of the Card member, in any manner and the Card member absolves the Bank and its employees and officers of all liabilities in this regard.

20. Additional Cards

20.1 With respect to other multiple accounts such as family accounts, the holder of any Additional Credit Card on the account and the individual Card member authorizing its issuance are jointly and severally bound by the Terms and Conditions and the Card member though primarily responsible, assumes joint and several liability for all charges incurred by the Additional Card member.

20.2 The facility of an Additional Card being a special facility at a concessional fee/rate, continuation of the Card membership of the Additional Card member will be dependent on continuation of Card membership of the Primary Card member.

20.3 The facility of an Additional Card will stand terminated in case of termination of Card membership of Primary Card member. The liability of the Additional Card member for payments to the Bank is joint and several with the Primary Card member.

20.4 It is responsibility of the primary Card member to ensure that all information and /or document required as per the relevant regulations and policies and as may be prescribed by the Bank pertaining to the additional Card member(s) are furnished to the Bank in a timely manner.

20.5 Without prejudice to the joint & several repayment obligations of the outstanding dues on the credit card by the Primary Credit Card Member and/or Additional Card Member, it is acknowledged and accepted that there shall be no commingling in usage of credit card facility i.e.: (i) Primary credit card member shall not assign/transfer or permit usage of the credit card standing in his/her name to the additional card member or to any other person/third party and (ii) the Additional Card member shall not assign/transfer or permit usage of the credit card standing in his/her name to the Primary Card member or to any other person/third party. In the event of any breach committed by the Primary/Additional card member, such contrary actions would constitute the same to be misuse of the credit card at the sole / joint risk & peril of the Primary/Additional Card Member(s) and bank shall not be liable for all or any consequences thereof and no claim whatsoever shall be entertained in such event

21. Lost or Stolen Cards or Misuse of Cards

21.1 If the Card is lost or stolen the Card member must immediately inform Citibank and also file an FIR with the local police and send a copy thereafter to Citibank. The Card member will be liable for all charges incurred on the said card, till the Card is reported lost to Citibank by the customer and usage on it is suspended as a result of such reporting. Citibank may, without referring or issuing notice to the Card member, give the police or other relevant authorities any information about the loss or theft of a Card.

21.2 A Card member may report a Card lost over the telephone using the 24 hour phone banking platform. Citibank will upon adequate verification, temporarily suspend the Card Account and will not be liable for any inconvenience caused to the Card member on this account. Card member can also block the card by logging in to Citibank Online or Citi Mobile App.

21.3 If the Card member loses his MasterCard or Visa Card overseas, he may either call CitiPhone or he may report the loss through the Visa or MasterCard Global Emergency Assistance Helplines. In case the Card member uses the Visa or MasterCard Emergency Assistance Services then the charges would be as applicable.

21.4 The Card member will not be liable for any misuse of a Card after the Card member has intimated Citibank that the Card has been lost or stolen and after Citibank has temporarily suspended the Card Account and listed the Card Number in the Warning Bulletin, provided the Card member has not acted fraudulently or with gross negligence.

21.5 The Card member shall take cognizance of the fact that once a Card is reported lost,

stolen or damaged and is subsequently found, the same shall be promptly cut in half, or if required by Citibank, returned to Citibank for cancellation and adequate care taken to prevent its misuse. The Card member acknowledges that the Card member shall not use such a recovered/found card and shall ensure destruction or return to Citibank of such Card.

21.6 The Card member is responsible for the security of the Card and mobile device which has the mobile number registered with Bank to receive OTP and shall take all steps towards ensuring the safekeeping thereof. The Card member should not handover /share the card /PINs/OTP to the third party even if the person is claimed to be representative from Citibank. In the event Citibank determines that the aforementioned steps are questionable, financial liability on the lost or stolen Card or financial liability incurred due to misuse of OTP for any reason whatsoever including but not limited to stolen or lost mobile device or SIM Card would rest with the Card member and could even result in cancellation of the Account. The Card member acknowledges and agrees that he will be liable for all losses in the event he has acted fraudulently or negligently. Further, if the Card member acts without reasonable care, the Card member agrees that he shall be liable for all losses incurred as a consequence thereof. This may apply if the Card member fails to follow the safeguards as specified by Citibank in the Terms and Conditions or otherwise.

21.7 Issuance of a replacement Card will be done as per details mentioned in SOC for the respective card type. Please refer to the Schedule of Charges published in the MITC and the Citibank website for charge details and please note that the same is liable to change, with notice, from time to time at the sole discretion of Citibank.

22. Fees

22.1 All fees payable by a Card member shall be decided by Citibank in its sole discretion in accordance with applicable laws and guidelines, and the same will be intimated to the Card member. An annual fee, if applicable, is payable by a Card member for Card membership, and will be duly billed to the Card member in the statement generated post card fee date every year. Fees and Renewal Fees would be specified by Citibank from time to time. The joining fees and annual fees, as applicable, shall be directly charged to the Card member's Account and the same will be displayed in the Statement of the concerned month in which it is charged.

22.2 The Credit/Charge Card will be initially valid for such period as may be decided by Citibank. Before or upon expiry of the initial validity period, the Credit Card (unless withdrawn or cancelled by Citibank or the Card member communicates in writing his intention not to continue use of the Card and surrenders the Card) will be automatically renewed by Citibank at its sole discretion for such further period or periods as may be decided by Citibank from time to time. Renewal will be done only if the Account has been maintained in good credit rating. Before or upon such renewal, a fresh Credit Card will be issued to the Card member and card renewal fee (as applicable) will be billed to the Card

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member. For any Card member's request to renew the Credit Card (instances which have not been auto-renewed), Citibank reserves its right not to renew the same without assigning any reason therefor. In case of withdrawal of Card membership, the pro-rata Card membership/Renewal fees paid by the Card member towards Card membership/Renewal shall not be liable to be refunded.

22.3 Card membership once given does not amount to an obligation on the part of Citibank to renew the same subsequently.

23. Closing of Account

23.1 The privileges of the Credit Card may be withdrawn and the Credit Card cancelled by Citibank at any time, including on the occurrence of an Event of Default (in its absolute discretion and without giving notice thereof to the Card member or assigning any reason therefore) either temporarily or permanently.

23.2 In case of no activity / transaction on the Card and/or if the Card has remained inoperational for the past 13 Months or any such period as deemed fit by the Bank's credit committee, the Bank may exercise its right to close the concerned inactive Card(s) and linked additional Card(s) issued to family members.

23.3 In case of temporary withdrawal of the Card, the privileges of Card Membership may be re-instated by Citibank at its discretion but will be considered as a fresh Card membership. In case of a permanent withdrawal, Citibank may refuse to re-admit a Card member permanently. However, it is made distinctly clear that withdrawal (whether temporary or permanent) shall constitute cessation of Card membership altogether until the Card member is readmitted. In case the charge facilities are at any time withdrawn (whether temporarily or permanently) the same shall constitute automatic withdrawal of all attendant benefits, privileges and services attached to Card membership. Card membership may be withdrawn and Account closed at any time without reference to the validity period embossed on the Card. Further, Citibank may also restrict, terminate or suspend the use of the Card member Account at any time without prior notice if Citibank reasonably believes it necessary for business or security reasons.

23.4 The Card member agrees to surrender the Credit Card to Citibank or its representative or a Merchant Partner, upon being requested to do so either by Citibank or its representative or by a Merchant Partner. Use of the Credit/Charge Card after notice of withdrawal of its privileges is fraudulent and subjects the user to legal proceedings.

23.5 Notice of withdrawal or request to surrender shall be deemed given when a notice posted to the last address of the Card member known to Citibank would have been received in the ordinary course of post/courier service. Citibank shall not be held accountable for delays/non-receipt of such withdrawal notices in the post/courier service. Notice of withdrawal may also be deemed given by an oral or written request made by a Merchant Partner on behalf of Citibank.

23.6 Subject to verification, the Card member can terminate the Card Membership / Terms and Conditions at any time by writing to Citibank or intimating the request for closure to 24-Hour CitiPhone at 1860 210 2484 (Local call charges apply) or +91 22 4955 2484 for calling from outside of India, from 9 am to 9 pm, and 24*7 for emergency services.

23.7 Upon termination of Card membership of the Card member for any reason whatsoever, whether at the instance of the Card member or Citibank, the Card member shall remain liable for all charges incurred by the use of the Credit/Charge Card. The Card member acknowledges and agrees (subject to any default or other notice required by law) to immediately pay to Citibank the total outstanding balance on the Card / the Account, including without limitation all amounts due to Citibank under the Terms and Conditions (including all transactions and other amounts not yet charged to the Card / the Account). It is expressly understood that the Account will not be considered as closed by the Bank until the Card member has paid all such due amounts.

23.8 The Card member specifically acknowledges that once his Account is closed, the privileges (including but not limited to all benefits and services accrued reward points not redeemed) of the Credit Card stand withdrawn, reinstatement of the same is neither automatic nor attendant and will take place solely at the discretion of Citibank. The Card member also acknowledges that the aforementioned takes precedence over any communication in this context that the Card member might receive during the normal course.

23.9 If the Bank exits an arrangements with a co-brand partner of certain Credit Card(s) or any Card product proposition, the Bank shall intimate the Card member of the same in advance and provide an option to the Card member, on best effort basis, to switch to an alternate Credit Card,. If the Card member is not contactable or if the Card member's decision is unavailable by the end of a designated period, the Bank shall have the right to convert the current Card of the Card member to an alternate Card to avoid any inconvenience to the Card member that may arise due to discontinuance of the concerned Card/ Card product that the Card member held. If during the transition from one Card to another, there is no change in terms and conditions, the Bank can exercise its right to convert the existing Card of the Card member to the new Card without advance intimation. In either of the cases, switch to alternate Credit Card product is subject to the Bank's internal credit policy.

For Paytm Credit Card, the alternate Credit Card can be a Citi Credit Card, or any other credit card/similar product offered by One97 Communications Ltd. In this case switch to alternate Credit Card or similar product is subject to the Bank's and One97 Communication Ltd.'s internal credit policy.

24. EVENTS OF DEFAULT

24.1 The occurrence of any of the following events (herein referred to as "**Events of Default**") shall qualify as an Event of Default, and at the option of Citibank, Citibank shall

be entitled to give notice via statement to the Card member declaring that all sums of interest, costs, charges and expenses and other sums remaining outstanding under or in respect of the Card are due and payable and upon such declaration, the same will become due the payable forthwith, notwithstanding anything to the contrary in this Terms and Conditions or in any other agreement(s) or instruments. Further, the Bank will, at its sole discretion, have the right to block/close the Account in case of an Event of Default.:-

(a) Payment of Dues:

If any delay shall have occurred in payment of any dues under the Card and / or in payment of any other amounts (including special payment plans such as rewrites/settlements) or any part thereof due and payable to Citibank in terms of these Terms and Conditions and such dues or other amount remains unpaid for thirty (30) days from the due date thereof;

(b) Performance of Covenants:

If default shall have occurred in the performance of any other covenants, conditions or agreements on the part of the Card member under these Terms and Conditions;

(c) Supply of misleading information:

If any information given by the Card member to Citibank in the Card Application or otherwise is found to be misleading or incorrect in any material respect/ falsified information / misinterpretation of facts / fabricated documents;

(d) Failure to furnish information / documents:

If the Card member fails to furnish any information and/or documents to the Bank that may be required to be furnished by the Card member in accordance with the relevant laws or regulations or any other appropriate information/and or documents (including any proof of identification documents and/or photographs) as may be required under the Bank's/RBI's guidelines on Know Your Customer ("KYC") / Anti – Money Laundering ("AML") / Combating of Financing Terrorism ("CFT") purposes, which the Bank may reasonably request from time to time.

