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Frequently Asked Questions (FAQs)

1. What is Net Relationship Value and how is it calculated?

Net Relationship Value (NRV) is an aggregate of the average value of certain relationships you hold with us, calculated on a monthly basis. It not only considers the savings balance in your account but also includes your fixed deposits (FD's), investments & insurance policies taken through Citibank.

For example, if you have subscribed to investments worth ₹1.5 lakhs through your Citibank account and have ₹50,000 in an FD, then your NRV is ₹2 lakhs, even if the balance in the savings account is nil.

Below is a working example of how the NRV is calculated:

Holdings	INR	Description
a) Current/Savings account	10,00,000	Average for the month, calculated based on total of daily end of day balance/total number of days
b) Fixed Deposit	30,00,000	Daily end of day balances of principal amount/total number of days
c) Mutual Funds	35,00,000	Daily end of day balances/total number of days
d) Insurance Premium	50,000	Sum of total Insurance paid
Average Monthly Relationship Value	75,50,000	a + b + c + d

*Towards active individual life insurance policies with the account holder as proposer

2. Are there any charges currently levied on my account in case the NRV falls below this threshold?

The NRV non-maintenance charges are 1% of the NRV shortfall or ₹600 (domestic) and ₹400 (non-resident), which ever is lower. They are applicable only if you are not able to maintain the NRV by the end of the next month. The shortfall will be calculated on the higher NRV maintained across the two consecutive months.

Below is a table showing charge calculation:

Example: Account type = Domestic; Min. NRV requirement = ₹1 lakh

	Month 1	Month 2	Month 3	Month 4	Month 5
NRV maintained	80,000	70,000	110,000	30,000	20,000
NRV used for charge calculation (Higher of the current and previous month)	-	80,000	110,000	110,000	30,000
Charges - 1% of the NRV shortfall or ₹600, whichever is lower	-	200	Nil	Nil	600

Please note that the above examples are for explanation purposes only.

Key features to note :

- Pro-rata charges, calculated only on the shortfall instead of a flat fee
- No charges if you maintain NRV within one month of notice

3. How will I get to know in case my account's NRV has fallen short of threshold?

You will receive intimation via SMS and Email when your account's NRV falls below the threshold and when the charge is levied on your account.

4. When will the charge be deducted from my account?

If your NRV falls below the threshold, you will get a one month period to maintain it up to the threshold, failing which, non-maintenance charges will be deducted at the end of second month.

For example, if your NRV in April falls below the threshold, charges will be deducted at the end of May. However, if your NRV in May is above threshold, no charges will be deducted.

5. How can I check the minimum NRV requirement to be maintained in my account?

The minimum monthly NRV threshold varies basis the type of account you hold with us. To know this limit, please see the Schedule of Charges applicable for your account.

6. How can I build up my NRV to meet the minimum requirement?

There are many convenient ways to build up your NRV, which Citibank provides:

- Increasing the savings account balance
- Booking a new fixed deposit
- Bringing in funds for investing in mutual funds
- Purchasing a fresh insurance policy

7. How will I get to know what is the NRV of my account?

You can check your average monthly NRV on the monthly account statement.