

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.



Citibank Investment Services Account - Most Important Terms and Conditions (MITC)

1. The Bank distributes third party Investment Products and refers other Financial Products (“Referral Products”) to its Customers. All transactions undertaken by the Bank will be at the express instructions of the Customer and strictly on a non-discretionary and on a non-risk participation basis.
2. All investment holdings will be maintained in the Customer's Investment Services Account (“the Account”), and will be linked to the Customer's Current / Savings Account (“Bank Account”) held with the Bank. The amount reflecting in the account is not a deposit with the Bank and is not insured by the Bank. The same is not endorsed or guaranteed and does not constitute obligations of Citibank, N.A., Citigroup Inc. or any of their subsidiaries, associates or affiliated companies. Investment Products purchased are subject to investment risks, including the possible loss of principal amount invested. Past results are not a guarantee of future performance; yield or performance fluctuates and may not be a reflection of past results.
3. The Bank shall on a best effort basis endeavor to execute investment transactions. All instructions shall only be processed provided there is sufficient balance in the Bank Account to cover the purchase price and to cover all other costs, fees and charges which are payable in connection with such transactions and subject to complete/accurate documentation being provided by the Customer.
4. In the absence of any gross negligence, bad faith or willful misconduct attributable to the Bank, as long as the Bank acts in compliance with such authorisation/instruction, the Bank shall held free and harmless from and against any and all responsibility for, any and all costs, claims, losses or liabilities of any nature (direct or indirect) resulting from any act of omission (or any delay) in response to instructions to the Bank to transfer funds or purchase, sell or otherwise dispose of units/securities, together with any and all attendant costs and expenses including the Bank(s) reasonable legal fees and expenses, collectively referred to as “losses”.
5. All terms and conditions so applicable to the Bank Account shall also apply to this Account. The Account is only a reflection of third party holdings which is periodically updated on the basis of information received from the third party product provider(s). Accordingly, the Bank shall not be responsible for ensuring accuracy of the holdings reflected in this Account. The Customer may consult the product provider for any further details.
5. The Account shall be classified as a 'Recommended' Account. Within a Recommended Account, the Bank may recommend products to the Customer however the final investment decision rests with the Customer.
6. The Customer will be required to complete his/her Risk Profile assessment for all Investment Products including Referral Products and shall be required to confirm his/her Product Category Knowledge (PCK) for Investment Products excluding Referral Products on a periodic basis. For Referral Products, the Customer is required to confirm that he/ she has requisite PCK prior to investing in the same.
8. With respect to Referral Products, the Bank shall not be responsible for any reason whatsoever and the Customer shall directly engage with the third party issuer(s) in this regard.



9. Citibank shall be entitled to receive a transaction related fee from the Customer. The Citibank Investments Transaction Fee Grid details the transaction fees applicable from time to time.

The Bank may also earn fees/commissions from the product provider which is not linked to the product's performance.

10. All transactions so proposed to be concluded by the Customer are subject to the local regulatory norms and/or the Bank's internal policy requirements. The Bank shall be within its rights to refuse/reject any transactions which do not conform to the same.

11. It is the duty of the Customer to acknowledge all relevant disclosures and ensure to have fully read and understood the detailed terms and conditions of relevant offer documents prior to investing.

12. Customers can transact directly with the AMCs. The Bank shall thus not be responsible for execution/rejection of such transactions, updating the Account with these transactions or for any mismatch in respect of such holdings.

13. Investment transactions are not allowed for Residents of Canada and US Person(s). For all accounts held by Non Residents/ Non Resident Indian (s)/ Person of Indian Origin, the Bank reserves the right to block transactions through the Citibank Online Platform (CBOL) in order to ensure compliance with applicable laws of the Customers' country of residence. The Customer at all times should keep the Bank informed for any change in his/her Country of Residence as updated in the Bank record. The Customer is responsible to keep himself/herself updated of any local legal and/or regulatory requirements with regards to conducting investment transactions as applicable to his/her Country of Residence. Accordingly, the customer may contact any of the Bank's branches in India to place request for purchase of investment products. Further, execution of such transactions will be governed by rules and regulations applicable to the Customer's Country of Residence.

14. In case the Bank Account is closed for any reason whatsoever, the Account shall also be terminated forthwith and the Bank shall transfer all such transactions to the AMC as Direct.

15. The Bank may share information relating to the Account with the companies/entities/subsidiaries/affiliates of the Bank or under Citigroup/their agents' Banks/Financial Institutions/Statutory Bodies as may be required and the Customer shall undertake not to hold Citibank, N.A. and/or companies/entities/subsidiaries/affiliates under Citigroup and/or their agents liable or responsible for use of the aforesaid information.