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to India.

India at your
doorstep.

Account opening and Deposit Application Form
Information booklet

Citibank Non-Resident Indian Account and Deposits Important Information*

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STEP 1. COMPLETE all fields in the application form:

- a. Please use BLOCK letters and countersign any corrections/over-writing
- b. All Sections except Section 3 and 4 are mandatory
- c. Attach one passport size photograph for each applicant

STEP 2. ATTACH photocopies of relevant documents - Copy of Passport and one proof of Residential Address for each applicant

- a. PASSPORT COPY (FOR EACH APPLICANT) - Photocopy of the Passport with pages containing photograph, personal details and valid Visa/Green Card/Work Permit.
- b. RESIDENTIAL ADDRESS PROOF* (FOR EACH APPLICANT) - for example:
 1. Local Driver's License
 2. National Identity Card
 3. Utility Billing address (Previous Billing Cycle) must match the address given on the form
 4. Bank Statement not more than 1 month old and address must match the address given on the form

In case you do not hold an Indian Passport, please provide a copy of ANY ONE of the following documents:

1. Person of Indian Origin Card/Overseas Citizen of India Card of yourself OR your spouse OR your parent OR grandparent
2. Copy of Indian Passport held at any time by yourself/your spouse/spouse's parent/grandparent/your parent/grandparent
3. Any document (like Passport/birth certificate) indicating place of birth as India of yourself/your spouse/spouse's parent/grandparent/your parent/grandparent

*For a detailed list of applicable documents, please check with your Relationship Manager or call our toll-free numbers to confirm.

STEP 3. ENCLOSE a Check favoring 'Citibank, N.A., India Account - Your first name and complete last name'**STEP 4. SUBMIT THE APPLICATION FORM**

- a. To a Citibank NRI Relationship Manager in person. Please ensure that you carry the originals of the documents for verification and please sign the form in the presence of the Relationship Manager.
- b. Mail the application form directly to the nearest NRI Business Center after completing identity verification through an approved body. A copy of these attested documents duly stamped and dated on all pages should be submitted with the application form:
 1. All Destinations: You may get the copy of your identity documents certified by the Indian embassy/consulate in your country of residence
 2. U.S. Residents: You may get the copy of your identity documents certified by a Public Notary in the U.S.
 3. UK Residents: You may get the copy of your identity documents certified by Public Notaries, Lawyers or Bankers with appropriate stamps and signature
 4. Australia Residents: You may get the copy of your identity documents certified by Australian Post
 5. German Residents: You may get the copy of your identity documents certified by Deutsche Post

Please make sure you carry a copy of your original documents and a set of copies for attestation at the above bodies.

- c. U.S., Canada & UK Residents may send the completed application form and copy of documents to the NRI Service Center without certification as Citibank will carry out identity verification from government/local authorities/credit bureaus/agencies, etc.

Additional Requirements for Special Cases

- a. **For Singapore Residents only:**
 1. Along with Passport, please attach a copy of NRIC/Employment Pass/Dependent Pass/Work Permit
 2. Rupee Checking Account check clearing letter as provided by the Citibank representative
- b. **For Australian Residents only:**
 1. Existing Account Number with Citibank Pty Ltd Australia
 2. Rupee Checking Account Check clearing letter as provided by the Citibank representative
- c. **For Canadian Residents only:** If you are submitting an Indian Passport, please attach a copy of your Permanent Resident Card
- d. **For U.A.E Residents only:** P.O. Box address may be provided, as long as the alternate address mentioned on the form is the street address in U.A.E. Documentary proof may be provided for either address
- e. **For Kuwait/Qatar Residents only:** P.O. Box address may be provided, as long as the alternate address mentioned on the form is the street address in Kuwait/Qatar. Documentary proof may be provided for either
- f. **For Bahrain Residents only:** P.O. Box address may be provided, as long as the alternate address mentioned on the form is the street address in Bahrain and documentary proof for the street address is provided.
- g. **For Minor Accounts:** The second applicant must be a guardian and identity documents and photographs are required for each applicant

For more information regarding the Citibank Rupee Checking Account, visit www.citinri.com

1. TYPE OF ACCOUNT

You can select your account depending on whether your savings are from earnings in India or overseas:

TYPE OF ACCOUNT	SOURCE OF FUNDS	REPATRIABILITY	INDIAN INCOME TAX
NRE	Foreign currency or from NRE/FCNR deposits held with another bank in India	Repatriable	Interest exempt from Indian Income Tax
NRO	Foreign currency/NRE/FCNR deposits. Can also be funded from sources of income in India	Repatriable subject to FEMA guidelines	Interest income subject to Tax Deductible at Source (TDS) in India

2. CHARGES/FEEES ON THE ACCOUNT

A. Service Charges: For details of service charges applicable on your account kindly refer to insert IV

B. Conversion Commission: Any conversion from one currency to another, both incoming & outgoing, will be charged a flat charge of Rs 50 (plus service tax*). In addition, any conversion from one currency to another shall be at the rate of conversion (including Citibank's commission) as applicable & the same shall be determined by the bank as on the transaction date.

3. INTEREST RATES:

A. Savings Account: Interest on the Savings Account will be calculated as per the extant rules and rates stipulated by the RBI; and subject to change in accordance with RBI directives. Effective 1st April 2010, savings account interest will be calculated on the daily balances maintained in the account, at a rate of interest specified by RBI (existing rate is 3.5% p.a.).

The savings account interest will be credited into the account at half yearly intervals in September and March of each year. In the event of the account being closed before interest application, the interest accrued will be credited at the time of closure of the account

Illustrative Examples for Interest on Savings Account:

i) On Rs. 10,000 balance (1st March - 31st March); Interest for the month = $3.5/100 \times 31/365 \times 10000 = \text{Rs. } 29.73$

ii) On Rs. 10,000 balance (1st March - 20th March and Rs 15,000 balance (21st March - 31st March); Interest for the month = $(3.5/100 \times 20/365 \times 10000) + (3.5/100 \times 11/365 \times 15000) = (\text{Rs. } 19.18 + \text{Rs. } 15.82) \text{ Rs. } 35.00$

B. Current Account: As per RBI regulations, no interest is offered on Rupee Current Account

4. CHANGE OF ADDRESS: In case you need to change the mailing address of your account, please send a written request along with documentary proof for such address to the nearest NRI Service Center. For further details you may also visit www.citinri.com

5. DESIGNATE A FAMILY MEMBER TO OPERATE YOUR ACCOUNT IN INDIA: You will receive the Mandatee application form in your Rupee Checking Account Welcome Pack or you can download it from www.citinri.com. Please fill the form, sign and send it to your Mandatee in India for signing. Your Mandatee should hand it over to the nearest Citibank Branch in India.

6. INOPERATIVE ACCOUNT CLOSURE:

Your Rupee Checking Account will be deemed inoperative by the Bank if:

A. Your account is opened with no initial credit & there are no further credits for six months from date of account opening

B. Your account is maintained with a Current Balance of Rs 0 (zero) with no transactions for 12 continuous months

In either of the above conditions, your account will be closed by the bank after giving notice, provided there is no active overdraft account or Linked DMF Account.

7. DORMANT ACCOUNTS

As per RBI regulations, the Bank shall be entitled to flag any account as "Dormant" if the said Account has not had a customer initiated transaction (debit or credit) for a consecutive period of 2 (two) years. The Customer shall be allowed to carry out further transactions only through a Citibank Branch in India or at an NRI Service Center overseas in these "Dormant" Accounts. The Bank shall not allow internet banking and ATM transactions on "Dormant" Accounts to such Customers.

*Service tax, as notified by the Government of India, is applicable on all fees, interest and other charges and is subject to change, as per relevant regulations of the Government of India. This will be charged to customer's account and will be payable to the Government of India.

	India-Based Deposits		
Key Features	FCNR Deposit	NRE Term Deposit	NRO Term Deposit
Available currencies	British Pound, Euro, Japanese Yen, Australian Dollar, Canadian Dollar and United States Dollar	Indian Rupee	Indian Rupee
Minimum investment to start a relationship	US\$ 2,000 or equivalent	INR 80,000	INR 80,000
Investment term	From 1 to 5 Years	From 1 to 5 Years	From 7 days to 5 years
Interest rate	Fixed	Fixed. Choose simple or compound interest	Fixed. Choose simple or compound interest
Payment of interest	Accrues monthly and paid on maturity. Interest is compounded every 180 days. For one year deposits, the interest is paid out on a Simple Interest Basis	Accrues monthly. Compound interest is compounded every 90 days and paid on maturity. Simple interest paid quarterly	Accrues monthly. Compound interest is compounded every 90 days and paid on maturity. Simple interest paid quarterly
Reinvestment	Automatic unless instructed otherwise	Automatic unless instructed otherwise	Automatic unless instructed otherwise
Repatriation	All principal and interest	All principal and interest	Limited repatriability in accordance with the Reserve Bank of India guidelines
Joint Holding	Only with Non-Resident Indians	Only with Non-Resident Indians	With Resident Indians or Non-Resident Indians
Source of funds	From outside India. From within India - only from an FCNR/NRE style account	From outside India. From within India - only from an FCNR/NRE style account.	From outside India. From within India: • From FCNR/NRE or NRO account • From Indian income sources
Taxability in India	Interest earned is fully exempt from Income Tax in India*	Interest earned is fully exempt from Income Tax in India*	Interest is taxed in accordance with the Indian Income Tax Law*

*The information contained herein is not intended to offer any form of advice on taxation or otherwise, nor should it be construed as such. Before placing any deposits with Citibank, N.A., you are requested to consult an independent tax consultant on the applicability of Income tax laws of India or those of any other country/state or jurisdiction to your case, and on their impact on the benefits that may/may not be realized by you.

Charges/Fees on the account

A. Foreign Exchange Transactions

Remittance Inward - No Service charges

Remittance Outward - USD 30 per TT

B. Foreign Currency Conversion Charges

Any conversion from one currency to another, both incoming and outgoing will be charged a flat charge of Rs 50 (plus service tax*). In addition any conversion from one currency to another shall be at the rate of conversion as applicable & determined by the bank as on the transaction date.

Pre-termination:

- Minimum Tenure for FCNR & NRE Deposits is 1 year. In case an FCNR or an NRE Deposit is withdrawn within 1 year, no interest will be payable on the withdrawn amount
- Minimum Tenure for NRO Deposits is 7 days

On premature withdrawal, the original deposit will be treated as two deposits; one equal to the withdrawn amount, and the other equal to the amount remaining in the deposit. The interest rate applicable on the withdrawn amount shall be either the original interest rate or the interest rate corresponding to the period for which the withdrawn amount has been maintained, whichever is lower, less penal rate of 1%. The interest rate applicable on the amount surviving in the deposit shall be the interest rate corresponding to the original period and the surviving amount

*Service tax, as notified by the Government of India, is applicable on all fees, interest and other charges and is subject to change, as per relevant regulations of the Government of India. This will be charged to customer's account and will be payable to the Government of India.