(e) Non-payment / non-delivery of cheque(s)/other payment mechanism

If a cheque in respect of any monthly due or other payment is dishonoured or if a cheque/ECS/ACH/SI in respect of any payment is not paid on the due date thereof or if a cheque/ECS/ACH in respect of any payment is not paid on the due date thereof;

(f) Artificial enhancement of credit limit and/or multiple cheque returns

If Bank notices multiple cheques being presented favouring the Card to artificially enhance the credit limit assigned to the concerned Card and/or these cheques being dishonoured or returned by the Card member's banker;

(g) Death

Where the Card member dies;

(h) Default on other loans/facilities If the Card member makes a default in performance of any of the terms, covenants and conditions of any loans/facilities, including but not limited to other credit card(s) provided by Citibank or any other banks, financial institutions or entity, to the Card member;

(i) Insolvency

If the Card member commits an act of insolvency or makes an application for declaring himself an insolvent or an order is passed against the Card member declaring him an insolvent;

(j) Material Adverse Change

There occurs any material adverse change in the financial condition of the Card member or any other event or circumstance, which in the sole opinion of Citibank prejudicially affects the Bank's interest;

(k) Involvement in Civil Litigation and Criminal Offence

If the Card member is involved in any civil litigation or criminal offence or if proceedings by any authority, court of law or professional body or association, for any misconduct or breach/violation of any law or regulations or code of conduct, etc., are taken against the Card member; or

(l) There exists any other circumstances which in the sole opinion of the Bank, jeopardizes the Bank's interest.

24.2 Without prejudice to all other rights Citibank may have under these Terms and Conditions, on the occurrence of an Event of Default, the Card member shall be sent reminders from time to time by Citibank/third parties appointed by Citibank for settlement of any outstandings on the Account or for taking any remedial action on the Account/ Card member, by visits (of representatives of Citibank/third parties appointed by Citibank in this regard), post, fax, telephone, e-mail, SMS/text messaging. Any third parties so appointed shall fully adhere to the code of conduct on debt collection.

24.3 In the event of the Card member committing any act of default and/or on the occurrence of any Event of Default as aforesaid, then notwithstanding anything to the contrary herein contained, or in any other agreement, document or instrument between the Card member and the Bank, the Bank shall be entitled at its absolute discretion to inter alia:

(a) Call upon the Card member to pay forthwith the outstanding balance on the Card together with interest and all sums payable by the Card member to the Bank under these Terms and Conditions and/or any other agreements, documents or instruments between the Card member and the Bank;

- (b) Exercise the Bank's right of lien and set-off all monies and accounts standing in the Card member's name in the Bank.
- (c) Without prejudice to the above, the Bank shall have the right to proceed against the Card member independent of any right of lien/set-off to recover the outstanding dues from the Card member.
- (d) If any dues or outstandings payable by the Card member to the Bank hereunder remains due and payable, the Card member shall be reported to the Reserve Bank of India or any other authority as required under the applicable regulations/laws. If requisite payment is made, the record will be updated as 'current' in the subsequent monthly refresh to the CICs.
- (e) Reversal of reward points/ cashback so credited by Citibank in accordance with the Citibank Reward/ cashback Scheme provided under clause 29 herein and not redeemed by the member and all benefits/ privileges accrued on such reward points shall stand withdrawn and/or any other measure as the Bank may deem fit and proper.

25. Cross Default

The Card member expressly accepts that if the Card member fails to pay any monies when due or which may be declared due prior to the date when they would otherwise have become due or commits any other default under any agreement (including the Terms and Conditions) with Citibank under which the Card member is enjoying any financial/credit/other facility, then in such event Citibank shall, without prejudice to any of its specific rights under each of the agreements, be absolutely entitled to exercise all or any of its rights under any of the Card member's agreements (including the Terms and Conditions) with Citibank, at the sole discretion of Citibank including, without limitation, termination of such financial/credit/other facility under any agreement (including the Terms and Conditions). Citibank may at any time and without notice to the Card member(s) combine and consolidate all or any of the Card member(s) accounts with liabilities to Citibank and set off or transfer any sum or sums standing to the credit of any one or more of such an account or exercise lien / banker's lien over any property held by Citibank in any other respect whether such liabilities be actual or contingent, primary collateral and several or joint.

26. Settlement of Dispute

All disputes, differences and/or claims arising out of these Terms and Conditions or as to the construction, meaning or effect hereof or as to the rights and liabilities of the parties hereunder shall be settled by arbitration in accordance with the provisions pertaining to Fast Track Arbitration of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof for the time being in force. The arbitral tribunal will comprise of a single arbitrator to be appointed with the consent of both parties in writing,

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from the list of at least 3 arbitrators to be shared by the Bank, within 14 (fourteen) days of the notice to start arbitration proceedings or from the date when the disputes has arisen. If the card member does not respond to the request for mutual appointment of sole arbitrator from the list of arbitrators shared by the Bank within the aforesaid 14 (fourteen) days, the Bank will nominate an arbitrator from the said list. In the event of death, refusal, neglect, inability or incapability of the persons so appointed to act as an arbitrator, the parties shall mutually appoint a new arbitrator from the list shared earlier in accordance with the process as given hereinabove. Such arbitration proceedings shall be held in English at Mumbai. The award including the interim award/s of the arbitrator shall be final and binding on all parties concerned. The arbitrator shall follow the procedure pertaining to Fast Track Arbitration in conducting arbitration proceedings and shall conduct Fast Track Arbitration proceedings in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof for the time being in force. Any proceedings to be initiated in any court of law in pursuance of this arbitration shall be instituted and held in the courts at Mumbai only.

27. CitiPhone

27.1 The Card member accepts that the Bank directly or through its appointed representatives has agreed to provide him the facility of getting information and carrying out transactions by giving telephonic instructions (which will be accepted by the Bank either manually or by an automated system) apart from any written standing instructions now given or that may hereafter be given. The telephonic instructions given may also include instructions to change demographic details of a Card member such as residence and/or office telephone number, mobile phone number or any other personal details of the Card member as decided by the Bank from time to time.

27.2 The Card member is aware that in connection with such telephonic facility, he is required to provide to the Bank or its appointed representatives over the telephone his account number details and T-PIN as originally selected by him or as advised by the Bank to him or as subsequently changed by oral instructions or otherwise or OTP as applicable. The Card member is also advised not to voice his T-PIN or OTP. Instead the Card member may dial in his T-PIN or OTP, on the Citibank's Interactive Voice Response System.

27.3 Citi bank shall record and store your voice calls. The Bank may at its discretion tape or record calls and may rely on transcripts of such telephonic instructions in evidence in any proceedings.

27.4 This telephonic facility shall cover and be applicable to all Accounts of the Card member now existing or which may hereafter be opened by him. The facility shall also cover and apply to all other facilities, offerings, transactions of functionalities being offered by the Bank currently or which may be introduced by the Bank from time to time. This TPIN assigned to him (or selected or changed by him) or OTP generated for any of the Accounts, Credit Cards or other financial products held by him currently or which may be opened by him in the future will be used to provide access to his other connected

accounts, Credit Cards or financial products. This will be applicable for transactions or queries on the automated or manual option. The Card member is also aware that he will not voice his T-PIN/OTP but instead is required to dial his T-PIN/OTP on the dial pad of the telephone while communicating with Citibank.

27.5 The Card member unconditionally agrees that (i) he shall not hold the Bank liable on account of the Bank acting in good faith on instructions for any misuse or fraudulent use of his T-PIN/OTP to access any of the Accounts, Credit Cards, financial products now existing and held by him currently or which may be opened by him in the future; (ii) in following such instructions, the Bank will be doing so on a best effort basis and he will not hold the Bank liable on account of delay or inability on the part of the Bank to act immediately or at all on any of his instructions; (iii) the Bank may in its discretion charge for (with due intimation to the Card member) or withdraw or suspend the facility wholly or in part at any time; (iv) the Bank may in its discretion decide not to carry out any such instructions where the Bank has reason to believe (which decision of the Bank the Card member shall not question or dispute) that the instructions are not genuine or otherwise improper or unclear or raise a doubt; (v) the Bank may at its discretion tape or record such instructions and may rely on transcripts of such telephonic instructions in evidence in any proceedings; (vi) at the Card member's request the Bank may send to the Card member by fax (at a fax number given by the Card member) financial information (sought for by the Card member) regarding the Card member's account(s) which may be of a private and confidential nature and the Card member shall not hold the Bank liable in any manner should such information come to the knowledge of any third party.

27.6 In case there is a discrepancy in the particulars or details of any transaction carried out by the Bank in any of the Accounts, the Card member shall be obliged to intimate the Bank in writing the relevant discrepancy within thirty (30) days of receipt of the Statement failing which the transaction shall be deemed to be correct and accepted by the Card member. In consideration of the Bank providing the Card member the said facility, the Card member agrees to indemnify and hereby keep the Bank indemnified from and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or by reason of or arising out of providing the Card member the said facility or by reason of the Bank in good faith taking or refusing to take or omitting to take action on the Card member's instructions. The Card member agrees that all conditions of the above indemnity will hold good when the Bank executes his instructions for his convenience if he is unable to provide his T-PIN/OTP, and that the Bank may, at its sole discretion, perform such other reasonable checks as it considers appropriate prior to such execution.

28. Miscellaneous

28.1 Citibank may from time to time offer Card members whose Accounts have been maintained in good standing, certain facilities, Card Memberships and services at such fees and on such Terms and Conditions as it may think fit. Citibank shall be entitled to [GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

stop charging a fee or reduce or alter such fee by giving prior notice. Citibank shall also be entitled to withdraw such facilities, Card Memberships and services at any time without prior notice and without liability to the Card member. Any termination of Card Membership because of the Terms and Conditions shall result automatically in the termination of such facilities, Card Memberships and services. Citibank shall not be liable in any way to the Card member for any defect or breach in the performance of carrying out such facilities, Card Memberships or services or the non-performance thereof, whether by Citibank or a Merchant Partner or any other third party.

28.2 The Card member hereby authorises Citibank or its representatives to contact his employer, banker, family members or any other source to obtain any further information that may be required.

