

i. Basic details of the SB/DP such as registration number, registered address of Head Office and branches, if any.

Office Address:

CITIBANK N A Securities Services Operations
 First International Financial Centre (FIFC)
 09th Floor, Plot No. C54 – 55 G Block
 Bandra Kurla Complex Bandra (East), Mumbai: 400098

SEBI Registration No.: IN-DP-42-2015

ii. Names and contact details such as email ids etc. of all key managerial personnel (KMPs) including compliance officer.

Management Designation	Employee Name	Email ID
Business Head, Securities Services, India	Leena Aich	leena.aich@citi.com
Securities Services India, Head - Product Management	Prasanna Jha	prasanna.jha@citi.com
Securities Services Operations, Head – South Asia	Rupal Thakkar	rupal.thakkar@citi.com
Securities Services Operations India , Head –Core Custody Operations	Nagesh Kini Anand Diwan	nagesh.jaywant.kini@citi.com anand.diwan@citi.com
Securities Services Operations, Head - Governance, Risk & Control & Regulatory Management.	Akshay Apte	akshay.sudhir.apte@citi.com
Compliance Officer	Amit Jain	amit7.jain@citi.com

iii. Step-by-step procedures for opening a demat account, filing a complaint on a designated email id, and finding out the status of the complaint, etc.

Demat Account Opening Steps:

- a) Submission of Account Opening forms – Client would need to submit duly executed and signed account opening and other relevant forms including supporting documents, for opening a depository account.
- b) Submit the necessary KYC documents – Client needs to submit necessary KYC documents including proof of Identification and proof of address.
- c) Verification of all submitted documents – Depository Participant will review the documents so submitted and will connect with client for any clarification or any additional information required
- d) Opening of account – On completion of the review and verification of the documents and information so submitted, the account will be opened, and an intimation is sent to the client.

Steps for filing a complaint & status check:

- a) For Complaints/grievances related to **Demat Services (Including Custody Services)** please write an email to: ss.custodygrievances@citi.com or personnel mentioned under Investor Grievances escalation matrix.
- b) In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx/> CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.sebi.gov.in>
- c) Investor to check status of complaints by writing to the DP, where complaint is sent to the DP or by direct logging to NSDL / CDSL or SCORES website, where complaint is lodged.

iv. Details of Authorized Persons :

Management Designation	Employee Name	Email ID
Business Head, Securities Services, India	Leena Aich	leena.aich@citi.com
Securities Services India, Head - Product Management	Prasanna Jha	prasanna.jha@citi.com
Securities Services Operations, Head – South Asia	Rupal Thakkar	rupal.thakkar@citi.com
Securities Services Operations India , Head –Core Custody Operations	Nagesh Kini Anand Diwan	nagesh.jaywant.kini@citi.com anand.diwan@citi.com
Securities Services Operations, Head - Governance, Risk & Control & Regulatory Management.	Akshay Apte	akshay.sudhir.apte@citi.com
Compliance Officer	Amit Jain	amit7.jain@citi.com