Schedule of Charges for Non-Resident Indians		
TYPE OF ACCOUNTS	RUPEE CHECKING ACCOUNT	PREFERRED RUPEE CHECKING ACCOUNT
Average Monthly Relationship Balance (RB) from Qualifying Products**	RB < INR 200,000	RB >= INR 200,000
Average Minimum Balance Required - Calculated as the average of the month, calculated based on total of daily end of day balance/total no. of days	Savings Account - INR 40,000	Not applicable
	Current Account - INR 10,000	Not applicable
Charges for non-maintenance there of ¹	INR 400 per month	No Charges
Fee-Based Services		
ITEM	RUPEE CHECKING ACCOUNT	PREFERRED RUPEE CHECKING ACCOUNT
1. Cards		
ATM/Debit Card for Account holders		
Membership fee	No Charges for account holders	
ATM withdrawal	No Charges	No Charges
Cirrus	No Charges	No Charges
Cashnet	No Charges	No Charges
Reissue of ATM/Debit Card	Rs. 100	No Charges
Renewal charges	No Charges	No Charges
Late payment charges	No Charges	No Charges
Interest charges	No Charges	No Charges
Replacement charges	No Charges	No Charges
Transaction charge for partner banks	No Charges	No Charges
International ATM usage	No Charges	No Charges
First 4 transactions in non Citibank ATM	No Charges	No Charges
<p>For mandates we provide the option of getting a free Vanilla ATM/Debit Card or a co-branded card from the following. No charge for Vanilla ATM/Debit Card.</p>		
For co-branded card the annual fee structure is below		
Citibank Indian Oil ATM/Debit Card	Rs. 600 p.a.	Rs. 600 p.a.
Citibank Grocery ATM/Debit Card	Rs. 500 p.a.	Rs. 500 p.a.
Shoppers Stop Citibank ATM/Debit Card	Rs. 500 p.a.	Rs. 500 p.a.

2. Drafts/Remittances through own/through other banks		
DD - Issue (payable at Citi locations)		
Online	No Charges	No Charges
CitiPhone	No Charges	No Charges
Branch	Rs. 2.5 per 1,000	No Charges
DD - Issue (payable at non-Citi locations)		
Online	No Charges	No Charges
CitiPhone	No Charges	No Charges
Branch	Rs. 3 per 1,000	No Charges
DD Cancellation	Rs. 100	No Charges
DD Foreign Currency Issue	No Charges	No Charges
DD Duplicate	No Charges	No Charges
DD Revalidation	No Charges	No Charges
PO Issue	No Charges	No Charges
PO Cancellation	No Charges	No Charges
PO Duplicate	No Charges	No Charges
PO Revalidation	No Charges	No Charges
TT Foreign Currency Issue	No Charges	No Charges
TT Cancellation	No Charges	No Charges
TT Duplicate	No Charges	No Charges
TT Revalidation	No Charges	No Charges
3. Electronic Fund Transfer (Outward)		
Inward	No Charges	No Charges
Outward	No Charges	No Charges
4. RTGS (Outward)		
Inward	No Charges	No Charges
Outward	No Charges	No Charges
5. Cheque Collection		
Local	No Charges	No Charges
Outstation through own bank	No Charges	No Charges
Outstation through another bank	No Charges	No Charges
Bouncing of cheques - local	No Charges	No Charges
Bouncing of cheques - outstation through own bank	No Charges	No Charges
Bouncing of cheques - outstation through another bank	No Charges	No Charges

SCHEDULE OF CHARGES

6. Cheque Book Request		
Online	No Charges	No Charges
CitiPhone	Rs. 100	No Charges
Branch	Rs. 100	No Charges
7. Issue of duplicate statement		
Online	No Charges	No Charges
CitiPhone	Rs. 50	No Charges
Branch	Rs. 100	No Charges
8. Issue of loose cheque leaves	Not available	Not available
9. Issue of duplicate passbook	No Charges	No Charges
10. ECS return charges	No Charges	No Charges
11. Foreign exchange transactions		
Remittance Inward	No Service Charges ³	No Service Charges ³
Remittance Outward	No Service Charges ³	No Service Charges ³
TCs Selling	No Service Charges ³	No Service Charges ³
TCs Encashing	No Service Charges ³	No Service Charges ³
Foreign currency cheque collection	No Charges	No Charges
Foreign currency cheque return & draft collection	No Charges	No Charges
TCs Foreign currency	No Service Charges ³	No Service Charges ³
12. Foreign Currency Conversion Charges		
³ Any conversion from one currency to another, both incoming and outgoing will be charged a flat charge of Rs. 50/ (plus service tax [*]). In addition any conversion from one currency to another shall be at the rate of conversion as applicable & determined by the bank as on the transaction date.		
13. Stop Payment Charges		
Online	No Charges	No Charges
CitiPhone	No Charges	No Charges
Branch	No Charges	No Charges
Inoperative Account	No Charges	No Charges
14. Miscellaneous		
Balance Enquiry	No Charges	No Charges
Balance Certificate	No Charges	No Charges
Interest Certificate	No Charges	No Charges
Account Closure	No Charges	No Charges
Photo Attestation	No Charges	No Charges
Signature Attestation	No Charges	No Charges

*Service tax, as notified by the Government of India, is applicable on all fees, interest and other charges and is subject to change, as per relevant regulations of the Government of India. This will be charged to customer's account and will be payable to the Government of India.		
**Example of Average Monthly Net Relationship Balance from Qualifying Products:		
Qualifying Products	Average Monthly Relationship Balance	Description
a) Savings/Current Account Balances ²	Rs. 25,000	Average daily balance of the calendar month, calculated based on the total of daily end of day balance divided by the total number of days in the month
b) Domestic Mutual Fund [#]	Rs. 50,000	Average daily balance of the calendar month, calculated based on the total of daily end of day balance divided by the total number of days in the month
c) Demat Holdings [#]	Rs. 100,000	The market rate is variable and is taken as the value at the time of computation of RB for the month. The computation is done on a date determined by the bank within three days before last working day of the month
d) Insurance Premium [#]	Rs. 10,000	Sum of Total Premium paid till date towards Life Insurance policies
e) Home Loan	Rs. 500,000	Outstanding principal amount
Monthly Net Relationship Value	Rs. 610,000	a+b+25%*c+d+e
[#] Not applicable for US customers ² Balances held in India Deposits (FCNR(B), NRE, NRO) are not included while calculating Relationship Balance from Qualifying Products		
INDIA DEPOSITS		
1. Pre - Termination Penalty		
<ul style="list-style-type: none"> Minimum Tenure for FCNR & NRE Deposits is 1 year. In case an FCNR or an NRE Deposit is withdrawn within 1 year, no interest will be payable on the withdrawn amount. Minimum Tenure for NRO Deposits is 7days. On premature withdrawal, the original deposit will be treated as two deposits one equal to the withdrawn amount and the other equal to the amount remaining in the deposit. The interest rate applicable on the withdrawn amount shall be either the original interest rate or the interest rate corresponding to the period for which the withdrawn amount has been maintained, whichever is lower, less penal rate of 1%. The interest rate applicable on the amount surviving in the deposit shall be the interest rate corresponding to the original period and the surviving amount. 		
2. Foreign Exchange Transaction		
Remittance Inward	No Service charges ⁴	
Remittance Outward	USD 30 per TT	
TCs Selling	No Service charges ⁴	
TCs Encashing	No Service charges ⁴	
TCs Foreign Currency	No Service charges ⁴	
3. Foreign Currency Conversion Charges		
⁴ Any conversion from one currency to another, both incoming and outgoing will be charged a flat charge of Rs. 50/- (plus service tax [*]). In addition any conversion from one currency to another shall be at the rate of conversion as applicable & determined by the bank as on the transaction date.		
!ALL ACCOUNTS OFFERED UNDER SPECIAL PROMOTIONAL OFFERS FROM TIME TO TIME CONTINUE TO ENJOY THOSE PRIVILEGES AS COMMUNICATED EARLIER.		

Q1. What is Average Monthly Relationship Balance (RB) from Qualifying Products?

Ans. RB can be defined as the Relationship Balance from Qualifying Products of your Savings/Current Account and all products linked to the same like Domestic Mutual Funds, India Insurance premium, etc.

Q2. How do I calculate my Average Monthly Relationship Balance from Qualifying Products?

Ans. Please find below an illustration describing the calculation of RB. Please feel free to call CitiPhone to know the exact RB of your account. Average Monthly Relationship Balance is calculated on a monthly basis by the bank on any day between the 25th and the last working day of the calendar month. This date may vary depending on factors internal to the systems of the bank

	Qualifying Products	Average Monthly Relationship Balance	Description
a	Savings/Current Account balances ²	Rs. 25,000	Average daily balance of the calendar month, calculated based on the total of daily end of day balance divided by the total number of days in the month
b	Domestic Mutual Fund [#]	Rs. 50,000	Average daily balance of the calendar month, calculated based on the total of daily end of day balance divided by the total number of days in the month
c	Demat Balance [#]	Rs. 100,000	The market rate is variable and is taken as the value at the time of computation of RB for the month. The computation is done on a date determined by the bank within three days before last working day of the month
d	Insurance Premium [#]	Rs. 10,000	Sum of Total Premium paid till date towards Life Insurance policies
e	Home Loan	Rs. 500,000	Outstanding principal amount at the end of the month
	Monthly Relationship Balance from Qualifying Products	Rs. 610,000	$a + b + 25\% * c + d + e$

[#]Not applicable for US customers

²Balances held in India Deposits (FCNR(B), NRE, NRO) are not included while calculating Cumulative Relationship Balance from Qualifying Products

Q3. Will accounts with different RB be charged differently?

Ans. YES. The Schedule of Charges varies for different categories of account. Please refer to the attached Schedule of Charges for details of the same.

Q4. How can I upgrade my account to a Preferred Account?

Ans. To upgrade your account to Preferred, you need to maintain an Average Monthly Relationship Balance from Qualifying Products of INR 200,000 or above for a calendar month. Accounts meeting this criteria are designated as 'Preferred' through an automated upgrade process which takes place on a monthly basis.

Q5. When do I start enjoying the privileges of a Preferred Account?

Ans. Accounts are upgraded at the beginning of every month. In case your account is upgraded in a month you will start enjoying privilege of a Preferred Account in the same month.

Q6. So how long does my status of account remain Preferred?

Ans. The status will remain Preferred as long as the RB of the account is \geq INR 200,000.

Accounts where the RB has been less than INR 200,000 for 6 consecutive months will be re-designated as a Rupee Checking Account.