28.3 Without prejudice to anything contained herein, the Card member expressly recognises and accepts that Citibank shall be absolutely entitled and have full power and authority to sell, assign or transfer in any manner (including through the drawing of a negotiable instrument or otherwise) in whole or in part and on such terms as Citibank may decide (including reserving a right to Citibank to proceed against the Card member on behalf of any purchaser, assignee or transferee) the outstandings and dues of a Card member to any third party of Citibank's choice without reference to or without written intimation by Citibank to the Card member and any such sale, assignment or transfer shall bind the Card member to accept such third party as creditor, whether exclusively or as a joint creditor with Citibank or as a creditor exclusively, but with the right to Citibank to continue to exercise all powers hereunder on behalf of such third party and to pay over such outstandings and dues to such third party or to appropriate the same, as Citibank may decide. Any costs in this behalf whether on account of such sale, assignment or transfer or enforcement of rights and recovery of outstandings and dues, shall be to the account of the Card member only.

28.4 The Card member may take cognizance of the fact that credit balance, if any, in the Card member's Account shall not attract any interest, whatsoever. If the Bank notices continued credit balance on the Card (open or closed), the Bank may exercise its right to refund such credit balances, at its discretion, via draft in favour of the name as printed on the credit card or transfer to Card member's open banking account per records. The draft will be sent to the mailing address of the Card member as updated on the Bank's records.

28.5 Explicit consent is required from the cardholder through a SMS for adjusting credit amount arising out of refund/reversal/failed transaction within Seven days of the transaction. If end of day credit balance as on the date of refund/reversal transaction, post adjusting debits if any, is greater than 1% of the credit limit or INR 5000 (whichever is lower), will be either refunded back to cardholder's registered bank account or will be retained on the credit card account, basis cardholders' consent. Response to the consent shall be given by the customer no later than Seven calendar days. In the absence of any response, credit balance, if any, as on Seventh day of refund/reversal/failed transaction date, will be refunded back to cardholder's registered bank account.

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If cardholders' bank account is not available with the bank, cardholder will be requested to add his/her own bank account on online banking portal which will be used specifically for the purpose of credit balance refund going forward. Bank account should be added within Seven days of refund/reversal/failed transaction, if cardholder wishes to have the credit balance transferred to bank account. In absence of bank account details, credit balance will be retained on the credit card account and will be adjusted against future purchases.

If any transaction is cancelled post converting it into any EMI, cardholder—to ensure cancellation of such EMI by calling CitiPhone to avoid billing of monthly instalments and interest thereof.

28.6 With notice to the Card member, Citibank shall from time to time be entitled to add to and/or amend all or any of these Terms and Conditions with immediate effect and the same shall be binding on the Card member.

28.7 The Card member shall be deemed to have unconditionally agreed to and accepted the Terms and Conditions by acknowledging receipt of the Card in writing, or by signing on the reverse of the Card, or by incurring a charge on the Card, or after thirty (30) days have elapsed since the date the Card was dispatched to his address on record.

28.8 The Card member understands that the Bank may conduct periodic reviews of the Account based on the Card member's spending and payment patterns and / or based on the Bank's policy and discretion. The Credit Limit may be decreased by the Bank in accordance with its internal criteria and at its sole discretion . In such an event, the Card member will be informed about the revised Credit Limit. Further, the Card member may request the Bank for an increase in his Credit Limit. In any such case, the Bank may request the Card member for financial documents declaring his income, and may, at its sole discretion, increase the Credit Limit. A Card member may also request the Bank for a decrease in the Credit Limit, subject to the minimum limits set by the Bank. The Card member expressly understands that if the Credit Limit is reduced, further enhancements will be at the discretion of the Bank. Further, the Card member expressly agrees that while processing a Card member's request for an increase in Credit Limit, the Bank may share this information with Credit Reference Agencies.

28.9 No delay in exercising or omission to exercise, any right, power or remedy accruing to the Bank upon any default under the Terms and Conditions or any other agreement or documents shall impair any such right, power or remedy nor shall it be construed to be a waiver thereof any acquiescence in such default nor shall the action or inaction of the Bank in respect of any default or any acquiescence in any default, affect or impair any right, power or remedy of the Bank in respect of any other default.

28.10 All published information is correct and complete at the time of printing. Citibank cannot assume responsibility for changes that occur after printing.

28.11 The Card member expressly recognizes and accepts that the Bank shall, without prejudice to its right to perform such activities itself or through its officers or employees, be entitled and have full power and authority to appoint any such third parties as the Bank

may select and to delegate to such third party such functions of the Bank as may be permissible. The Card member further authorises the Bank to disclose/exchange information relating to the Card member or the products availed by the Card member as may be necessary for the purposes of such third party to perform and execute all lawful acts, deeds, matters and things connected therewith and incidental thereto.

28.12 Notwithstanding any registration on a Do Not Disturb Registry, the Card member hereby understands and agrees that the Bank and all such third parties as duly authorised by the Bank shall be authorised to contact/get in touch with the Card member for purposes of collection of dues, transaction monitoring, warning/intimation on possible fraudulent/suspicious card transactions, transaction confirmation, general information about the card, administering or servicing (other than marketing/sale) of any of the Bank's products/services availed of by the Card member.

28.13 While issuance of a Citibank Credit Card is at the sole discretion of Citibank and is subject to its internal credit criteria; the minimum gross monthly income required for applying for credit card product is ₹20000 and minimum age of 21 years. The Card Applicant should bear in mind that that these minimum criteria may vary for segments of customers and Card products in question. These terms/criteria are determined at the sole discretion of the Bank and maybe revised from time to time.

29. Citibank Rewards

29.1 **Definitions:** In a Citibank Rewards Scheme ("**Rewards Scheme**"), the following terms shall, unless the context otherwise admits, have the following meanings: (a) '**Rewards Points**' shall mean Points/Cashback awarded under the Rewards Scheme; (b) '**Delinquent Account**' means an account of a Card member which has outstandings which are past due or which, in the sole opinion of Citibank, has unsatisfactory credit standing;

(c) '**Effective Date**' shall mean the date communicated periodically;

(d) '**Scheme Termination Date**' shall mean the date communicated periodically; (e) '**Valid Charge**' means a charge incurred by and charged to a Card member holding a Card and only such a Valid Charge shall be taken into account for award of Rewards Points;

29.2 The Rewards Scheme shall come into effect from the Effective Date and will be available to Card members at the exclusive discretion of Citibank, and may vary from Card to Card. Information pertaining to the Rewards Scheme and/or the Reward Points (including without limitation the form and methodology of redemption of Reward Points, etc.) will be intimated to the Card member by the Bank from time to time on and after the Effective Date.

29.3 Rewards Points will be awarded to a Card member for all Valid Charges incurred on a Card. Reward points will not be awarded for certain merchant categories as mentioned in <https://www.online.citibank.co.in/portal/newgen/cards/tab/popup/rewardpoints.htm>. No Rewards Points will be awarded to a Card member towards Card Membership fees, or

transactions fees. Citibank may award Rewards Points on a uniform basis for any other actions as Citibank may decide either for a specific period or for a specific situation.

29.4 Rewards Points shall be awarded for charges on the Card not disputed by the Card member.

29.5 Rewards Points standing to the credit of a Card member in the Statement during the period commencing from the Effective Date and up to the Scheme Termination Date can be redeemed for gifts/other specified items/offers, as prescribed by Citibank in its sole discretion, to be selected from an exclusive catalogue or at a range of participating merchant outlets, created by Citibank for the Rewards Scheme. It is stated that Cobrand/Affinity Cards will have individual methodologies concerning Reward Points, including without limitation in relation to the earning of the rewards points, redemption of the rewards points, etc, and the same will be intimated to the Card member by the Bank from time to time.

29.6 On redemption, the Rewards Points so redeemed will be automatically deleted from the accumulated Rewards Points in the Account.

29.7 No accumulation or redemption of Rewards Points by conversion will be permissible if on the relevant date, the Card has been withdrawn or cancelled or is liable to be cancelled or the account of the Card member is a delinquent Account.

29.8 If at the end of the Scheme Termination Date, the Rewards Points which are not redeemed, such Rewards Points standing to the credit of the Card member, shall lapse automatically. However, for the benefit of customers, the bank at its sole discretion may give a grace period of 45 days from the date of card closure for the Card member to approach the bank for exception processing of the reward points in excess of redemption threshold (points less than the permissible minimum points for redemption would lapse without grace period eligibility). It may be noted that such exception would be applicable only on select cards and modes or types of redemption, which will be determined at the sole discretion of the Bank and may be revised from time to time. 29.9 Citibank's computation of the Rewards Points shall be final, conclusive and binding on a Card member and will not be liable to be disputed or questioned.

29.10 If at any time before the Scheme Termination Date, the use of the Card is withdrawn or cancelled or is liable to be cancelled, then in such event, all Rewards Points then standing to the credit of the Card member shall *ipso facto* stand immediately and automatically cancelled. Even if Card member's Membership is reinstated, the cancelled Rewards Points shall not be reinstated.

29.11 A Card member cannot transfer any Rewards Points to another person or combine the Rewards Points of his other Cards.

29.12 Any tax or other liabilities or charges payable to the Government or any other authority or body or any participating Merchant Partner which may arise or accrue to the Card member by redemption as aforesaid or otherwise as a result of the Rewards Scheme, shall be to the sole Account of the Card member.

29.13 Nothing contained in the Rewards Scheme shall be construed as a binding obligation on Citibank or any participating Merchant Partner to continue the Rewards

Scheme after the Scheme Termination Date or to substitute the Rewards Scheme by a new or similar scheme.

29.14 The Card member will not hold Citibank responsible for any actions, claims, demands, liabilities, losses, damages, costs, charges or expenses that a Card member may incur in normal course of Card usage. Further, nothing contained herein will prejudice or affect the Terms and Conditions.

29.15 The terms of the Rewards Scheme shall be in addition to and not in derogation of the Terms and Conditions .

29.16 The Rewards Scheme is voluntary and it is understood that all charges are voluntarily incurred by a Card member in normal course of Card usage.

29.17 The Rewards Scheme is a special facility made available at the pleasure of Citibank and Citibank expressly reserves the right at any time and with notice to Card members, to add to and/or alter, modify, change or vary all or any of these Terms and Conditions or to replace wholly or in part, the Rewards Scheme by another scheme, or to withdraw it altogether.

29.18 Without prejudice to anything contained in the Terms and Conditions, all disputes, if any, arising out of or in connection with or as a result of the Rewards Scheme or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals at Mumbai.

29.19 Nothing contained in the Rewards Scheme shall be construed as Citibank having waived any of its rights (including the levy of interest charges) under the Terms and Conditions or as prejudicing any rights of Citibank thereunder.

30. Services from MasterCard & Visa Global Assistance

The communications and arrangements for services of the emergency assistance program for Citibank MasterCard and Visa Cards are provided by a third-party service provider and are paid for by Visa/MasterCard. The Card member is responsible for the cost of any and all medical, legal or other services used. Assistance is provided on a besteffort basis and may not be available due to problems of time, distance or locations. The medical and/or legal professionals suggested and/or designated by Visa/ MasterCard third-party service providers are not employees of Visa/ MasterCard's thirdparty service providers' or employees or contractors of Visa/MasterCard and, therefore, they are not responsible for the availability, use, acts, omissions or results of any medical, legal or transportation service. Citibank India or any branch of Citibank worldwide does not accept any responsibility for the arrangement or use of services provided.

