

Do Not Disturb facility

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Dear Customer,

Increasingly, all of us receive multiple marketing and sales offers through multiple channels - our telephones (both mobile and landline), our e-mail addresses and the regular post and courier services.

While many customers welcome and value these as information that enables them to get more financial value from their accounts, some may prefer not to receive such communication at all.

At Citibank N.A, India, we are committed to protecting your privacy. You have the right to opt out of receiving all marketing communication through any channel. **Give us details of your relationship with Citibank as given in the coupon or Call 24 - hour CitiPhone in your city and we will:**

- 1. Flag your account with a "Do Not Disturb" sign.**
- 2. Remove your name from the lists generated of customers eligible for mail and telephone offers.**

You will continue to receive your account statements and other important advices and information relating to transactions on your account.

Please remember however that your name could appear on other non-Citibank databases (such as your mobile operator's database or your club base), who may not have similar stringent processes that we enforce. They do not have access to our database to scan and remove your name from the lists they obtain on a regular basis from other sources and you could receive calls from external agents. You will have to check the privacy procedures of the other organisations who provides services to you and ensure that you are flagged on their systems as well.

Hope this explains our commitment to your privacy, and assuring you of my personal interest in hearing of any issues or areas of concern that you may have in this important realm of privacy protection.