When a person resident in India leaves India for a country (other than Nepal or Bhutan) for taking up employment or for carrying on business or vocation outside India or for any other purpose indicating his intention to stay outside India for an uncertain period, his existing account should be designated as a Non-Resident (Ordinary) Account

On account of this re-designation there would be some or all of the following changes to the linked product (as applicable) to your Suvidha/Domestic Account

Description of Linked Account/Relationship	Impact
Account Number & Branch	No Change
Rate of Interest (for Savings Accounts only)	No Change
Tax Deducted at Source on Interest Earned	Interest earned on the balances in the Non-Resident Ordinary Account is subject to Tax Deducted at Source in accordance with the India Income Tax Law ¹
Money Multiplier Account	The account will be closed and balances if any credited to your Suvidha/Domestic Account
Time Deposits	The account will be closed and balances if any credited to your Suvidha/Domestic Account
Employee Re-imburement Account	The account will be closed and balances if any credited to your Suvidha/Domestic Account
Brokerage Accounts/Equity Advance Account	The account will be closed
Business Travel Quota (BTQ) Facility	BTQ Facility will be blocked
ATM Cards	Existing ATM/Debit Card will be de-activated and a new NRO ATM/Debit Card will be issued
PINs	New Internet and ATM PINs will be issued
	International ATM withdrawals will not be possible from this Card
Master/Visa Credit Card/World Money Card	The Card will be closed post clearance of all dues and penalties in case of pre-closure of loan taken on the Card. Wherever required, the balances in your existing domestic account will be used to settle the dues and penalties
Linked Mandatee	Linked Mandatee on the Suvidha/Domestic Account will be closed
Domestic Mutual Fund Account	Linked Domestic Mutual Fund (DMF) will be converted/closed/blocked a. In case of conversion a communication will be sent to the respective Asset Management Companies to change the status in their records from Domestic to NRO. b. For U.S. Customers - Existing DMF a/c will be CLOSED. In case there are existing investments in the DMF they will need to be liquidated. Else the account will be BLOCKED. c. For customers based in Canada or Australia Subscriptions/Transactions on CBOL (Citibank Online) will be blocked.
Standing Instructions/Home Loan Payments	No impact - will be retained. Standing Instructions linked to your Credit Card will be closed at the time of closure of the Card
Check Book/Post Dated Checks/Checks Issued	A new check book will be issued. However existing check book will continue to be valid
Demat Account	In case you have an existing Demat Account you will need to complete an "Annexure Q" to close the same. Should you require a copy of this form kindly please contact your Relationship Manager or e-mail us at indiaservice@citi.com

¹The information contained herein is not intended to offer any form of advice on taxation or otherwise, nor should it be construed as such. Before placing any deposits with Citibank, N.A., you are requested to consult an independent tax consultant on the applicability of Income tax laws of India or those of any other country/state or jurisdiction to your case, and on their impact on the benefits that may/may not be realized by you.

Citibank Rupee Checking & Deposit Account Terms and Conditions

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The Rupee Checking Account and/or the Deposit Account (either of the Rupee Checking Account and/or the Deposit Account referred to as the context may require, hereinafter for ease of reference be generically referred to as an "Account") is an account held with Citibank, N.A., India and the interest accrued on credit balances therein shall be at such rate as determined, from time to time, by Citibank, N.A., India in accordance with applicable Indian law. All Rupee Deposits, Rupee Checking Accounts and FCNR Deposits are with, and payable solely at and by, the specific branch of Citibank, N.A., India, where such deposit/account is held, and may be allowed to be repatriated in accordance with the guidelines issued by the Reserve Bank of India rules, and in accordance with and subject to the laws of India, including any governmental actions, orders, decrees and regulations. Neither Citibank, N.A., India nor any other branch or office of Citibank, N.A. will be liable for loss due to failure to repay any deposit due to any act beyond the control of Citibank, N.A., India, including any act of the State, political disputes, civil commotion, war, expropriation or unrest or any other cause beyond the reasonable control of the paying branch of Citibank, N.A., India.

Accounts/Deposits at Citibank, N.A. (India branches) are not insured by the FDIC or any other U.S. government agency or any insurance corporation outside India.

Any conversion from one currency to another shall be at the rate of conversion as applicable and determined by Citibank, N.A., India as on the transaction date. Citibank, N.A., India's conversion rate for both incoming and outgoing transfers denominated in a foreign currency includes a commission for the conversion service.

Important Information for United Kingdom residents: Citibank, N.A. is authorised and regulated by the Financial Services Authority. Registered in England No. BR001018. Registered office: Citigroup Centre, Canada Square, Canary Wharf, London E14 5LB. VAT No. GB 429 6256 29. Ultimately owned by Citigroup, Inc. New York, USA. Compensation under the Financial Services Compensation Scheme is not available.

Please note that in some or all respects the regulatory system applying to the deposit(s) and related transactions shall be different from that of the United Kingdom; in particular the Financial Services Compensation Scheme shall not apply to the same

Important Information for Australia residents: Products are issued by Citibank Pty Limited ABN 88 004 325 080 AFSL No. 238098 or Citibank, N.A. ABN 34 072 814 058 (arranged by Citibank Pty Limited). Terms and Conditions apply and are contained in the Product Disclosure Statement. You should base your decision to invest on the Product Disclosure Statement available from Citibank, N.A.. Any advice provided is general advice only and does not take into account your personal circumstances.

I. SCOPE OF APPLICATION

1.1 These Citibank Account Terms and Conditions including any changes/modifications from time to time ("Terms and Conditions") shall govern the relationship including, without limitation, all transactions relating to the operation and maintenance of the Account between the Customer and the relevant branch of Citibank, N.A. India that is maintaining the Account and shall govern the general relationship and the particular services mentioned hereinafter and made available to the Customer at the sole discretion of the Bank (the "Facilities"). Any other services may be offered to the Customer at the discretion of the Bank, on special conditions, which may be separately agreed to between the Bank and the Customer.

II. ACCEPTANCE

The Customer unconditionally accepts and agrees to comply with and be bound by these Terms and Conditions, as in force from time to time. Without prejudice to the foregoing, the use of the Account by the Customer will be deemed acceptance of the Terms and Conditions. No act, delay or omission by the Bank shall affect its rights, powers and remedies under these Terms and Conditions.

III. DEFINITIONS AND INTERPRETATION

In these Terms and Conditions, unless the context otherwise requires,

- 3.1 Words importing the plural shall include the singular and vice-versa;
- 3.2 References to any gender shall include references to all genders, i.e. references to the masculine gender shall include references to the feminine and neuter genders, and vice-versa.
- 3.3 "Account" shall mean the Rupee Checking Account, Rupee Current Account, opened by the Customer with the Bank by acceptance of the Terms and Conditions and would be a domestic liability account offered by Citibank N.A., India, as more particularly described in the Account opening documents.

- 3.4 "Deposit Account" shall mean Deposit Account in the nature of NRE, NRO and FCNR(B) account(s) opened by the Customer with the Bank by acceptance of the Terms and Conditions and would be a domestic liability account offered by Citibank N.A., India, as more particularly described in the Account opening documents.
- 3.5 "ATM" means any automated teller machine whether of the Bank or a shared network, at which, amongst other things, the Customer can use the CitiCard issued to perform account transactions.
- 3.6 "Authorised Signatory(ies)" means the person(s) appointed by the Customer for the purpose of giving instructions to the Bank on behalf of the Customer.
- 3.7 "Citibank" or "Bank" shall mean Citibank, N.A., India 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 branch offices and acting through the specific branch (as the context permits) at which the Customer has opened the Account.
- 3.8 "CitiCard" (as defined under Clause 14.7.)
- 3.9 "CitiPhone" shall mean the direct telephone banking services available to a Customer from the Bank in India, presently under the name "CitiPhone", being subject to the terms and conditions applicable to the same from time to time.
- 3.10 The term "Customer" shall refer to the person/persons whose details are more particularly set out in the Account opening documents and shall, in the case of the Customer being an individual, include his heirs, executors, legal representatives and/or administrators, and shall include a minor acting through his/her natural guardian or by a guardian appointed by a court of competent jurisdiction.
- 3.11 "Reserve Bank of India/RBI" means the Reserve Bank of India established under the Reserve Bank of India Act, 1934.
- 3.12 "Web-site(s)" shall mean the web-site(s) bearing URL(s) <http://www.citibank.com/india> or <http://www.citibank.co.in> or <http://citinri.com> the content of which is owned and controlled by the Bank.

IV. GENERAL CONDITIONS (APPLICABLE TO BOTH ACCOUNTS AND DEPOSIT ACCOUNTS)

- 4.1 **Validation of deposit receipts:** As applicable, deposit receipt tickets for deposits made into the Account will be validated by the Bank's machine stamp or initials of the Bank's authorized persons. The amount of cash or other instrument deposited by the Customer through a depository/ATM for credit to the Account, shall be verified by authorized representatives of the Bank. The Customer understands and agrees that the amount ascertained on verification by the authorized representatives shall be deemed to be the correct amount deposited by the Customer, irrespective of the amount mentioned on the receipt generated by the depository/ATM at the time of making the deposit.
- 4.2 **Monies in Account:** The Customer shall only deposit into the Account monies which the Customer is legally entitled to deposit. The Customer understands and acknowledges that the Bank is entitled to information with regard to source of any monies being deposited in the Account and the Customer shall, upon demand, without demur or dispute, inform the Bank of any such source of monies.
- 4.3 **Cheque Deposits:** If a cheque credited to the Account is subsequently dishonoured, the amount thereof will be debited to the Account and the cheque returned to the Customer at his last known mailing address as per the Bank's records (subject to these Terms and Conditions) and the Bank will levy applicable service charges.
In case a cheque deposited in the Account bounces, the processing time for subsequent cheques deposited in the Account may be increased by up to 21 working days.
- 4.4 **Withdrawals/Payments:**
- 4.4.1 The obligations with respect to the Account and operations of the Account are subject to all applicable laws (including without limitation, any governmental acts, orders, decrees and regulations including fiscal exchange control regulations). The Customer understands and confirms that the Bank will be entitled at all times, to act in accordance with applicable laws, without requiring to provide prior intimation of such actions to the Customer. Any and all limits/constraints imposed by applicable law shall apply to the Account and the Facilities, as applicable.
- 4.5 **Account Information/Statements:**
- 4.5.1 The Bank will issue and send to the Customer, statements of Account ("Statement(s)") at such intervals as the Bank may deem fit. Notice of availability of statement on the Internet would be sent to the Customer via email. The Customer must notify the Bank in writing if any statement or other advice expected by the Customer is not received. In case there is a discrepancy, error or omission in the particulars or details of the Account, the Customer shall intimate the Bank in writing of the relevant discrepancy,

error or omission within 14 days of receiving the statement, which the Customer thinks has a discrepancy, error or omission, failing which the statement shall be deemed to be true and correct for all intents and purposes and accepted as such by the Customer and the Customer shall not be entitled to dispute the same thereafter. The Customer hereby agrees and consents to the Bank giving any notice of availability/readiness of the Customer's monthly/quarterly Statement via email, to the email address specified by the Customer. The Bank would be deemed to have delivered the Statement to the Customer, immediately on the Customer receiving notice of the email containing the Statement as an attachment and/or notice of the availability of the Statement. The Customer will be obliged to open/print the Statement after receiving the email as aforesaid from the Bank. The Customer shall promptly inform the Bank if the Customer is not able to access the electronic copy of the Statement delivered via email to enable the Bank to make delivery of the Statement by alternate means if there is a problem with online access and the Customer specifically requests for that particular Statement to be delivered by other means acceptable to the Bank. Failure to advise the Bank of any difficulty in accessing the Statement sent via email within 24 hours of the Customer receiving notice as aforesaid shall serve as an affirmation regarding the receipt and acceptance by the Customer of the Statement. The Customer understands that the Customer shall be fully and solely liable for all of the Customer's contractual liabilities to the Bank irrespective of receipt of any Statement. With respect to joint Accounts, all communication shall be addressed to the first Account holder and this shall constitute communication to all Account holders.