31. Disclosure

31.1 The Card member acknowledges that information on usage of credit facilities by Card members are exchanged amongst banks and financial entities which provide credit facilities. Acceptance of an application for a Credit/Charge Card is based on no adverse

reports of the Card member's creditworthiness from any bank or financial entities which has provided to the Card member or the Card member's family members a credit facility and Citibank's internal parameters. Citibank may report to other banks or financial entities any delinquencies in the Account or withdrawal of the Card member's credit facility. Based on adverse reports (relating to creditworthiness of the Card member or his family members) received, Citibank may, after prior notice in writing, cancel the Credit/Charge Card whereupon the entire outstanding balance in the Card Account as well as any further charges incurred by use of the Card, though not yet billed to the Account, shall be immediately payable by the Card member. Citibank shall not be obliged to disclose to the Card member the name of the bank or financial entity, from which it received or to which it disclosed any information.

31.2 Notwithstanding the aforesaid, the Card member hereby acknowledges and agrees that as a pre-condition relating to the grant of facilities under the Terms and Conditions to the Card member, Citibank requires the Card member's consent for the disclosure by Citibank of, information and data relating to the Card member, of the credit card facility availed of/to be availed, by the Card member, obligations assured/to be assured, by the Card member in relation thereto and default, if any, committed by the Card member, in discharge thereof. It may be noted that details of supplementary or additional cards applied along with the Primary cards held by Card member will also be duly reported with same credit credentials as that of the Primary since the accounts are linked. Accordingly, the Card member hereby acknowledges, agrees and gives consent for the disclosure by Citibank of all or any such

- (a) information and data relating to the Card member; but not limited to the current balance, loans/ EMI facilities linked to credit card (if availed), balance outstanding on credit/ loan, payment history etc. along with the demographic details with these organisations on a monthly basis, as per the Credit Information Companies (Regulation) Act, 2005.
 - (b) the information or data relating to any credit card facility availed of/to be availed by the Card member; and
 - (c) default if any, committed by the Card member in discharge of such obligation.
- as Citibank may deem appropriate and necessary, to disclose and furnish to any Credit Information Companies authorized in this behalf by RBI.

31.3 The Card member further declares that the information and data furnished by the Card member to Citibank are true and correct.

31.4 The Card member also acknowledges and understands that:

- (a) the Credit Information Companies so authorized may use, process the said information and data disclosed by Citibank in the manner as deemed fit by them; and (b) the Credit Information Companies so authorized may furnish for consideration, the processed information and data or products thereof prepared by them, to banks/financial institutions and other credit grantors or registered users, as may be specified by the RBI in this behalf.

31.5 Without prejudice to anything contained herein, the Card member expressly consents to the transfer and disclosure of any information relating to him to and between

the Bank's branches, subsidiaries, representative offices, affiliates and agents and third parties selected by the Bank, wherever situated, for confidential use (including in connection with the provision of any services/facilities offered by Citigroup companies, for data processing, statistical and risk analysis purpose). The Bank and any of the Bank's branches, subsidiaries, representative offices, affiliates, agents or third parties may transfer and disclose any information as required by any law, court, regulator or legal process or for any other purpose as may be determined by the Bank in its sole discretion. The Card member further expressly authorises the Bank and/or all the companies/entities/subsidiaries/affiliates thereof under Citigroup and their agents to offer and/or sell to the Card member any of the products or services offered by the Bank and/or all/any of the companies/entities/subsidiaries/affiliates thereof under Citigroup.

31.6 The Card member further acknowledges that if the Account remains overdue, in such a case Citibank shall report the data relating to the Card member to the Credit Information Companies as maybe authorised by RBI from time to time. However, Citibank shall freeze such reporting in case the Card member has raised a billing related dispute, till such time the dispute is investigated and resolved.

31.7 The Card member hereby undertake to keep Citibank informed, without delay and authorise Citibank to update any change in the Card member's e-mail ID, Telephone number, Mobile number and Address that Citibank may be informed of or be available with Citibank and/or any of it's subsidiaries/affiliates/associates and/or all the companies /entireties/ subsidiaries/affiliates thereof under Citigroup and hereby authorise Citibank to contact me/us, by post, fax, telephone, e-mail, SMS/text messaging. Card member understands that the bank has the right to consolidate/update latest demographic details including address, across all cards held by the Card member. Any change in address should be supported with a self-attested copy of proof of address at the earliest possible, but not later than 6 months of the address change. Customer shall be responsible to protect and keep harmless the Bank from all acts performed by the Bank in the event that the Bank has not received such aforesaid contact details change notification and/or selfattested address proof.

31.8 In addition to any other right that Citibank may have under these Terms and Conditions, Citibank may collect, store, use, transfer or disclose any information provided by the Card member, including Sensitive Personal Data, for any or all of the following purposes:-

- (a) For provision, operation, processing or administration of any services provided to the Card member;
- (b) For data processing, statistical or risk analysis;
- (c) For conducting credit or anti-money laundering checks;
- (d) For purposes of credit reporting, verification and risk management, Citibank will exchange Card member information with reputable reference sources and clearinghouse services;

- (e) For assisting other financial institutions to conduct credit checks and collect debts;
- (f) To ensure ongoing credit worthiness of the Card member;
- (g) For determining the amount of indebtedness owed by the Card member or to the Card member;
- (h) To design financial services or related products for the Card member's use;
- (i) For marketing financial services or related products or opportunities from Citibank and its affiliates;
- (j) To collect the amounts outstanding from the Card member for providing security for the Card member's obligations;
- (k) To meet the disclosure requirements of any law binding on Citibank including but not limited to tax authorities;
- (l) To enable an actual or proposed assignee of Citibank or transferee of Citibank's rights to evaluate the transaction intended to be the subject of the assignment or transfer;
- (m) To manage Citibank's business and to offer an enhanced, personalized online experience on Citibank's website and third-party websites;
- (n) For recognizing the Card member when he/she returns to Citibank's website so that Citibank can personalize the Card member's experience;
- (o) For processing applications and transactions and respond to the Card member's requests;
- (p) For providing the Card member the relevant product and service offers; or
- (q) For all other incidental and associated purposes relating to the provision of services.

31.9 Foreign Reporting Requirements

Without limiting any other rights Citibank has, Citibank may be required by domestic or foreign law to take one or more of the following actions:

- (1) Obtain information from you (both as part of opening your Card and on an ongoing basis while you hold the Card);
- (2) Report information in respect of your Card to a government, regulator or authority (whether domestic or foreign);
- (3) In the event that you do not provide the required information upon request or consent to Citibank providing information in respect of your Card to the relevant government, regulator or authority, Citibank may be required to take steps to close or

transfer your Card, withhold or deduct payments due to your Card or block a payment or transaction.

31.10 The Card member understands and acknowledges that any withdrawal of consent by the Card member in relation to usage, sharing, transfer and disclosure of Sensitive Personal Data may result in the Bank being unable to provide the Credit/Charge Card facilities to the Card member and that the Bank shall have the right to discontinue provision of such facilities to the Card member.

31.11 The Card member hereby acknowledges and confirms having read and understood Citibank's 'Privacy Policy' as available on www.citibank.co.in . Such Privacy Policy may be amended by Citibank from time to time at its sole discretion and shall be made available on the above-mentioned website for the Card member's view.

31.12 Notification of Information and change - Notification of variation of terms and conditions and any other changes may be given by any of the modes of communication i.e., by (i) publishing on its website ww.citibank.com/india, or (ii) by a message in the periodic Statement of Account provided to the Customer and/or the Holder, or (iii) displaying a notice on or within the immediate vicinity of the site of an ATM/branch or (iv) a press advertisement, which the customer acknowledges to constitute sufficient notice to the customer.

The Card member shall notify the Bank, within two weeks of any change in address/Contact details and submit a self-attested address proof at the earliest not later than six (6) months from the date of such change of address on Citibank records. Also, the original address proof may be required to be produced for verification along with the self-attested address proof, as and when requested.

31.13 The Card member has understood the following illustrative example of Special Mention Account (SMA)/ Non Performing Asset (NPA) classification methodology [Illustrative example](#)

If due date of a credit card account is March 31, 2021, and full dues are not received before the Bank runs the day-end process for this date, the date of overdue shall be March 31, 2021. If it continues to remain overdue, then this card account shall get tagged as SMA-1 upon running day-end process on April 30, 2021 i.e. upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that card account shall be April 30, 2021.

Similarly, if the card account continues to remain overdue, it shall get tagged as SMA-2 upon running day-end process on May 30, 2021 and if continues to remain overdue further, it shall get classified as NPA upon running day-end process on June 29, 2021.

Due Date: March 31, 2021

| Overdue Days | Date of Classification | Classification Status* |
|--------------|------------------------|------------------------|
| NA | March 30, 2021 | Standard |
| 1 | March 31, 2021 | SMA 0 |
| 31 | Apr 30, 2021 | SMA 1 |
| 61 | May 30, 2021 | SMA 2 |
| 91 | June 29, 2021 | NPA |

*Classification status tracking will depend on the type of facility being extended, for e.g. SMA 0 classification is not applicable for revolving facilities, and will be tracked for SMA 1 onwards.

32. Internet Banking

32.1 The Card member has the facility of using Internet Banking, e-Commerce and Mobile Banking facilities. To enable such use, a User ID and Internet Personal Identification Number and/or a Query PIN or User Password (“User ID/ **I-PIN/Q-PIN**”) needs to be self-selected by the customer in the CITIBANK India website (www.citibank.com/India). The Card member agrees that:

- (a) The USER ID/I-PIN/Q-PIN may be communicated to the Card member entirely at the risk of the Card member;
- (b) The Card member shall not disclose the USER ID/I-PIN/Q-PIN to any person and shall take all possible care to prevent discovery of the USER ID/I-PIN/Q-PIN by any person;
- (c) The Card member shall be fully liable to Citibank for all transactions made with the USER ID/I-PIN/Q-PIN whether with or without the knowledge of the Card member. Provided that in case of loss, theft of or disclosure of the USER ID/I-PIN/Q-PIN to any third party, the Card member will not be liable for unauthorized transactions done after the loss, theft or disclosure of the USER ID/I-PIN/Q-PIN to any third party has been reported to the police and notified to Citibank, and after a written confirmation of the loss or theft or disclosure of the USER ID/I-PIN/Q-PIN to any third party along with a copy of the police report is delivered to Citibank;
- (d) Citibank may at its absolute discretion issue a replacement USER ID/I-PIN/Q-PIN on the Terms and Conditions and/or any such other Terms and Conditions as Citibank may seem fit in its sole discretion;
- (e) Subject to the foregoing provisions, the Card member will not hold Citibank liable in case of fraudulent/unauthorized use of the USER ID/I-PIN/Q-PIN through the Internet;
- (f) Citibank reserves the right to refuse to perform any transactions if the Bank has reason

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to believe (which decision of the Bank shall not be questioned or disputed) that the USER ID/I-PIN/Q-PIN is being misused or being used in an unauthorized manner.