4.5.2 The notice of discrepancy, error or omission referred to in clause 4.5.1 above shall provide sufficient details to enable the Bank to investigate the alleged discrepancy, error or omission and shall include the following information:

- (i) The Customer's name and address and all relevant details of the Account;
- (ii) A description of the irregularity or error or discrepancy;
- (iii) A copy of the statement/transaction slip/other record; and
- (iv) Any other information requested by the Bank.

4.5.3 The Customer may also obtain balance information relating to the Account or get a verbal or written history of the Customer's transactions by calling the 24-hour telephone banking service of the Bank, "CitiPhone" or availing of the Facilities under Citibank Online Internet Banking or using the Facilities of an automated teller machine.

4.5.4 The use and storage of any information including without limitation, the Account password, Account information, transaction activity, account balances and any other information made available on any media whatsoever is the Customer's sole responsibility and liability.

4.6 **Reversal of Entries:** The Bank reserves the right and the Customer hereby authorizes the Bank to reverse any entries erroneously passed, with or without notice to/from the Customer; and to debit/credit the Account to the extent required to correct any erroneous entries that may have been inadvertently made by the Bank.

4.7 **Notices:** Any notice, communication or letter addressed to the Customer and sent through post at the address (which term will include the mailing/office/residence/any alternate address) of the Customer as per the Bank's records shall be considered as duly delivered to the Customer at the time it would be delivered in the ordinary course of post. Any communication from the Customer to the Bank shall be effective upon actual receipt of such communication by the Bank in a form and manner satisfactory to the Bank.

The Customer shall notify the Bank, without delay of any change in its name, address or other particulars, filed with the Bank and shall completely indemnify the Bank from all acts performed by the Bank under this Clause in the event the Bank has not received such aforesaid notification of change of name/address/other particulars.

4.8 **Death of a Customer:** In case of death of a Customer, the Bank shall have the right to release the money lying to the credit of the Account of the Customer to the nominee appointed by the Customer and/or the legal heirs of the Customer who shall hold the said funds/items in Account etc. in the capacity of the trustee of the survivor(s)/legal heirs of the deceased Customer. The Bank may retain any and all funds in the Account until it establishes the identity and credentials of the successor(s) to its sole satisfaction, and the Bank reserves the right to demand and inspect requisite documentation in this regard, including a succession certificate/probate of a will of the deceased Customer. In case the Account is a joint account, the Customer agrees that in the event of death, insolvency or withdrawal of any one or more of the account holders, the survivor or survivors of the deceased holder or the surviving holders shall have full control of the monies then and thereafter standing to the credit of the Account and shall be entitled to withdraw the same and shall be fully liable for any liabilities that may arise by reason of their being holders of the Account, subject to the discretion/satisfaction of the Bank.

For details please refer to the "Deceased Depositors Policy" available on our portal <http://www.online.citibank.co.in>

4.9 **Assignment/Transfer:** The Customer agrees that the amounts deposited by the Customer in the Account cannot in any way be assigned or charged to any third party by way of security, without the prior written consent of the Bank.

4.10 **Right of Set-Off:** The Bank may at any time and without notice to the Customer combine and consolidate all or any of the Customer's Accounts held with the Bank and the Customer hereby authorizes the Bank to set off, adjust or transfer any sum or sums standing to the credit of any or more of such Accounts in or towards satisfaction of any of the Customer liabilities to the Bank on any account or in any other respect whether such liability is actual or contingent, past/crystallized or future, primary or collateral and several or joint.

4.11 **Tax Deduction at Source:** The maturity value of deposits in Account is subject to tax deduction at source (presently applicable to NRO accounts only) as per the prevailing Income Tax Act, 1961 and rules framed thereunder. The Customer hereby authorizes the Bank to make any and all deductions prescribed by applicable law from time to time.

4.12 **Closure of Account:** The Bank may at any time, in its sole discretion, without liability, close the Account after giving at least 7 days prior notice to the Customer but without assigning any reasons. The Bank may at any time at the Bank's sole discretion, without liability, refuse to accept any deposit or limit the amount that may be deposited, return all or part of the deposit and discharge all liability.

The Customer may close the Account at any time it so chooses by way of providing a written communication in this regard to the Bank.

In the event of closure of an Account, the Bank will refund all monies lying to the credit of the Account to the Customer subject to payment of applicable standard service/processing charges and/or any other outstanding dues payable by the Customer to the Bank.

4.13 **Verification of instructions:** The Customer acknowledges that the security and control procedures provided by the Bank are designed to verify the source of communications and not to detect errors in transmission of content and that the Bank, or any intermediary, may execute an instruction by reference to the account number only. The Customer agrees that the Bank shall have no duty to verify the correctness of any instruction or the identity of the sender, and the Customer expressly agrees to be bound by any instructions and communications, whether or not authorized, sent in its name and accepted by the Bank. The Customer assumes full responsibility for the genuineness, correctness and validity of all endorsements appearing on all cheques, guarantees, orders, bills, deeds, negotiable instruments and receipts or other documents deposited in his Account.

4.14 **Collection and disclosure of information:** The Customer hereby expressly consents and permits the Bank to:

1. Collect, store, communicate and process information relating to the Account by any means necessary for the Bank to maintain appropriate transaction records; disclose information to third parties about the Account where it is deemed, at the sole discretion of the Bank, as necessary;
2. Comply with all law or government agency or court orders or legal proceedings and/or when necessary to resolve errors or questions the Customer or any other party may have raised and/or in order to satisfy the Bank's internal data processing requirements;
3. Disclose at any time and for any purpose, any information whatsoever relating to the Customer or the Account or transactions or dealings with the Bank, to any branches, subsidiaries, service providers, affiliates, group companies, third parties whatsoever (including employers/adult family members of the Customer) so far as is necessary to give effect to any instructions, or associated or affiliated corporations of the Bank wherever located or to any government or regulatory agencies or authorities in India or elsewhere or any agents or contractors or third parties which have entered into an agreement to perform any service(s) for the Bank's benefit, and any other person(s) whatsoever (including employers/adult family members of the Customer) or where the disclosure is required by law or otherwise and to whom the Bank deems fit in its exclusive discretion to make such disclosure.
4. The Customer agrees to provide to the Bank such information/and or documents as the Bank is required to obtain from the Customer by law or regulation 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. Failure to provide these documents or any required information may result in the Account being blocked for debit/credit transactions or the Account being closed.;

5. Disclose and disseminate to the RBI or to a court of law or any other competent authority or to any third person, as the case may be the credit information of the Customer in its possession, subject to applicable law and guidelines issued by the RBI from time to time, with notice to the Customer;
6. Share Customer information with any existing or future Credit Bureaus (including Credit Information Bureau (India) Limited) as determined by the Bank from time to time and as may be required under law. The Customer acknowledges that the Bank is entitled to share such information with notice to the Customer, and such information may pertain to positive or negative performance/default by the Customer.

4.15 **Indemnity:** In consideration of the Bank providing the Facilities and any other facilities and maintaining the Account, the Customer hereby agrees to indemnify and save harmless and free at all times, against any and all harm, injury, costs, losses, liabilities, damages, charges, actions, legal proceedings, claims and expenses, including without limitation any costs between attorney and client, whether direct or indirect which the Bank may suffer or sustain or incur at any time as a consequence of or arising out of the services/Facilities provided to the Customer by the Bank in good faith taking, or attempting to take or refusing to take or omitting to take action on any instructions of the Customer due to any government order, law, levy, tax, embargo, moratorium, exchange restriction, action of the Customer or any beneficiary or any other third party whosoever or any other cause beyond the Bank's control. Without prejudice to the generality of the foregoing, the Customer shall indemnify and save, keep harmless and indemnified the Bank against any improper/fraudulent instructions purporting to be received from the Customer.

The Customer hereby agrees that the Bank needs to receive clear and written instructions from the Customer to induce the Bank to effect fund transfer activities on behalf of the Customer. The Customer agrees to indemnify the Bank against any improper/fraudulent fund transfer instruction purported to be received from the Customer. The Bank shall not be obliged to accept from the Customer any oral or facsimile or non-specific/unclear instructions. In order to, however, induce the Bank to act upon communications and instructions transmitted by manual procedures (Facsimile, Mail, Messenger, Telephone in case of CitiPhone only), the Customer hereby irrevocably agree that, other than an instance arising from the Bank's gross negligence, bad faith or willful misconduct, as long as the Bank acts in compliance with this authorization/instructions, the Customer shall indemnify and hold the Bank harmless from and against any and all responsibility for, and 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 commodities or securities, together with any and all attendant costs and expenses including the Bank(s) reasonable legal fees and expenses (collectively referred to as "losses").

The Customer also acknowledges that the security and control procedures provided by the Bank are designed to verify the source of communication and not to detect errors in transmission or content including discrepancies between names and Account numbers and that the Bank or any intermediary, may execute an instruction by reference to Account number only, even if the name on the Account is also provided. The Customer also agrees that as long as the Bank acts in accordance with the manual procedures/instructions, the Bank shall have no further duty to verify the content of any instruction or communication or the identity of the sender or conformer thereof, if any, and the Customer expressly agrees to be bound by any instructions and communications, whether or not authorized, sent in his/her name, and accepted by the Bank.

4.16 **Fees/Charges:** The Bank may charge such fee/service charges for usage of the Account, the CitiCard, as applicable and any or all of the Facilities provided by the Bank, from time to time, to the Customer and the Customer agrees that the said fees/charges will be debited by the Bank from the Account. Details of the current applicable fees/charges may be obtained from the Bank, from time to time. The Customer acknowledges its awareness that some ATM owners or operators of shared networks may impose an additional charge for each use of their ATMs/other devices, and any such charge along with other applicable fees/charges will be debited to the Account. Any government charges, duties or taxes payable as a result of any use of any of the Facilities shall, if imposed upon the Bank (either directly or indirectly), be debited to the Account. The Customer also authorizes the Bank to deduct from the Account, any expenses the Bank may incur in collecting money the Customer owes the Bank in connection with any Facilities (including, without limitation, legal expenses and fees). The charges/fees may be revised by the Bank, at the Bank's absolute discretion from time to time by giving prior notice to the Customer. The Bank may debit the Account with the full amount of costs, charges, fees and penalties payable for services rendered by the Bank whether in respect of the Account or otherwise.

4.17 **Recording:** The Bank, may, at the Bank's discretion, video tape or record on camera the Customer's access/presence/use of the Bank's premises/machines/equipment or record on tape any oral/telephonic (by using the CitiPhone facility) instructions or communication with the Customer whether initiated by the Bank or the Customer. All records maintained by the Bank, in electronic or documentary form of transactions pertaining to the Account (including usage of the CitiCard) and such other details (including, but, not limited to payments made or received), and all camera/video and/or audio recordings made as mentioned above, shall, as against the Customer, be deemed to be conclusive evidence of such instructions and other details. The entries in the Bank's books (including Citibank Online logging/SMS/Other Mobile responses from the Customer's designated mobile number/transaction records stored in tables or as web or application logs) kept in the ordinary course of business of the Bank with regard to all or any of the matters contained herein shall be binding on the Customer.