32.2 Additional Terms and Conditions In Respect Of Internet Banking Facility and Shopping On Internet

- (a) The Card member acknowledges that at his request, the Bank has agreed to provide the Card member with the facility of carrying out banking/Credit Card transactions through the Citibank India website. Any instructions given through use of the Internet Banking facility shall be in addition to any written Standing Instructions (“SI”) now given or that may hereafter be given to the Bank and in case of conflict; the written SI shall prevail. This facility shall cover and be applicable to all the Card member’s Accounts (whether savings, current, fixed deposits, loans/overdraft, Credit Cards or otherwise) now existing or which may hereafter be opened by the Card member with the Bank. (b) The Card member acknowledges that in connection with such Internet Banking facility, the Card member is required to use his Credit Card Number and the USER ID/IPIN/Q-PIN as advised by the Bank or as selected/subsequently changed by the Card member by obtaining a new USER ID/I-PIN/Q-PIN from the Bank through oral or written instructions to the Bank. (c) The Card member acknowledges that to avail of the Internet Banking facility, the Card member would require the following:
- (i) A Personal Computer (“PC”) with modem or other Internet access device with regularly updated anti-virus software to protect the card/ Card member from data compromise through malware, Trojan or any other virus;
 - (ii) Access to Internet by use of any of the following browsers viz.
 - Microsoft Internet Explorer 5.5 or higher version; or
 - Mozilla Firefox 2.0 or higher version.
 - (iii) A USER ID/I-PIN/Q-PIN.
- (d) The Card member shall be responsible for obtaining at his cost access to Internet and the cost of the telephone service.
- (e) The Card member acknowledges that his USER ID/I-PIN/Q-PIN is used to transmit/give instructions. The Card member acknowledges the confidential nature of the USER ID/I-PIN/Q-PIN and confirm that he will not disclose his HPIN/USER ID/IPIN/Q-PIN to any person and ensure that the same is kept confidential. The Card member instructs and authorises the Bank to comply with all or any instructions given to the Bank through the Internet Banking facility by use of his I-PIN/Q-PIN. Any instructions given to the Bank through use of Internet Banking facility and through his USER ID/I-PIN/Q-PIN shall be deemed to be given by him and the Bank shall be entitled to assume that the said instructions are given by the Card member and the Bank shall be protected from acting thereon. The Card member understands that Citibank is only providing to him a facility (without obligation) of carrying out his banking / Credit Card transactions.
- (f) The Card member undertakes to inform the Bank immediately if his USER ID/IPIN/QPIN becomes known to any other person. The Card member shall be fully

responsible for any instructions given through the Internet Banking facility where the Card member's USER ID/I-PIN/Q-PIN is entered and the Bank will not be liable for any unauthorised use of his USER ID/I-PIN/Q-PIN or any fraudulent, duplicate or erroneous instructions given by use of Internet Banking and his I-PIN/Q-PIN. The Bank may, in its discretion, by notice to the Card member, withdraw or charge for the facility, wholly or in part, at any time. The Bank will not acknowledge receipt of any instructions nor shall the Bank be responsible to verify any instructions. The Bank will endeavor to give effect to instructions on a best-effort basis and practically possible for the Bank.

- (g) The Bank will not be liable for:
 - (i) Any failure to act upon any instructions or to provide Internet Banking facility for any cause that is beyond the Bank's control;
 - (ii) Acting in good faith on any instructions received by the Bank;
 - (iii) Error, default, delay or inability of the Bank to act on all or any of the instructions given through Internet Banking;
 - (iv) Loss of any instructions given by the Card member through Internet Banking; (v) Unauthorised access by any other person to any instructions given by the Card member through Internet Banking.
- (h) The Bank may, in its discretion, not carry out any instructions if the Bank has reason to believe (in which the decision of the Bank shall be binding on the Card member) that the instructions are not genuine or otherwise improper or unclear or raise a doubt or in case any instructions are illegal. In case of any discrepancy in the details of any transactions carried out in respect of any of the Accounts the Card member shall be obliged to intimate the Bank thereof in writing within thirty (30) days of receipt of the Statement in respect of his Account(s), failing which the transaction will be deemed to be correct and accepted by the Card member.
- (i) The Card member will only use the Internet Banking facility on a PC or other Internet access device, which he owns or rents. The Card member shall not use the Internet Banking facility on a PC or other Internet access device which belongs to any other person (such as a cyber cafe) or which is owned or provided to the Card member by his employer without such person or as the case may be, the Card member's employer's previous written permission. The Bank will not be responsible for any harm or loss caused to any person as a result of the Card member not complying with this condition.
- (j) The Card member certifies that the details in his relationship record are correct.
- (k) The Card member agrees to be bound by and comply with all applicable laws of India and any other applicable jurisdiction, which may apply to the use by him/ her of Internet Banking and / or international transactions. The Card member is cautioned that any transaction on the Internet resulting in any outflow of foreign exchange must be made strictly in accordance with the Exchange Control Regulations and that in the event of failure to do so the Card member may be liable for penal action under the Foreign Exchange Management Act, 1999. With a view to protect the interest of Card members, Citibank reserves the right to decline at its sole discretion, certain Internet transactions,

depending on the origin and nature of purchase. This is done with a view to protecting the Card members from unauthorised or fraudulent usage of account information by person/parties.

- (l) The Card member agrees to comply with all applicable laws, including the import and export control laws and regulations of India, the United States, and other countries. The Card member will not export or re-export any software materials or technical data, or any modifications or enhancements thereto or any direct product thereof, if such export does not fully comply with Export and Import policy, rules and regulations of India, and the Export Administration Regulations ("**EAR**") administered by the U.S. Department of Commerce.

Unless specifically authorised by the U.S. Department of Commerce or the EAR, export is prohibited to any country in Country Group E:2 of the EAR, to any military enduser/enduse in Country Group D:1 of the EAR ,and to any other destination or end-user prohibited under the EAR. The Card member acknowledges responsibility for obtaining any required licence or authorization and for compliance with the EAR and any export or import restrictions imposed by any other country.

- (m) The Card member confirms that he would from time to time be identifying web-sites where he could use this additional feature of making acquisitions/purchases of products and services and making payments for the same through his Citibank Card by giving instructions for such payment through the Internet.
- (n) The Card member agrees and confirms that the web-sites on which the Card member may place any orders and in respect of which he can request the Bank to make payments would be either from (i) the list of designated computer web-sites identified by the Bank from time to time; or, (ii) such other web-sites which accept Master Card/Visa Card; or (iii) and other web-sites, where the payment gateway is powered by the Bank. The Card member understands and agrees that the list of only designated web-sites identified by the Bank in respect of which the Card member can utilise this facility shall be displayed on the Citibank website (**www.citibank.com/india**) from time to time. The Card member agrees that he shall keep himself updated as to the web sites available prior to making any purchase/acquisition on the web sites.
- (o) The Card member shall ensure that upon placing the order with the merchants on the relevant web sites, he shall note all the details of the orders placed accurately, including without limitation the customer order number and price payable.
- (p) The Card member agrees and confirms that all orders placed by him on such web sites are orders between him and the merchant supplying the product and the services.

Citibank shall not at any time be deemed to be a supplier of the products or a party to such contract at any time whatsoever. The Card member understands that Citibank is only providing him a facility (without obligation) of affecting purchases that will be billed on the Card member's Account.

- (q) The Card member agrees and confirms that the Bank is merely providing a facility for making payments for the orders placed by the Card member on such web sites and is not in any manner associated with or part of the actual transaction of the sale of the products and services. The Card member hereby specifically agrees and acknowledges that he shall make all such independent inquiries as he may deem fit in respect of the products and services offered by the merchants on the web-sites.
- (r) The Card member hereby confirms that he is not placing the order with the merchants on the web-sites based on any representation or statement of Citibank, and if the Card member shall place any order on the such web-sites, he shall do it out of his own volition and shall not in any manner hold the Bank responsible for any deficiency, defect or incomplete products and services.
- (s) The Card member agrees that he shall provide payment instructions either on the Citibank (www.citibank.com/india/ web site or any other web site as may be designated by Citibank from time to time in writing or such other web site utilized by the Card member.
- (t) The Card member shall ensure that he does not in any manner release any confidential data, including his USER ID/I-PIN/Q-PIN and Citibank Credit Card Number to the merchants and suppliers during the Card member's access to the various websites of the merchants and he shall indemnify the Bank from any loss that may be caused to the Bank by any breach of this covenant.
- (u) The Card member shall particularly take care to ensure that each letter of the words forming part of the site-name/domain name is correctly typed in. It is the Card member's responsibility to ensure that he checks the certificate of the site where he inputs the Card Number and USER ID/I-PIN/Q-PIN and ensure that this certificate is a Citibank certificate. The Card member understands and agrees that Citibank shall not be responsible for any errors caused in respect thereof. The Card member shall not give his USER ID/I-PIN/Q-PIN or Citibank Credit Card Number if he is on an incorrect site and he shall give the payment instructions only after the Card member ensures that he is on the correct Citibank web site.
- (v) While communicating the payment instructions to the Bank, the Card member shall provide to the Bank such details as the Bank may require in respect of the payments to be made including such order details as the Bank may require, including without limitation details in respect of the site on which the purchase order was placed and the relevant customer order number. The Card member shall indemnify the Bank from any loss caused from any inaccuracies in this regard. The Card member confirms that the Bank shall not be required to make independent verifications in this regard and the Bank shall be entitled to rely on the details as typed in by him.
- (w) The Card member confirms that by virtue of requiring the Bank to make any payment in respect of the products or services acquired by him from the merchants, the Card member shall not hold the Bank responsible for any delay in delivery, non-delivery or any defective, deficient or unsatisfactory nature of the products and services and he confirms that he shall not associate the Bank with the merchants for any purpose

whatsoever, except for the making of the payment of the products and services. The Card member confirms that the Bank shall not be responsible for the quality or merchantability of the products purchased by the Card member from time to time. Provided that purely in order to assist the Card member, the Bank will attempt wherever possible to require the merchant to offer to him a return full-refund facility in the event of Card member not being satisfied with the product/services for any reason whatsoever. In the event the Card member chooses to exercise this option (wherever available), the Bank will attempt to assist the Card member in recovering the complete refund from the merchant. The Card member understands that the Bank shall not be responsible for any such recoveries and the Card member's only course of action in respect of such nonrecovery shall be solely against the merchants and not against Citibank. The Card member understands and agrees that the Bank is not in any manner guaranteeing the recovery of the monies in respect thereof and would merely assist the Card member in respect thereof and would merely assist him in such manner and to such extent as the Bank may deem fit.

Provided further that in the event of non-delivery of the products or services, the Bank will attempt to assist the Card member in recovering his monies, which the Card member has permitted the Bank to make payment of to the merchants. However, the Card member hereby specifically acknowledges and agrees that the Bank shall merely be required to assist him and the Bank is not guaranteeing the refund of the monies in any manner whatsoever. The Card member shall not hold the Bank responsible for any inability to make such recovery and the Card member's only recourse in such an event shall be against the merchant.

- (x) The Card member confirms that the Bank may for any reason whatsoever refuse to honour his instructions to transfer funds to the merchants in such circumstances as the Bank may deem fit. The Card member also confirms and agrees that he shall not hold the Bank responsible for any failure to process payment instructions by reason of the services being temporarily unavailable or there being an overload on the server or for any other technical or any other reason, whatsoever.
- (y) The Card member confirms that in the event of any dispute with the merchant/company, the Card member shall not make the Bank a party to the dispute.
- (z) The Card member confirms that the Bank may at any time alter the mode and the manner of making payments and the Card member shall be bound by the same. (aa) The Card member acknowledges that the Bank may from time to time and for any reason discontinue the services offered in respect of particular sites and in such event the Bank may refuse to make payments for products purchased from such sites. The Card member ensures that he shall keep himself updated on a regular basis as to the details of the web-sites on which the services offered by the Bank could be utilized and shall not require the Bank to make any payments for Products/Services purchased/ availed from web-sites other than the web-sites identified by the Bank or web-sites acceptable to the Bank.

(ab) The Card member agrees that the Bank may place limits from time to time on: (i) The number of transactions that the Card member may enter into in a particular period; [GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

(ii) The aggregate payments that the Card member may make on transactions in a particular period.

The Card member hereby agrees to abide by and be bound with all such limits that may be placed by the Bank from time to time and the Card member shall not hold the Bank responsible for refusing to honour instructions in violation of the said limits placed by the Bank.

(ac) The Card member agrees that in the event of any misuse of the Citibank Credit Card Number and USER ID/I-PIN/Q-PIN for shopping and in the event of any alleged fraudulent use of his Account through the Internet, the Card member shall be solely and exclusively responsible for all loss caused thereby to him and that the Card member shall not hold the Bank liable for any loss caused thereby.

(ad) The Card member undertakes and agrees to indemnify and keep the Bank indemnified and to compensate the Bank for any claim or damage that the Bank may suffer as a result of the Card member using any PC or Internet device without the permission of the owner thereof and the Card member shall be bound to compensate the Bank for any loss, damages, costs, charges and expenses suffered or incurred by the Bank in the event of any claim made by such owner against the Bank.

(ae) It is the Card member's responsibility to ensure that the PC or other device by which the Card member accesses Internet Banking is suitable for the purpose and the Bank shall not be liable for the non-suitability thereof or if any other data or software contained in such PC or Internet access device through which Internet Banking is accessed by him is damaged or lost in any manner whatsoever. The Card member acknowledges that the Bank is merely providing a facility for carrying out transactions through the Internet, the Bank is not an Internet Service Provider, the Bank will take best efforts to maintain internet connectivity and system uptime, and the Card member will not hold the Bank liable or responsible for damages or otherwise in case of inability of the Card member to access the Internet on account of malfunction or failure of any communication service or equipment or system failure or for any other reason whatsoever.

(af) In consideration of the Bank providing the Card member with this facility, the Card member agrees to indemnify and keep safe, harmless and indemnified the Bank from and against all actions, claims, demands, proceedings, loss, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or arising out of the Bank providing the Card member with Internet Banking or use of Internet Banking through use of his USER ID/I-PIN/Q-PIN or the Bank in good faith acting on, omitting or refusing to act on any instructions given by use of the Card member's I-PIN/Q-PIN.

32.3 Statement on the Net

The Card member agrees to be bound by the following statement on the Internet attributable to the Card member: -

"I, the Customer, agree to Citibank, N.A., giving me notice of the availability/readiness of my monthly/quarterly Statements of Accounts(s) via e-mail, to the e-mail address specified by me.

Citibank, N.A., would be deemed to have delivered the Statement to me, forthwith upon my receiving notice of its availability. I will be obliged to download and print the Statement of my Account after receiving notice as aforesaid from Citibank N.A. Should I experience any difficulty in accessing the electronically delivered Statement, I shall promptly advise Citibank, N.A., to enable Citibank, N.A., to make the delivery through alternate means. Failure to advise Citibank, N.A., of such difficulty within 24 hours after my receiving notice as aforesaid, shall serve as an affirmation regarding the acceptance by me of the Statement.

I am aware of all security risks including possible third party interception of my Statement and content of my Statement becoming known to third parties. I agree that I shall not hold Citibank, N.A., in any way responsible for the same and agree that the same shall not be considered as a breach by Citibank, N.A., of banker - customer confidentiality.

I understand that I remain fully liable for any of my (customer's) contractual liabilities to Citibank, N.A., irrespective of receipt or non-receipt, of intimation of, or my Statement. Under no circumstances, including negligence, shall Citibank, N.A., or anyone involved in creating, producing, delivering or managing my Statement of Account, be liable for any direct, indirect, incidental, special or consequential damages that may result from the use of or inability to use the service or out of breach of any warranty.

The use and storage of any information including, without limitation, the password, account information, transaction activity, account balances and any other information available on my (the customer's) personal computer is at my own risk and my sole responsibility."

33. Terms and Conditions In Respect Of the CitiAlert Facility

33.1 Definitions:

In this Clause, the following terms shall have the following meanings:

- (a) "**Alerts**" means the customized messages in response to the Triggers sent as Short Messaging Service ("**SMS**") to the Card member over his mobile phone or as an email to his specified e-mail address;
- (b) "**Bank**" means the branch in India of Citibank, N.A., with which the Card member's Account is maintained;
- (c) "**CSP**" means the Cellular Service Provider with whom the Bank has an arrangement for providing the Mobile Banking Facility and the CitiAlert Facility;
- (d) "**Facilities**" means collectively all or any two of the CitiDirect Facility, Citibank Mobile Banking facility and CitiAlert facility and "**Facility**" means any of them; (e) "**Triggers**" means the customized triggers to be set or placed by the Card member with the Bank with respect to specific event/transactions relating to his Account to enable the Bank to send the corresponding Alerts to the Card member.

33.2 Availability

The Facilities are provided at the sole discretion of the Bank and may be discontinued by the Bank at any time, without notice. The Facilities are currently available to Card members with Accounts with the Bank. The Citibank Mobile Banking facility is available in certain specific regions and to subscribers of mobile phones of certain specific CSPs. The Card member understands that unless he is a subscriber of the specific CSPs, CitiAlert or Citibank Mobile Banking Facility will not be available to him.

33.3 The Alerts will be sent to the Card member only if the Card member is within the cellular circles of the CSPs or in circles forming part of the roaming network of such CSPs.

33.4 The Bank may, if feasible, extend the facilities to other cellular circles as well as to subscribers of other cellular telephone service providers, as will be notified by the Bank, from time to time.

33.5 **Process:** To receive Alerts, the Card member may select and set all or any of the Triggers available on the Citibank India web-site (www.citibank.co.in). The Card member may set any Triggers with the Bank through CitiPhone Banking or by conventional written instructions to the Bank.

The Card member is responsible to acquaint himself with the detailed process for using CitiAlert and the Bank is not responsible for any error by the Card member in setting the Triggers.

To set Triggers over the Citibank India web-site, the Card member will be required to use the Citibank Online Facility and the Terms and Conditions relating thereto will apply. To set Triggers through CitiPhone Banking the Card member will be required to use his TPIN and the Terms and Conditions relating to CitiPhone Banking will apply, without prejudice to the Terms and Conditions.

Alerts will be sent over the Card member's mobile phone number as available on the records of the Bank.

33.6 The Card member acknowledges that CitiAlert will be implemented in a phased manner and the Bank may at a later stage, as and when feasible, send Alerts over email, expand the available Triggers or Alerts to meet the Card member's requirements. The Bank may, from time to time, change the features of any Trigger or Alert. The Card member will be responsible for keeping himself updated of the available Triggers or Alerts, which will be notified by the Bank over its web-site. The Card member may, from time to time, change or add to the Triggers selected by him, without the necessity of a fresh registration.

33.7 The Card member understands that under the CitiAlert Facility, the Bank will enable him to receive customized alert messages with respect to event/transactions relating to his Credit Card (or any other financial relationship with the Bank as he may desire). The alert messages will be currently displayed through the SMS over his mobile phone and would come to him as email on his PC or as a Fax Message on his Fax Machine if desired (currently NOT available).

33.8 The Card member understands that registration for CitiAlert shall be treated as registration for:

- Credit Card Mini Statement Alert
- Credit Card Payment Due Date Alert
- Confirmation of Credit Card Bill Payment Alert
- Credit Line Nearing Maximum Alert
- Citibank Online

33.9 The Card member understands that he can unsubscribe/modify his preferences from this service at any point in time as desired by him.

33.10 The Card member shall advise the Bank immediately in case of any change in any of the above details / information. The Card member agrees to provide any further information required by the Bank, from time to time, for the making available of the facility. The Card member certifies that the details in his relationship record are correct.

33.11 The Card member acknowledges that the Bank may, from time to time, send him information or promotional mail that will be useful to him over his mobile phone or through e-mail and that he can unsubscribe from this service at any point in time as desired by him. The Card member gives his consent to receive such information or mail. 33.12 The Card member agrees to avail of the Facilities on the Terms and Conditions stated herein and accepts and agrees to be bound by the said Terms and Conditions.

34. Citibank Mobile Banking Facility

34.1 This Facility shall be provided at the sole discretion of Citibank and may be discontinued by Citibank at any time, without prior notice to the Customer.

34.2 The Customer confirms and agrees that the Customer shall not hold the Bank responsible or liable for any failure to provide the Facility by reason of the services being temporarily unavailable or there being an overload on the server or for any other technical or other reason, whatsoever.

34.3 The Customer shall be able to access the Citibank Account using the Facility, only after due authentication of the Customer is done by means of verification of the applicable Login Credentials. The Customer is aware of the confidential nature of such Credentials and confirms that neither the Customer nor any authorized signatory/authorised representative of the Customer shall disclose the Credentials to any person. The Customer will promptly inform the Bank in case the Credentials become known to any unauthorized person. The Customer hereby instructs the Bank to comply with any/all instructions given through the use of the Facility in conjunction with the correct Credentials. The Bank shall be entitled to assume that any instruction given to the Bank in accordance with the above are given/ authorized by the Customer and agrees that the Bank will not be liable for any fraudulent, duplicate or erroneous instructions that have been authenticated by providing the Credentials of the Customer. The Customer understands that the same Credentials will be used to authenticate access to both the Citibank Online and Mobile banking channels and password change feature will not be applicable on Mobile channel.

34.4 The Customer shall ensure that while giving any payment instructions on the Citibank website, (www.citibank.com/india or www.citibank.co.in or www.citinri.com or

m.citibank.co.in) or Citi Mobile application or such other website/application as may be identified by Citibank from time to time), the Customer shall in particular ensure that each letter of the words forming part of the site-name/domain name is correctly typed in. 34.5 The Bank shall not be required to verify or judge the correctness of any instructions received by it, so long as it satisfies itself of the correctness of the Credentials used to access the Facility. The Customer acknowledges that any instruction received by the Bank shall be irrevocable. Should any instruction issued by the Customer, be capable of being executed by the Bank in more ways than one, the Bank may execute the said instruction in any one of the said ways at the Bank's sole discretion.