4.18 **Force Majeure:** The Bank shall not be liable for any losses caused by its inability or delay in providing all or any service or Facilities or fulfilling any of the Bank's obligations hereunder, either wholly or in part, caused by or in connection with any force majeure events including, but not limited to, restrictions on convertibility, transferability, requisitions, involuntary transfers, riot, disturbance, strikes, lock-outs, bandhs, war, civil strife, burglary, theft, dacoity, accident, technical fault including problems related to computers, accessories, software, printers, fax machines, internet, telephone system and such related hardware or software faults beyond the control of the Bank, breach of trust by any authorized persons, flood, fire, earthquake, act of God, act of any government, change in regulation or law and other allied acts of regulatory or statutory nature or if the performance of such obligation or provision of such service would result in the breach of any law, regulation or other requirement of any governmental or other authority or on account of any other restriction or requisition or other circumstances or events whatsoever beyond the control of the Bank and the Bank shall not be obliged to provide any service or Facilities or perform any of its obligations hereunder during the period while the Bank's performance is affected by force majeure conditions. The Bank shall not be responsible for any loss or damage caused to the Customer by reason of any failure to comply with the Customer instructions, when such failure is caused due to reasons beyond the control of the Bank, the opinion of the Bank being final in this regard.

4.19 **Governing Law:** The laws of India will govern these Terms and Conditions and the same shall be subject to the exclusive jurisdiction of the courts at the location in India at which the relevant branch of the Bank, which maintains the Account, is located. The Customer agrees that for any suit, action or other proceeding required to be taken in respect of these, the same shall be instituted by it and tried in the courts at the location in India at which the relevant branch of the Bank, which maintains the Account and/or the relationship, it being the intention of parties to select the courts in such location in India, exclusively by exercising their right of forum selection.

4.20 CONFIDENTIALITY

The Customer hereby agrees that in the event of the Customer providing any personal information, the Bank will not disclose it to external organizations unless it has informed me/us and is authorized by me/ us or is required to do so by law. The Bank will maintain this information, as well as the business activities and my/our transactions according to its usual strict security and confidentiality standards. From time to time, the Bank sends me/us exclusive marketing offers by normal or electronic mail. However should the Customer prefer not to receive these mailers, the Customer shall inform the Bank about the same in writing.

4.21 **Miscellaneous:** The Customer unconditionally agrees that:

1. The Customer shall not hold the Bank liable on account of the Bank acting in good faith on any instructions given by the Customer or on account of delay or inability on the part of the Bank to act immediately or at all on any of the Customer's instructions.
2. In following any instructions with regard to any of the Facilities, the Bank will be doing so on a best-effort basis.
3. The Bank may in its discretion and, from time to time, charge for any or all of the Facilities, wholly or in part.
4. In case the Account has joint signatories, the Bank may act on instructions from either/any one of the signatories, subject to there not being any conflict between the signatories concerning such instructions prior to the Bank acting on the same.
5. The Bank may rely on the authority of each Authorised Signatory designated (in a form acceptable to the Bank) by the Customer or on a Customer's mandate to send Communications (as hereinafter defined) until the Bank has received written notice or other notice acceptable to it of any change from a duly authorized person and the Bank has had a reasonable time to act (after which time it may rely on the change).

6. An Account in the name of a minor shall be converted into a normal individual Account upon the minor attaining the age of majority and the right of the guardian to operate the Account shall cease forthwith. Provided the Bank receives a written notice for conversion of the Account along with documentation as may be required by the Bank.
7. Accounts upon which an attachment order or other legal notice from any authority or individual prohibiting operation of the Account is received by the Bank will be blocked and no further operation will be allowed until the prohibition order is removed. The Bank shall endeavor to inform the Customer about any such order or notice, however the Bank shall not be bound to do so.
8. The Bank may, at its sole discretion, decide not to carry out any instructions where the Bank has reason to believe (which decision of the Bank the Customer shall not question or dispute) that the instructions are not genuine or are otherwise improper or unclear or raise a doubt. If the Bank receives any process, summons, order, injunction, execution, distraint, levy, lien, information or notice, which the Bank, in good faith, believes calls into question the Customer's ability, or the ability of someone purporting to be authorized by the Customer, to transact any business, the Bank may, at the Bank's option and without liability to the Customer and/or such other person, decline to allow transactions or may take any other steps required by applicable law.
9. For the provision of any of the Facilities hereunder, the Bank may, at its sole discretion without any prior intimation to or approval of the Customer, appoint any authorized person(s) and the Customer hereby authorizes the Bank to appoint such authorized persons as the Bank may, in its absolute discretion, deem necessary. Such authorized person(s) shall act as agents of the Customer and the Customer hereby indemnifies the Bank for all acts done by such authorised persons pursuant to the instructions of the Customer.
10. All information/Instructions/Triggers will be recorded at/stored at/transmitted to various locations and be accessed by personnel of the Bank (and its affiliates). The Customer hereby authorizes the Bank to use the information thus stored in any proceedings before any forum and relay, transmit or provide such information to any person whatsoever in accordance with applicable law. The Customer hereby authorises the Bank to, at its sole discretion, tape or record such instructions and rely on the transcripts of such telephonic instructions as evidence in any proceedings;
11. The Customer and the Bank may, with regard to certain Facilities, agree to certain security procedures (the "Procedures"), designed to verify the origin and authenticity of communications such as enquiries, advices and instructions sent by the Customer or any person designated and authorized to do so on its behalf (each a "Communication"). The Customer hereby confirms that the Bank is not obliged to do anything other than what is contained in the Procedures to establish the authority or identity of the person sending a Communication. The Bank is not responsible for errors or omissions made by the Customer or the duplication of any Communication by the Customer and may act on any Communication by reference to the Account number only. The Bank may act on a Communication if it reasonably believes it to contain sufficient information.
12. If the Customer informs the Bank that it wishes to recall, cancel or amend a Communication, the Bank will use reasonable efforts to comply. No liability shall attach to the Bank as a result of its acting or failing to act in accordance with such recall, cancellation or amendment.
13. Transactions initiated will be completed only if the amount of funds available in the Account is sufficient to meet the transaction amount in full, including any applicable charges/fees, etc. The amount of each completed transaction will be immediately deducted from the Account. The Customer will not hold the Bank liable in case of improper/fraudulent/unauthorized/duplicate/erroneous use of the confidential codes and/or the materials supplied by the Bank to the Customer. Nothing contained herein shall require the Bank to violate any applicable laws, rules or regulations relating to transfer of funds or other transactions.
14. The Customer hereby authorizes the Bank to dispatch all advices, acknowledgements, statements and/or reports pertaining to the issuance and status of the Account by mail, fax, email or any other means of telecommunication to the last known address or fax number or email address of the Customer on the records of the Bank and the dispatch of such advice, acknowledgements, Statements and/or reports to the Customer to such address or such fax number shall be deemed to be due discharge of the Bank's obligations under this

Agreement. The Bank shall not be responsible for any liability or breach of any duty of secrecy or confidentiality and the Customer waives all rights in connection therewith, in the event that any such advices, acknowledgements, Statements and/or reports are received by any unauthorized person(s).

15. If the Bank acts on any Communication sent by any means requiring manual intervention (such as telephone, telefax, electronic mail or disks sent by messenger) then, if the Bank complies with the Procedures, the Customer will be solely liable for any and all losses, costs, charges, expenses or penalties that the Bank may incur in connection with that Communication.
16. The Customer consents to the transmission of communications through the Internet and/or mobile phone transmission (including SMS/text messaging). The Customer understands and acknowledges that the Internet and/or mobile phone is not necessarily a secure means of communications and delivery system, and understands the confidentiality and other risks associated with it. The Customer acknowledges and accepts that transmission over the Internet and/or mobile phone involves the risk of possible unauthorized alteration of data and/or unauthorized usage. The Customer hereby agrees and confirms that the Customer shall not hold the Bank liable or responsible for any such interception, alteration or misuse and agrees that the same shall not be considered as a breach by the Bank of banker-customer confidentiality. The Customer agrees to hold the Bank free and harmless from all losses, costs, damages, expenses that may be suffered by the Customer, the Bank or any third party whatsoever due to any errors, delays or problems in transmission or unauthorized/illegal interception, alteration, manipulation of electronic data or otherwise caused by using the internet and/or mobile phone as a means of transmission.
17. The Bank shall not accept any cheques, dividend-warrants and other instruments in the name of payees, other than the Customer and the other joint account holders for collection.
18. The Customer 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 Customer further authorises the Bank to disclose/exchange information relating to the Customer or the products availed by the Customer 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.
19. In the event, the Customer does not want to receive any marketing/solicitation calls from the Bank, the Customer can register themselves in the Bank's Do Not Call Registry (DNCR), by calling the 24-hour CitiPhone banking facility or through the Bank's web site.

The Customer hereby understands:

- a) Only numbers registered on this site shall not be considered for telemarketing offers for products offered by the Bank in India. The Bank 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 the Bank on account of Account/Card maintenances, Alerts on transactions, Recovery calls etc.
- d) It will take 30 working days for any registration in this site to take effect.

Notwithstanding any registration on a Do Not Disturb Registry, the Customer 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 Customer for purposes of administering or servicing (other than marketing/sale) of any of the Bank's products/services availed of by the Customer.

V CITIPHONE BANKING

- 5.1 The Customer confirms that, at the Customer's request, the Bank has agreed to additionally provide the Customer with the facility of carrying out banking transactions by giving telephonic instructions which may be accepted either manually or by an automated system ("CitiPhone Banking Facility") apart from any written Standing Instructions given by the Customer. The Customer further understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the CitiPhone Banking Facility (including applicable payment methods/charges). The Customer understands and agrees that the availment of such Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same.

5.2 The Customer is aware that in connection with the CitiPhone Banking Facility, the Bank shall allocate to the Customer, or the Authorized Representative of the Customer (under the Account Representative "AREP" Facility of the Bank), as the case may be, a confidential personal identification number which may thereafter be changed, if so desired by the Customer/Authorized Representative ("T-PIN"). The Customer understands and confirms that the T-PIN is confidential and the Customer is solely liable to ensure that it is not disclosed or misused. The Customer is required to provide to the Bank over the telephone the Account details and T-PIN prior to carrying out any transactions on the Account that may be permitted under the CitiPhone Banking Facility. In the event the Customer is not able to avail of the CitiPhone Facility using the T-PIN, the Bank may allow usage of the said Facility on a case-to-case basis by way of a "4Y" level reference check. The Customer understands and acknowledges that the Customer shall not be required to divulge, either orally or in writing, the Customer's T-PIN and would only be required to key the same in while accessing the CitiPhone Banking Facility.

5.3 The Customer may link any and all of the Customer's accounts held with the Bank to the CitiPhone Banking Facility.

5.4 The Customer understands and accepts that the telephonic instructions given through the CitiPhone Banking Facility may also include instructions to change the Customer's demographic details such as residence and/or mailing address, residence and/or office telephone number, mobile phone number, e-mail address or any other personal details of the Customer as decided by the Bank from time to time. The Customer agrees and undertakes to indemnify and hold the Bank harmless, from and against any claims, losses, assessments, judgments, costs and damages incurred on account of the Bank acting on such instructions.

VI. INTERNET BANKING

Internet Banking

6.1 The Customer accepts that, at the request of the Customer, the Bank may, at its sole discretion, agree to provide the Citibank Online Internet Banking Facility through the Web-site and/or as per written standing instructions given / to be given to the Bank by the Customer. The Customer further understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the Citibank Online Internet Banking Facility (including applicable payment methods/charges). The Customer understands and agrees that the availing of such Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same.