34.6 Citibank shall be entitled to rely upon all electronic communications, transactions or instructions to Citibank from the Customer in the manner prescribed by Citibank for the same from time to time and that Citibank shall not be obliged to verify or make further inquiry into the identity of the sender, or the message integrity, of any communications, instructions or transactions. The Customer shall in no circumstance dispute such reliance by Citibank.

34.7 The Customer shall be responsible for the Mobile Device and any usage of the same, whether by a third party or any other person and that the same shall be deemed to be a usage by the Customer. It shall be the sole responsibility of the Customer to inform Citibank about any change with regard to the Mobile Phone Number and that Citibank shall not be, in any way, liable or responsible for any loss, damages, costs, charges or expenses suffered/incurred by the Customer by reason of his failure to do so. All records of Citibank generated by the transactions arising out of use of the Facility, including the time of the transaction recorded, shall be conclusive proof of the genuineness and accuracy of the transactions. The authority to record the transaction details is hereby expressly granted by the Customer to Citibank.

34.8 Citibank shall use its best endeavors to carry-out transaction instructions received by it from the Customer within such time as may be specified by Citibank, however, Citibank does not guarantee the fulfillment of transaction instructions or availability of the Facility within such specified time frames.

34.9 Transaction requests on the Facility are instantaneous in nature and effected immediately. Hence these requests may be irrevocable and Citibank will be unable to undo or reverse any such transaction request after it has been issued. Accordingly, Citibank shall not be liable for any loss, damage whether direct or indirect, costs, charges or expenses incurred by the Customer due to a delay/inability in carrying out or reversing the transactions and/or providing this Facility.

34.10 The Customer hereby understands and acknowledges that certain category of transactions carried out through Facility can only be done to the linked accounts or the accounts pre-registered on his payee list on Citibank Online and Citibank shall not be liable in any manner for any delay or failure in transaction due to non-compliance of such pre-requisites by the Customer. The Customer shall confirm compliance of all such prerequisites for transaction. The Customer also understands and acknowledges that transaction instructions placed through SMS/USSD are not encrypted and are not as secure as mobile banking access that is secured with a PIN over an encrypted [GCG/BR/PN/Credit Cards/CM-T&C-06-23](#) and [GCG/BR/PN/Credit Cards/PFC-T&C-06-23](#)

connection. The Customer therefore understands the risks associated with such transactions and therefore accepts and undertakes that it is the Customer's responsibility to ensure that the security of the Customer's Mobile Device and details of beneficiaries registered by the Customer are not compromised. Customer undertakes not to hold Citibank liable or responsible for any loss or damage that may be suffered by a Customer due to transactions through the SMS/USSD channel and shall keep Citibank indemnified against all such losses or damages.

34.11 The Customer shall be liable to pay the applicable SMS charges, data charges and any other charges as may be decided by the Service Providers unless otherwise declared by Citibank. The fees for the Facility/any of the services offered with the Facility shall be as determined by the Bank from time to time. The Bank may, at its sole discretion, waive the fees for a limited duration. The Bank may, at its sole discretion, revise or waive such fees, without prior notice to the Customer.

34.12 Citibank shall have the discretion not to give effect to any transaction instructions given by the Customer by using the Facility in the event Citibank has reason to believe that the transaction instructions are not genuine or otherwise improper or unclear or raise a doubt or in case any transaction instructions cannot be put into effect for any reason whatsoever. The Customer accepts and acknowledges that the decision of Citibank in this regard shall be final and binding on the Customer.

34.13 Where Citibank considers the instructions to be incorrect, inconsistent or contradictory, Citibank may seek clarification from the Customer before acting on any such instruction of the Customer or Citibank may act upon any such instruction in a manner as it may deem fit. Citibank shall have the right to suspend the services under the Facility if Citibank has reason to believe that the Customer's instructions may lead to direct or indirect loss or may require an indemnity from the Customer before continuing to operate the Facility.

34.14 Citibank shall not be obliged to carry out any payment instructions unless and until the Customer's credit card has sufficient credit to effect the relevant transfer. Funds for payment or transfer instructions will be withdrawn from the Customer's Account(s) by the next Business Day or such other day as Citibank may at its absolute discretion determine.

34.15 Citibank cannot guarantee the time at which the receiving banks or billing organisations will credit the account(s) of Customer's payees. To avoid incurring any finance charge or other charge, the Customer must initiate a payment or transfer instruction sufficiently in advance of the due date of the payment.

34.16 The Customer understands and acknowledges that he shall be able to carry out transactions using the Facility subject to transaction limits restricting the amount and/or the frequency of transactions that Citibank may choose to impose from time to time.

34.17 Citibank shall not be liable in contract, tort or otherwise for any direct, indirect or consequential loss or damage sustained by the Customer by any direct or indirect use of or reliance on the electronic communication, instructions or transactions whether with or without the utilization of any security measures, including but not limited to any loss or damage resulting as a consequence of any defects, delays, duplications, interruptions,

errors, inaccuracies or failures in the various communications and that Citibank specifically excludes the same to the fullest extent permitted by law even if Citibank shall have been advised in advance of the possibility of such damages.

34.18 Citibank reserves the right, but shall not be obliged, to make changes, enhancements, and/or modifications to the Facility from time to time.

34.19 The Customer shall not interfere with, alter, amend, tamper with or misuse in any manner whatsoever the Facility and the opinion of the Bank shall be conclusive in this respect.

34.20 The Customer understands that the Facility is to be accessed on a secure Device, and that any compromise of the Customer credit card resulting from an attempt to access it from an unsecure/compromised Device, will be the sole responsibility of the Customer. For more information on best security practices, please visit www.citibank.com/india.

34.21 The Customers acknowledges and understands that appropriate security measures and due diligence shall be ensured by the Customer to download the Citi Mobile application published by Citibank from any third party application stores which have been approved by Citibank (e.g. App StoreSM, AndroidTM Market and Nokia Ovi Store). The Customer also understands and acknowledges that Citibank shall not be responsible for any consequences arising out of download of Citi Mobile application by the Customer from any third party application store which is not published by Citibank.

34.22 The Customer understands and acknowledges that any access to Citibank Online/Citi Mobile shall be effected through the internet service provider, information service provider, network provider, content provider, server or such other equivalent system in the country from where such service shall be accessed by the Customer.

35 Receiving Alerts

The Card member acknowledges that to receive Alerts, his mobile phone must be in an 'on' mode. If the Card member's mobile phone is kept 'off' for a continuous period of fortyeight (48) hours from the time of delivery of an Alert message by Citibank, that message would not be received by the Card member.

Instructions/triggers will be processed by the Bank after receipt and the processing time will be decided by the Bank, at its discretion. The Card member acknowledges that there will be a certain time lag taken by the Bank to process the triggers and send the Alerts. The Card member acknowledges that the Facilities are dependent on the infrastructure, connectivity and services provided by the CSPs and other service providers engaged by the Bank will depend on factors affecting the CSPs and other service providers. The Bank shall not be liable for non-delivery or delayed delivery of Alerts, error, loss or distortion in transmission of Alerts to the Card member.

Transaction alerts received may not be assumed as a confirmation of transaction completion. If in any circumstance the transaction is not successful, you would be notified about it through a cancellation alert sent subsequently. The Bank shall endeavour to provide the Facility on a 'best-effort' basis and the Card member shall not hold the Bank liable for non-availability of the facility or non-performance by any CSPs or other service

providers or any loss or damage caused to the Card member as a result of use of the Facility (including relying on the Alerts for the Card member's investment or business purposes) for causes which are not attributable to the Bank. The Bank shall not be liable in any manner to the Card member in connection with the use of the facilities, except in case of gross negligence or willful default.

The Card member accepts that each Alert may contain certain Account information relating to the Card member. The Card member authorizes the Bank to send Account related information, though not specifically requested, if the Bank deems that the same is relevant.

36. Withdrawal or Termination of the Facilities

The Bank may, in its discretion, withdraw temporarily or terminate all or any of the Facilities, either wholly or in part, at any time. The Bank may, without prior notice, suspend any of the Facilities at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which require the suspension of the Facilities.

If Alerts cannot be delivered to the Card member on ten (10) consecutive occasions, the Facility will be temporarily suspended, until reactivated by the Card member.

37. Fees: The Facilities are currently made available by the Bank as free services to Citibank Gold (including co-brands) Card members. However, the Bank may at any time, at its sole discretion, charge a fee for use of any or all of the facilities, by notice to the Card member. The Card member may at any time discontinue or unsubscribe to the said facilities. The Card member shall be liable for payment of such airtime or other charges which may be levied by the CSP in connection with the receiving of the Alerts.

38 Disclaimer

(a) The Card member is solely responsible for protecting his T-PIN/I-PIN/OTP or mobile phone.

(b) The Bank will not be liable for:

- Any failure to act upon any instructions or to provide the facilities for any cause that is beyond the Bank's control;
- Any unauthorised use of the Card member's T -PIN, USER ID/I-PIN/Q-PIN/OTP or mobile phone or for any fraudulent duplicate or erroneous instructions/triggers given by use of the Card member's T-PIN, USER ID/I-PIN/Q-PIN/OTP or mobile phone;
- Acting in good faith on any instructions/triggers received by the Bank; ;
- Error, default, delay or inability of the Bank to act on all or any of the instructions/triggers;
- Loss of any information/instructions in transmission; ;
- Unauthorized access by any other person to any information/instructions/triggers given by the Card member through use of the Facilities or breach of confidentiality;

- (c) The Bank will not be concerned with any dispute between the Card member and the CSP and makes no representation or gives no warranty with respect to the quality of the service provided by the CSP or guarantee for timely delivery or accuracy of the contents of each Alert.

39. Statements/Records

All records of the Bank, whether in electronic form, tape recorded or documentary form, with respect to instructions received by use of the Facilities shall be conclusive evidence of such instructions and be binding on the Card member. The Card member shall not interfere with, alter, amend, tamper with or misuse in any manner whatsoever with the facilities and in the event of any damage due to improper or fraudulent use, the Card member shall be liable in damages to the Bank.

In case of any discrepancy in the details of any transactions carried out, the Card member shall be obliged to intimate the Bank thereof in writing within thirty (30) days of receipt of the Statement in respect of his Account(s), failing which the transaction will be deemed to be correct and accepted by the Card member.

40.1 Disclosure: The Card member accepts that all information/instructions/triggers will be transmitted to and/or stored at various locations and be accessed by personnel of the Bank (and its affiliates/agents/third parties appointed by the Bank). The Bank is authorised to provide any information or details relating to the Card member or his Account to the CSPs or any service providers so far as is necessary to give effect to any instructions/triggers.

40.2 This service is currently open only to cellular subscribers in India. Subscriptions to non-resident Indians may be introduced at a later date.

40. Liability and Indemnity: The Card member shall not interfere with, alter, amend, tamper with or misuse in any manner whatsoever the Facilities and in the event of any damage due to improper or fraudulent use by the Card member, the Card member shall be liable in damages to the Bank. In consideration of the Bank providing the Facilities, the Card member agrees to indemnify and keep safe, harmless and indemnified the Bank from and against all actions, claims, demands, proceedings, loss, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or arising out in good faith acting on omitting or effusing to act on any instructions given by use of the Facilities.