6.2 The Citibank Online Internet Banking Facility may cover and be applicable to all the Accounts now existing or which may hereafter be opened by the Customer with the Bank.

6.3 The Customer acknowledges and confirms that:

- a) The Customer understands that passwords assigned to the Customer or as subsequently changed by the Customer/Authorized Signatory of the Customer along with the CitiCard number or the Account number would be required to be used by the Customer to transmit/give instructions and access the Citibank Online Internet Banking Facility. The Customer is aware of the confidential nature of the H-PIN/I-PIN/Q-PIN and confirms that neither the Customer nor any Authorized Signatory/Account Representative of the Customer shall disclose the H-PIN/I-PIN/Q-PIN to any person. The Customer will promptly inform the Bank in case any H-PIN/I-PIN/Q-PIN becomes known to any unauthorized person. The Customer hereby instructs the Bank to comply with any/all instructions given through the use of the Citibank Online Internet Banking Facility in conjunction with the correct H-PIN/I-PIN/Q-PIN. 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 given to the Bank by usage of the H-PIN/I-PIN/Q-PIN of the Customer.
- b) 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 H-PIN/I-PIN/Q-PIN used to transact on the Internet. 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.
- c) The Customer shall not be discharged by transmission over the Internet of any notice, instruction or request which, as per the terms hereof or any other specific terms and conditions, require the Customer to send the same in writing. The Customer acknowledges and confirms that all records of instructions received from the Customer maintained by the Bank, in electronic or documentary form (including

without limitation logs of Citibank Online Internet Banking Facility transactions and SMS/Mobile transactions), and such other details (including but not limited to payments made or received) shall, as against the Customer, be deemed to be conclusive.

- d) The Customer shall not interfere with, alter, amend, tamper with or misuse in any manner whatsoever (the opinion of the Bank being conclusive in this respect), the Citibank Online Internet Banking Facility.
- e) In the event of any alleged fraudulent use of the Account through the internet, the Customer agrees that the Customer shall be solely and exclusively responsible for all loss caused thereby and shall not hold the Bank liable for any loss caused thereby.

VII. CitiAlert Facility

7.1 For the purposes of the CitiAlert Facility, the following terms shall have the following meanings:

"Alerts" means the customized messages in response to the Triggers sent as short messaging service messages ("SMS") to the Customer over his mobile phone and/or through email, or in such other mode as offered by the Bank from time to time and opted for by the Customer;

"CitiAlert Facility" shall mean the facility under which the Bank will enable the Customer to receive customized Alert messages with respect to events/transactions relating to the Account based on the Triggers set for the purpose by the Customer or otherwise and in accordance with the terms herein.

"Mobile Phone(s)" shall mean mobile phone(s) owned/in the control of the Customer which support(s) SMS, offered by any cellular service provider/other service provider and having distinctive phone number(s) that have been provided to the Bank by the Customer for the purposes of provision of the CitiAlert Facility.

"Triggers" shall mean events/transactions at specified/unspecified time frequencies with respect to the Account in conjunction with instructions of the Customer from among the events/transactions as more particularly described in the "CitiAlert Application Form".

7.2 The CitiAlert Facility is made available to the Customer at the request of the Customer, at the sole discretion of the Bank and may be discontinued by the Bank at any time, without prior notice.

7.3 The CitiAlert Facility will be available only in relation to accounts held in sole name or in case of "either/survivor" instructions, only to the primary or first named signatory. This is without prejudice to the Bank's right to offer the CitiAlert Facility on its own initiative to such Customers as the Bank deems fit. The Customer understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the CitiAlert Facility (including applicable payment methods/charges). The Customer understands and agrees that the availing of the CitiAlert Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same. Further, the Customer understands and accepts that Registration for the CitiAlert Facility shall be treated as registration for Citibank Online and Mobile Pay, as and when the same are operational.

7.4 The Customer understands that to avail of the CitiAlert Facility, the Customer would be required to provide to the Bank the Triggers through written instructions in a pre-designated format or by setting the same through the Citibank Online Internet Banking Facility or by registering for the same through the CitiPhone Banking Facility or by such other modes as the Bank may allow hereafter from time to time. The specific terms and conditions relating to Citibank Online Internet Banking, Mobile Banking and CitiPhone Banking would apply to the CitiAlert Facility in addition to the terms herein.

7.5 The Customer understands that the Alerts pursuant to the CitiAlert Facility would be dispatched through the SMS to the Mobile Phone and/or would be dispatched to the Customer in the form of an email to the email address provided for the same by the Customer or by such other mode as chosen by the Customer from the modes made available by the Bank from time to time. The Customer hereby authorizes the Bank to, from time to time, send additional Alerts that are relevant to the Account/products/ operations of the Bank and/or its related entities/group companies/affiliates, though not specifically requested for by the Customer, if the Bank deems that the same is relevant. The Customer 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 to expand the available Triggers or Alerts to meet Customer requirements.

7.6 The Bank may, from time to time, change the features of any Trigger or Alert. The Customer will be responsible for keeping himself updated of the available Triggers or Alerts, which will be notified by the Bank over its Website. The Customer may, from time to time, change or add to the Triggers selected by him, without the necessity of a fresh registration.

7.7 The Customer confirms that, unless otherwise expressly informed to the Bank by the Customer, any communication (whether by SMS or e-mail or otherwise, as aforementioned) shall be with the knowledge of and within the control of the Customer. The Customer hereby also undertakes to inform the Bank immediately upon any of; i) change in the Mobile Phone number or email address of the Customer or of any other person nominated by the Customer for the purposes of the CitiAlert Facility, ii) loss of the Mobile Phone or unauthorized access to the e-mail messages of the Customer or of any other person nominated by the Customer for the purposes of the CitiAlert Facility, iii) the Mobile Phone being outside the control of the Customer or of any other person nominated by the Customer for the purposes of the CitiAlert Facility and/or any other change, circumstances or event that may affect the provision of the CitiAlert Facility to the Customer.

Until the Bank has received information as above, in writing from the Customer, and the Bank has intimated in writing to the Customer as having taken the same on record, the Customer shall, in all circumstances, be fully responsible, and accepts full responsibility and knowledge of any and all Alerts sent to the Customer, and hereby authorizes the Bank to send such Alerts in accordance with the Triggers set by the Customer. The Customer accepts that the Bank is not at all, in any circumstances obliged to, and accordingly will not, verify, under any circumstances whatsoever, whether the Alerts are being received by the Customer or not. The Bank will not be liable for any misuse, interception, tampering with, and/or unauthorized access to the Alerts sent. The Customer acknowledges that the Bank may, from time to time, send the Customer information or promotional material that may be useful to the Customer over a mobile phone or through email.

7.8 The CitiAlert Facility may be made available in certain specific regions and to subscribers of Mobile Phones of certain specific cellular service providers and the same are liable to change, additions, modifications, suspension, removal and/or withdrawals from time to time at the sole discretion of the Bank. The Customer understands that unless he is a subscriber of such specific cellular service providers and is within the geographical limit for receiving SMS with the Mobile Phone switched on. Further, the Bank does not warrant that Alerts will not be delayed, including for reasons beyond its control. As the CitiAlert Facility would depend on various electronic technology used from time to time, there could be delays and snags in receipt/transmission of any Alerts including errors, loss or distortion in transmission from the Bank. The Bank may, if feasible, extend the CitiAlert Facility to other cellular circles as well as to subscribers of other cellular service providers, as will be notified by the Bank, from time to time.

7.9 For the provision of the CitiAlert Facility, the Bank may, at its sole discretion, without any prior intimation to or approval of the Customer, appoint any authorized person(s) and the Customer hereby authorizes the Bank to appoint such authorized persons as the Bank may, in its absolute discretion, deem necessary. Such authorized person(s) shall act as agents of the Customer and the Customer hereby indemnifies the Bank for all acts done by such authorised persons pursuant to the instructions of the Customer.

7.10 All Triggers will be recorded at/stored at/transmitted to various locations and be accessed by personnel of the Bank (and its affiliates). The Customer hereby authorizes the Bank to use the information thus stored in any proceedings before any forum and relay, transmit or provide such information to any person whatsoever in accordance with applicable law.

7.11 The Customer shall be solely responsible for setting the Triggers whether the same is done in writing, by using the Internet banking portal of the Bank or by any other means that the Bank may, in its sole discretion make available to the Customer from time to time.

7.12 The Customer understands and confirms that the Bank will not acknowledge receipt of any Triggers nor shall the Bank be responsible to verify the origin or the content of any Triggers. The Bank will endeavour to give effect to the Triggers on a best effort basis and as soon as practically possible for the Bank.

7.13 The Bank may, in its sole discretion, not give effect to any Triggers if the Bank has reason to believe (which decision of the Bank shall be binding on the Customer) that the Triggers are not genuine or otherwise improper or unclear or raise a doubt or in case any Triggers cannot be put into effect for any reasons whatsoever.

7.14 Triggers will be processed by the Bank after receipt and the Bank, at its discretion, will decide the processing time. The Customer acknowledges that there will be a certain time lag taken by the Bank to process the Triggers and send the Alerts.

7.15 The Customer hereby authorizes the Bank to send any and all Account related and operational/other information through the CitiAlert Facility channels, though not specifically requested, if the Bank deems that the same is relevant.

7.16 The fees/charges for the CitiAlert Facility are as determined by the Bank. However, the Bank may, at its sole discretion, waive the fees/charges for a limited duration. The Bank may at its sole discretion revise the charges/fees for use of any or all of the CitiAlert Facility, by notice to the Customer. The Customer may at any time discontinue or unsubscribe to the said Facility. The Customer shall be liable for payment of such airtime or other charges which may be levied by the cellular service provider in connection with the receiving of the Alerts, as per the terms and conditions of the cellular service provider.

VIII. MANUALLY INITIATED FUNDS TRANSFER ("MIFT")

8.1 This MIFT Facility is provided by the Bank, at its sole discretion, to facilitate urgent payment instructions over the telephone on the condition that the same are followed up by instructions in writing from the Customer. The following instructions can be given by the Customer:

- i. Issuance of pay orders, drafts, account to account transfer instructions;
- ii. Issuance of cheque books; deposit slip books;
- iii. Booking/termination of deposits;
- iv. Setting up Standing Instructions;
- v. Giving Stop Payment instructions;
- vi. Giving instructions and requests for trade transactions.

8.2 This MIFT Facility shall be utilized for statutory payments like customs, duty, excise duty, sales tax, railway freight, etc. favouring the Central or State Government, Reserve Bank of India or any statutory or government department/corporation/undertaking/organization or any statutory authority or body, transfer of funds of the Customer to another account of the Customer maintained with the Bank and, at the discretion of the Bank, for making payment to or other transactions with other persons as the Customer may instruct. The Bank may, in its absolute discretion, determine which of these transactions it can carry out and for which ones it shall need written instructions at the first instance to act upon.

8.3 All telephonic instructions shall be followed by written instructions to the Bank in the format as supplied by the Bank from time to time on the same business day. The terms and conditions relating to the CitiPhone Banking Facility shall apply to this Facility.

8.4 The responsibility of the Bank shall be limited to the verification of the T-PIN of the Customer. The Customer shall be unconditionally bound by the telephone instructions and in the event of any discrepancy between the telephone instructions and the written instructions, the telephone instructions shall prevail. The Bank will not be responsible for errors in the telephone instructions or other causes beyond the Bank's control. The Bank shall only act on complete, unambiguous and clear instructions and will not be responsible for intimating the Customer in case of errors. The Bank may, in its absolute discretion, decide not to act upon any telephone instructions if it, in good faith, has a doubt as to the validity or authenticity of the same and may notify the Customer in this behalf.

8.5 The Customer undertakes to deliver to the Bank on the same day as the telephone instructions are given, the original written instructions, which, to avoid duplication, shall be clearly marked "ORIGINAL OF TELEPHONE MIFT INSTRUCTIONS", and the Bank shall not be responsible for any loss that may be caused to the Customer or any other person on account of the failure to deliver the original written instructions or failure to mark the same as aforesaid.

8.6 The Bank shall not be responsible/liable for acting on any telephonic instructions transmitted to the Bank in the absence of the original written instructions and the Customer shall be bound by such instructions even if the written instructions are not received by the Bank due to failure of the Customer to deliver the same or on account of loss in the course of transit. The Customer shall ensure that written instructions reach the Bank in all circumstances failing which the Bank shall have the right to withdraw this MIFT Facility and shall not be liable or responsible for any loss that may be caused to the Customer or any other person on account of the failure to deliver the original written instructions.

8.7 All MIFT instructions by facsimile transmission, received by the Bank from the Customer, will be acted upon by the Bank, only after the Bank in a recorded telephone call with any one of the Company's/Customer's authorized signatories registered with the Bank (notwithstanding any restrictions or limitations on the signing rights of such authorized signatories) receives confirmation for the MIFT instruction by facsimile transmission.

8.8 The Customer hereby accepts and agrees to, on behalf of itself and its authorized signatories, the recording by the Bank of the confirming telephone calls and the transmission and usage of the same by the Bank in any proceedings or for any other purposes. The Customer hereby agrees that for all MIFT instructions by facsimile transmission, the Customer shall exclusively use the format prescribed by the Bank from time to time, and comply with instructions from the Bank.

- 8.9 The Customer shall be unconditionally bound by the facsimile instructions and in the event of any discrepancy between the facsimile instructions and the written instructions, the facsimile instructions shall prevail. In the event of any discrepancy between the MIFT instructions, as transmitted by facsimile, and the original of the MIFT instructions, the MIFT instructions transmitted by facsimile and the particulars and transactions as contained therein, shall be deemed to be the primary document evidencing the Customer's MIFT instructions, and shall prevail.
- 8.10 The Customer shall not hold the Bank responsible or liable for any loss incurred by the Customer pursuant to the Bank not being able to act on the basis of a MIFT instruction transmitted by facsimile for any reason whatsoever, including in the event that the facsimile transmission or any part thereof, is not legible, is garbled, erroneous, self-contradictory, incomplete or unclear or that an instruction is received at or beyond the close of banking business hours or not on a banking business day. The Bank will not be responsible for errors in the telephone/facsimile instructions or partially garbled or illegible or incomplete facsimile transmission or other causes beyond the Bank's control.
- 8.11 The Bank shall only act on complete, unambiguous and clear instructions and will not be responsible for intimating the Customer in case of errors, garbled, illegible or incomplete transmissions. The Bank may, in its absolute discretion, decide not to act upon any telephone/facsimile instructions if it, in good faith, has a doubt as to the validity or authenticity of the same and may notify the Customer in this behalf.
- 8.12 The Customer accepts full responsibility for requisite safety and security procedures in the transcribing, issue and transmission of MIFT instructions by facsimile to the Bank. The Customer undertakes to develop and maintain requisite internal security procedures, to prevent unauthorized MIFT instructions reaching the Bank, and also agrees to immediately notify the Bank, to not act upon any MIFT instructions received by facsimile transmission if the Customer believes that any breach or suspected breach or compromise of the security procedures established by it has occurred. The Customer also accepts and agrees that the Bank shall not be liable or responsible for having initiated transactions on the basis of MIFT instructions received by facsimile transmission prior to receipt of notice from the Customer to not act upon MIFT instructions received by facsimile transmission, whether such notice be on account of any breach or suspected compromise as aforesaid or for any other reason whatsoever.
- 8.13 The format used for provision of the MIFT instructions by the Customer would be as supplied by the Bank from time to time.
- 8.14 The Customer undertakes to deliver to the Bank on the same day as the facsimile instructions are given, the original written instructions, which, to avoid duplication, shall be clearly marked "ORIGINAL OF FAXED MIFT INSTRUCTIONS", and the Bank shall not be responsible for any loss that may be caused to the Customer or any other person on account of the failure to deliver the original written instructions or failure to mark the same as aforesaid.
- 8.15 The Bank shall not be liable for any loss or damage caused to the Customer, whether due to subsequent revocation by the Customer of any MIFT instructions or otherwise, provided that the Bank has taken reasonable care to adhere to the processes of verification of signatures and confirmation by recorded telephone calls.

IX. FEMA DECLARATION

The Customer hereby declares that any transaction involving foreign exchange hereunder will not involve, and will not be designed for the purpose of any contravention or evasion of the provisions of the Foreign Exchange Management Act, 1999 or any rule, regulation, notification, direction or order made thereunder.

The Customer also hereby agrees and undertakes to give such information/documents as will satisfy the Bank with regard to any foreign exchange transaction in terms of the above declaration.

The Customer also understands that if the Customer refuses to comply with any such requirement or makes any unsatisfactory compliance therewith, the Bank shall refuse in writing to undertake any transaction on the Account and shall, if it has reason to believe that any contravention is contemplated by the Customer, report the matter to Reserve Bank of India and/or such other authority as the Bank deems fit.

X. VARIATION OF TERMS AND CONDITIONS

- 10.1 The Bank reserves the right to vary or amend the whole and/or any part of these Terms and Conditions from time to time with prior notice to the Customer and the Customer agrees to be bound by such amended/modified Terms and Conditions.
- 10.2 The Bank may also make a change without notice if the change is necessary to maintain or restore the security of the any system or equipment used for any Facility. The Customer will be notified within 30 days if such a change is made, unless disclosure would jeopardize the security of the system or equipment.

- 10.3 Notification of any changes may be given by the Bank by delivering it to the Customer personally or by posting it to the Customer's latest address recorded with the Bank address. Proof of posting to such last notified address shall be conclusive proof of the notification at the time when it ought to be delivered in due course by the post even if the notification may be returned through the post as undelivered.
- 10.4 The Bank may also give the Customer notice of variation of these terms and conditions by displaying a notice on or within the immediate vicinity of the site of an ATM/branch or by a press advertisement or by a message in the Customer's statement of account.
- 10.5 The amended terms and conditions shall be binding on the Customer forthwith.

XI. SEVERABILITY

Each of the provisions of these Terms and Conditions is severable and distinct from the others and, if at any time one or more of such provisions is or becomes illegal, invalid or unenforceable in any respect under law, the legality, validity or enforceability of the remaining provisions shall not be affected in any way.

XII STANDING INSTRUCTIONS

I/We hereby agree to indemnify the Bank and hold the Bank harmless from and against all claims and demands that the Bank may receive from the beneficiary for non-execution or delay in execution of my/our above Standing Instructions either on account of non-availability of sufficient funds in my/our Account or delays in the mail/courier service or for any other reason whatsoever or for the Bank being unable to accept the Standing Instructions for any reason and from all costs, charges and expenses that the Bank may be put to incur in that behalf. The Bank shall be in no way responsible for non-execution or delay in execution of the Standing Instructions either on account of non-availability of sufficient funds in my/our Account or delays in the mail/courier services or for any other reason whatsoever or for the Bank being unable to accept the Standing Instructions for any reason

XIII Terms & Conditions Governing Public Figure

A "Public Figure" is any individual who occupies, recently occupied, is actively seeking, or is being considered for a senior position in a government of a country, state, or municipality or in the political process (e.g. Political party), in a government owned corporation or in the military. (Illustrative examples: Government officials such as Ambassadors, High Commissioners of Indian mission overseas; civil servants such as tax officers, police officers, politicians and holders of public office). The above definition will also include Business Accounts where the beneficial owners/major shareholders are Public Figures. (Illustrative examples: Partnership firms where any one partner is a Public Figure, HUFs where either the Karta or one of the co-partner is a Public Figure, Private companies where the true beneficial; owners are Public Figures, Trust accounts where the donors (settlers) and/or beneficiaries are Public Figures). For corporate clients (companies, organizations) where a Public Figure has material ownership (25% or more) or minority ownership with control will come under the purview of this policy. I/We hereby authorize the Bank to act in accordance with this policy in the event of me/us being a Public Figure.

XIV. GENERAL CONDITIONS APPLICABLE FOR ACCOUNTS (i.e. OTHER THAN DEPOSIT ACCOUNTS) ONLY

- 14.1 The Bank shall not be liable to pay interest on the credit balance in any Account held as a current account.
- 14.2 Unless specifically agreed with the Bank, the Account shall, at any point in time, not be temporarily overdrawn. The Bank may, at its discretion, allow the Account to be overdrawn to the extent agreed and advised by the Bank in writing, if the Customer has previously made arrangements with the Bank for such overdraft facility. Interest will be charged on any overdrawn Account in accordance with the Bank's prevailing rate and practice.
- 14.3 **Stop Payment Orders:** Where applicable, the Customer can request the Bank to stop payment on cheques drawn on the Account by notifying the Bank in writing on the Bank's standard 'stop payment' order form or by such other means as may be approved by the Bank from time to time, including on CitiPhone or through Citibank Online Internet Banking Facility. The Bank shall endeavour to carry out such instructions on a best-effort basis.
- In case the Account is a joint account or has joint signatories, if any stop payment instructions or any other no-debit instruction with regard to the Account are received from any one of the joint account holders or joint signatories, no amount shall be paid from the Account except in accordance with account operating rules as may be applicable or on the discharge of all the joint holders or joint signatories, as the case may be.

14.4 **Dormant Accounts:** As per RBI regulations, the Bank shall also be entitled to flag any account as "Dormant" if the said Account has remained inoperative for a consecutive period of 2 (two) years. The Customer shall be allowed to carry out transactions only through Branches in these "Dormant" Accounts. The Bank shall not allow internet banking and ATM transactions on "Dormant" Accounts to such Customers.

14.5 **Additional Facilities:** The Bank may, at the Bank's sole discretion, make available to the Customer one or more additional Facilities and/or services in relation to the Account (including without limitation the Mobile Pay Facility and the Bill Pay Facility) and the Customer agrees that the persons specified by the Customer to avail of or instruct for availing of the Facilities then being offered shall also be entitled to avail all enhanced/additional facilities, as may in future be made available by the Bank. The Customer agrees and understands that such additional Facilities and/or services may have specific terms and conditions (such as the Mobile Pay Facility Terms and Conditions and the Bill Pay Facility Terms and Conditions), which would apply in the event the Customer opts to avail of the said additional Facilities/services. The Bank, shall, in its sole discretion, at any time, with notice to the Customer but without assigning any reasons, be entitled to withdraw, discontinue, cancel, suspend and / or terminate any Facility or services related to it or suspend use of any particular devices and shall not be liable to the Customer for any loss or damage suffered by the Customer resulting in any way from such withdrawal, suspension or termination.