41. Amendment: The Bank may amend the Terms and Conditions contained hereinabove, at any time with prior notice to the Card member and such amended Terms and Conditions will thereupon apply to and be binding on the Card member

42. Contact Details and Grievance Redressal:

The Card member acknowledges that the Member can contact Citibank for making any enquiries or for any grievance redressal through any of the following ways:

- i. Call us on the 24X7 CitiPhone helpline. Please refer to the 'Contact Us' tab on the Citi home page www.citibank.com/india.
- ii. Login to www.citibank.com/india using IPIN (Internet password), click on the 'Your Queries' link to send us the query.
- iii. Citibank, N.A. Mail Room, Acropolis, 9th Floor, No. 148, Dr Radhakrishnan Salai, Mylapore, Chennai – 600 004

If the Card member is not satisfied with the response received from access channels- CitiPhone/ 'Your Queries' in CBOL, the Card member may escalate the concern to the **Head Customer Care** in the following ways:

- i. by sending an Email to head.customercare@citi.com or
- ii. by calling the bank @ 1800 266 2400 (India Toll Free) / 022 4955 2400 (Local Dialing) between 10:00 AM and 6:00 PM IST (Monday to Saturday) except on National Holidays

For any further escalation, the Card member can reach to Principal Nodal Officer of Bank, Hema L. Venkatesh to examine issues and provide an impartial resolution, the Card member may escalate to Principal Nodal office by sending an email @ principal.nodal.officer@citi.com or calling her @ 18002662400 (toll free)/ 02249552400 (local dialing) between 10:00 AM and 6:00 PM Monday to Saturday.

In an event that the Card Member does not receive any response within one month from the date of complaint lodged at the above mentioned channels, or if the Card Member is dissatisfied with the response given, he/she may write to the Banking Ombudsman for an independent review. Further details are available on the Grievance Redressal webpage on www.citibank.com/india on the Banking Ombudsman scheme.

Citibank is a member of the Banking Codes & Standards Board of India (BCSBI). Please visit the homepage of our website www.citibank.com/india to view the BCSBI code

For more information on the compensation framework for unsuccessful/failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards, etc., please refer to:

<https://www.online.citibank.co.in/portal/pdf/CustomerCompensation-policy.pdf>

For other key policies and commitments, please refer:

<https://www.online.citibank.co.in/policies/key-policies-and-commitments.htm>

43. In the event, the Card member does not want to receive any marketing/solicitation calls from Citibank, the Card member can register in themselves in Citibank's Do Not Call Registry (DNCR), by calling the 24 hour CitiPhone banking facility or through the bank's web site.

The Card member hereby understand:

- a) Only numbers registered on this site shall not be considered for telemarketing offers for products offered by Citibank India. Citibank shall not be liable or responsible for any calls made on a number not registered on this site.
- b) Any subsequent change in the telephone numbers would need re-registration on this site.
- c) Registration on this site shall not limit calls from Citibank on account of Account/Card maintenances, service, enquiry, operational and transactional alerts, Recovery calls, communication/contact for any other aspect critical to credit card, etc.
- d) It will take 45 working days for your registration in this site to take effect.
- e) The updation is done on a best effort basis.

44. Manage Cards functionality for Citi Debit & Credit cards

- a) Citi Mobile App and, Citibank Online offers manage Cards functionality to customers. Customers can use this functionality post logging through IPIN or biometric authentication.
- b) Quick Lock setup - Customers can enable or disable domestic and international transactions
- c) Daily limits setup – Customers can setup cumulative daily transaction limit for Point of Sale (POS), ATM and Online transactions
- d) Transaction limit Setup – Customers can enable or disable Points of Sale, ATM, Online and Contactless transactions or simply switch the transactions ON or OFF
- e) Any quick lock of transaction limit setup done by the customer will be instant and if switched OFF, any subsequent transaction will be declined until the customer manually updates the switches to ON. Similarly, if the customer switches ON the functionality, the set-up will be instant and any subsequent transactions will be approved (if meets all other criteria's).
- f) Users can also set daily limits on their cards to control daily spends. Update of the limits will be instant and will be applicable every day from 12.00 A.M to 11:59 PM IST.
- g) Primary Card and Add-on card can use the switch on/switch off functionality through respective login, however, for Add-on cards the daily and transaction limit maintenance can be done through Primary card login only.
- h) For NRI – International transactions are not permissible on NRO Debit cards
- i) For Citi Credit/Debit Cards:

Quick lock setup:

1. Impacts all domestic/International transactions done on the card, including but not limited to online shopping, in-store POS at merchant stores, online recharge, bill payments, new loan bookings, reward redemption requests, etc.
2. Not have any impact on bank-initiated transactions including but not limited to card charges, fees, interest and penalties, etc.
3. Not have impact on Utility Bill payments set from Citibank Website or Mobile app (AutoPay, Confirm and Pay, and One-time payments)
4. Not have any impact on pre-authorized/recurring transactions including but not limited to EMI conversion of a purchase transaction, setting up new Standing Instructions (Set from Merchant end), ongoing Standing Instructions set by the customer (Set from Merchant end), etc. All such recurring transactions will be processed regardless of limit or block set.
5. Not have any impact on credit transactions including but not limited to cashbacks, reversals, card bill payments, temporary credits, etc.

Daily limits and Transaction limits:

1. Daily limits can be set for POS, ATM and Online transactions
2. Transaction limits can be set for POS, Online, ATM and Contactless (for credit card) transactions. These can be set across International and Domestic usage separately.
3. NFC/Samsung Pay Transactions will be impacted by limit settings for Contactless transactions. In terms of Daily limits they will be considered under POS limits (applicable for credit card).
4. QR payments will be impacted by limit settings for POS transactions (applicable for credit card)
5. Utility Bill payments and Wallet recharge done from Citibank Website or Mobile app (AutoPay, Confirm and Pay, and One-time payments) will be impacted by limit settings for Online Transactions.
6. Limits setup will have impact on pre-authorized/recurring transactions including but not limited to EMI conversion of a purchase transaction, setting up new Standing Instructions (Set from Merchant end), ongoing Standing Instructions set by the customer (Set from Merchant end), etc. All such recurring transactions will be processed based on the limit set.
7. No impact on credit transactions including but not limited to cashbacks, reversals, card bill payments, temporary credits, etc.

j) Not have an impact on bank fund transfers modules such as NEFT, IMPS and UPI .

These will be processed regardless of limit or block set. Not allow international transactions to exceed the prescribed ceiling of the BTQ (Basic Travel Quota) limit per calendar year

- k) International transactions will be allowed on customer's account only if PAN is updated on the account and customer has provided consent to enable international transactions. If these conditions are not met, international transactions will not be allowed on debit card, even when international block is unlocked.
- l) International transactions are defined as online or in-store (physical) transactions processed at overseas merchants.
- m) Domestic transactions are defined as online or in-store (physical) transactions processed on domestic merchants.
- n) In case of card reissuance/ renewal / replacement / upgrades / fresh issuances, the Quick Lock settings will be set to enable only domestic transactions for In-store (physical) transactions (PoS) and ATM withdrawals. To use the card for Online transactions, the Online transaction limit has to be set up and to use the card for International transactions, it has to be enabled via Citi Mobile App or Citibank Online.

Common points:

- a) In event of downtime (Citi systems) the transactions might go through on the cards because of the Stand-in processing arrangement with cards network like MasterCard/Visa to minimize the customer impact. Customer will be responsible for informing bank on any such transactions reflecting on his/her account. The timelines for reporting is as per the Citi Cardmember Terms and Conditions.
- b) The Quick Lock feature will not have any impact on the existing Citi Cardmember Terms and Conditions.
- c) Citi will not be responsible in any way if the cards are temporarily blocked due to sharing/compromise of account credentials with third parties by customer. Additionally Citi will not be responsible for any transactions approved post unblocking due to sharing/compromise of the account credentials with third parties by customer.
- d) If Customer's credentials are compromised at any time, the Customer must forthwith notify Citibank and furnish a police report and/or any other information or documents as Citibank may reasonably require in this regard. Customer unconditionally agrees to cooperate with Citibank in any investigation and use any fraud prevention or other related measures that is suggested in this regard. Customer acknowledges & accepts full liability of all unauthorized transactions which are effected prior to notifying Citibank as above.
- e) Customer acknowledges and agrees that from time to time, the Quick lock facility may be delayed, interrupted or disrupted for an unknown period of time for reasons beyond control of Citibank.

45. VIDEO KYC TERMS & CONDITIONS FOR CREDIT CARD ACCOUNTS

1. The Card member understands, accepts that the Video KYC facility (“Facility”) is available only for Card members who are present in India during working hours and days (excluding Bank holidays) as determined by Citibank.
2. By opting for this Facility, the Card member consents to provide and allow Citibank and its representatives, officers, agents to record over video call, the Card member’s photograph, PAN and /or Officially Valid Documents and other details provided by the Card member. The Card member authorizes Citibank to collect, store, verify and authenticate any and all information/documents/ details (“Information”) received through this facility.
3. The Card member further undertakes, agrees and confirms that the Information shared by him/her during the video KYC call (including PAN details / Form 60, Aadhaar details, etc.) are accurate, up to date, genuine, true and correct in every manner whatsoever.
4. The Card member agrees and accepts to comply with the RBI KYC guidelines and Citibank internal policy, failing which for any reason whatsoever, the Facility for the specific account request shall be rejected by Citibank without any responsibility and the other alternative modes of providing KYC as per applicable laws and regulations and as specified by Citibank will have to be adhered to by the customer. The request for Facility can also be rejected by the Bank due to (i) documents matching criteria is not fulfilled or (ii) Bank official is unable to capture screenshot of Card member’s photo or any document or (iii) or any other reason at the sole discretion of Citibank.
5. Further, Citibank at its sole discretion retains the right to close the card account, forthwith, if any suspicious activity/forgery is noted by the Citibank officials during the video KYC process.
6. The Card member understands, accepts that the Facility is subject to the availability of Citibank representatives/officers/agents to conduct such Video KYC, and technical specifications as required under the RBI guidelines. Citibank shall not be responsible if there is any delay, error in transmission or interruption in internet/network or connectivity at any stage of the Facility due to which video KYC process could not be completed.
7. By submitting my Aadhaar number to Citibank during Video KYC, Card member confirms and authorizes Citibank to authenticate his/her Aadhaar number with UIDAI using Aadhaar OTP validation. Information received from UIDAI will be collected, stored and used by Citibank for the purpose of establishing Card member’s identity, towards submission of KYC/proof of address documents, CKYC reporting and sharing the same with agencies as may be mandated under the regulations from time to time.

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Card member to note that (i) he/she is providing the same as an officially valid document voluntarily in accordance with extant rules and regulations; and (ii) he/she authorizes Citibank to redact/blacken out the first 8 digits of the Aadhaar number as received from UIDAI on his/her behalf for the purpose of CKYCR reporting. Card member confirms that his/her current address might be different from the address received from Aadhaar and hence Citibank will retain residence address as mentioned in the application form or over the call. Card member also confirms that his/her Name can be retained as per information received from UIDAI post Aadhaar OTP validation for Video KYC.