The Bank shall charge a monthly service fee if the Customer does not maintain a certain monthly average minimum balance. The same would be intimated to the Customer from time to time. Apart from such monthly service fee, the Customer will be charged separately for specific services that may be availed of by the Customer from the Bank, as detailed in the schedule of charges, as communicated to the Customer from time to time. The charges would be as may be decided by the Bank. These charges may be revised by the Bank, at the sole discretion of the Bank, from time to time. Subject to the facility being available, if a Customer wishes to avail of linking of various accounts held with the Bank, the Customer may request the Bank to link the accounts and Bank would, in its sole discretion and on such conditions as it deems fit, link the accounts.

14.6 **Interest:** The Bank shall pay interest on Savings Accounts at the rates specified by the RBI. The Bank may inform the Customer of the said rates of interest and the methods of calculation of the same on a periodic basis as may be determined by the Bank.

14.7 E-Commerce

14.7.1 The Bank would, from time to time, be identifying web-sites where the Customer could use Facility of making acquisitions/purchases of products and/or services ("Products") and making payments for the same through the Account by giving instructions for such payment through the Internet/mobile phone channel. The Customer understands and accepts that these Terms and Conditions are in addition to any and all such specific terms and conditions as may be applicable to the Bank's E-commerce Facility (including applicable payment methods/charges). The Customer understands and agrees that the availing of such Facility will be deemed acceptance of the said terms and conditions and the Customer agrees to be unconditionally bound by the same.

14.7.2 The Customer agrees and confirms that the web-sites on which the Customer places any orders and in respect of which the Customer requests payments would be solely and exclusively those that are associated with and utilize the Internet payment gateway of the Bank. The Customer agrees that the Customer shall provide payment instructions solely and exclusively on the payment gateway provided by the Bank or such other web-sites as may be designated by the Bank from time to time or via a mobile phone channel. It shall be the responsibility of the Customer to ensure that the certificate of the web-site where the Customer inputs any data is valid and, further, that such certificate is a certificate in the name of the Bank. The Customer understands and acknowledges that the Bank shall not be responsible for any errors caused in respect thereof.

14.7.3 The Customer agrees and confirms that the Customer shall ensure that all the details of any orders placed are stored accurately by the Customer, including without limitation the order number, price payable etc.

14.7.4 The Customer understands and acknowledges that all orders placed by the Customer on such web-sites are orders between the Customer and the merchant supplying the Products. The Bank shall not, at any time, be deemed to be a supplier of the Products or a party to such contract. The Customer understands that the Bank is only providing the Customer a Facility (without obligation) of affecting purchases, the costs/charges of which may be debited from the Account and that the Bank is, in no manner associated with or part of the actual transaction of the sale of the Products. The Customer hereby specifically agrees and acknowledges that the Customer shall be solely responsible to make all such independent inquiries as the Customer deems fit in respect of the Products offered by the merchants on the web-sites and that the Customer is not placing the order on the web-sites based on any representation or statement of the Bank and that such order shall be placed at the Customer's own volition and shall not in any manner

hold the Bank responsible for any deficiency, defect or incomplete Products or for any delay in delivery or non-delivery of the same. The Customer further confirms that the Bank shall not be held responsible for the delivery, suitability, quality or merchantability of the Products.

14.7.5 The Customer understands and acknowledges that the Bank may, without assigning any reason whatsoever, refuse to transfer funds to the merchants/companies. The Customer also confirms and agrees that the Customer shall not hold the Bank responsible or liable 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 other reason, whatsoever.

14.7.6 The sole and exclusive recourse for any deficiency in the Products and any and all matters incidental thereto shall be against the merchant only and the Customer confirms that in the event of any dispute with the merchant, the Customer shall not implead the Bank as a party. The Customer understands and acknowledges that the Bank shall not entertain any communications in this regard from the Customer and/or the merchant.

14.7.7 The Customer shall ensure that the Customer does not, in any manner, release any confidential data to the merchants and suppliers during access to the various web-sites of the merchants and the Customer shall indemnify the Bank from any loss that may be caused to the Bank by any breach of this covenant.

14.7.8 If required by the Bank, the Customer shall communicate the payment instructions and provide to the Bank such details as the Bank may require in respect of the payments to be made including, without limitation, details in respect of the site on which the purchase order was placed and the relevant customer order number. The Customer shall indemnify the Bank from any loss caused from any inaccuracies in this regard.

14.7.9 The Customer hereby agrees that the Bank may place limits, as it deems fit from time to time, on the number of transactions that the Customer may enter into in a particular period or the aggregate payments that the Customer may make on transactions during a particular period or any other restrictions as the Bank may, in its sole discretion, place on the Account. The Customer hereby agrees to abide by and be bound by all such limits that may be placed by the Bank from time to time.

14.8 CITICARD

The Customer has applied for the issue of a debit card(s) linked to the Account ("CitiCard(s)"), only saving accounts and the terms and conditions appearing in this section apply to all transactions involving use of the CitiCard. Terms and Conditions with regard to the Account, not repugnant to these terms and conditions, shall continue to apply and shall not be, in any way, over-ridden, annulled, amended, modified or substituted by the terms and conditions. The Customer understands and agrees that the availing and use of the CitiCard Facility will be deemed acceptance of relevant and applicable terms and conditions and the Customer agrees to be unconditionally bound by the same.

14.8.1 Definitions

Capitalised terms used herein but not defined hereunder shall have the same meanings as assigned to them under the Terms and Conditions generally applicable to the Account. In these terms and conditions:

"Account Transactions" shall mean any or all of the following transactions on the Account performed by using the CitiCard:

- a) Withdrawal of cash from an ATM;
- b) Obtaining Account information from an ATM;
- c) Changing of the ATM Code using an ATM;
- d) Deposit of cash/cheques or other financial instruments through a Depository; and
- e) Transactions at Merchant Establishments subject to available funds in the Account using EDC(s).

"CASST" or "Touch Access Banking Terminals" means Customer Activated Sales and Services Terminals (commonly called KIOSK), whether in India or overseas, whether of the Bank or of a shared network, at which, amongst other things, the Customer can use the CitiCard to access the Account.

"Depository" means any machine/device whether in India or overseas, whether of the Bank or of a shared network, at which, amongst other things, the Customer can deposit funds to be credited to the Account.

"Device(s)" shall mean any and all of the following devices:

- a) ATM;
- b) CASST;
- c) Depository;
- d) EDC;
- e) POS;

and any other devices (whether of the Bank or shared networks of other banks and institutions) as are subsequently intimated to the Customer as being able to support Account Transactions.

"EDC" means any electronic data capture terminal, whether of the Bank or a shared network, at which, amongst other things, the Customer can use the CitiCard to access funds in the Account.

"Merchant Establishment" shall mean establishments which honour debit cards issued by the Bank and may include among others, stores, shops, restaurants, hotels, airline organizations and mail order advertisers (whether retailers, distributors or manufacturers).

"POS" means Point of Sale terminals whether in India or overseas, whether of the Bank or a shared network, at which, amongst other things, the Customer can utilise the CitiCard to access funds in the Account.

14.8.2 Issue of CitiCard

On the request of the Customer and subject to these Terms and Conditions and all of the terms and conditions applicable to the Account as may be applicable from time to time, the Bank shall, at its sole discretion, issue to the Customer, a CitiCard. The CitiCard is not transferable. The Customer may, subject to the Terms and Conditions, carry out Account Transactions through the use of the CitiCard at any Device. To enable such use, an ATM Code (pre-encoded on the CitiCard) will be provided to the Customer. The ATM Code shall be advised to the Customer by the Bank either personally or, at the request of the Customer and at risk of the Customer, through ordinary mail, and may subsequently be changed by the Customer, at the risk of the Customer, at any Device that supports and facilitates such change.

14.8.3 Securing the ATM Code

The Customer will ensure that he/she:

1. Does not disclose the ATM Code to any person, under any circumstances whatsoever and shall prevent anyone seeing the ATM Code being entered into any Device and shall take all possible care to prevent its discovery by any person.
2. Shall not write or indicate the ATM Code on the CitiCard or keep a record of the ATM Code in any manner
3. Shall not retain in physical form, the ATM Code in any manner such that another person is able to access the same.
4. Shall observe all pre-cautions as indicated on the cover within which the ATM Code is delivered.

The Customer shall not hold the Bank liable in case of fraudulent/unauthorized use of the ATM Code through the CitiCard being misused and/or falling in the hands of any third party or through the ATM Code being misused and/or coming to the knowledge of any third party. The Customer shall be solely liable for any loss, damage, costs, charges or expenses including those that may be incurred/suffered by the Bank as a result of such misuse and/or fraudulent/unauthorized use of the CitiCard and/or the ATM Code.

14.8.4 Lost or Stolen CitiCard or Disclosed ATM Code

The Customer shall inform the Bank as soon as the Customer has reason to apprehend that the CitiCard has been or may be misused, lost or stolen or that the ATM Code has become known to anyone.

Upon receipt of advice/instructions from the Customer, the Bank shall cancel the CitiCard and ATM Code. After cancellation, the CitiCard and ATM Code should not be used again even if subsequently found.

Provided that, in case of misuse, loss or theft of the CitiCard or disclosure of the ATM Code to/access to the CitiCard and/or ATM Code by any person, the Customer shall be liable for any and all transactions effected on the CitiCard until the loss or theft of the CitiCard or disclosure of the ATM Code to any third party has been duly reported to the police and a written confirmation of the misuse, loss or theft of the CitiCard or disclosure of the ATM Code to/access to the ATM Code by any third party along with a copy of the police report is received and acknowledged by the Bank such that the Bank is in a position to block/cancel the CitiCard and the ATM Code. The Bank shall not be liable for, and for the consequences of, any misuse of the CitiCard and/or ATM Code under any circumstances and/or at any time, whatsoever. Any replacement CitiCard and ATM Code subsequently issued by the Bank, at application therefor by the Customer, shall be governed by the Terms and Conditions.

14.8.5 Use of CitiCard and Liability for Misuse

The facility of cash withdrawal through the CitiCard is made available by the Bank on a best effort basis and the Customer agrees that he will not hold the Bank responsible or liable in any manner for any consequences whatsoever in case of inability of the Customer 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.

The Customer hereby irrevocably authorizes the Bank to process any and all Account Transactions whether the same have been performed bona-fide or otherwise and by any joint holder of the Account or any other party whatsoever. The Customer undertakes to comply with all applicable laws/procedures while availing of/utilizing the CitiCard.

The Customer accepts full responsibility and liability in all circumstances for Account Transactions performed on any Device whether or not such Account Transaction is processed with the knowledge of the Customer. Any instruction given through utilization /in respect of the CitiCard shall be irrevocable. The Customer hereby authorizes the Bank to debit the Account with the amount of any withdrawal or transfer or carry out any such instructions that may be received by the use of any CitiCard in accordance with the Bank's record of transactions, which the Customer agrees to accept as final and conclusive.

The Customer understands, acknowledges and confirms that the Bank shall not and cannot, in any manner, monitor and restrict the use of the CitiCard or the nature of Account Transactions performed on the CitiCard.

The Customer understands and agrees that:

1. The Customer shall not hold the Bank liable for acting on and pursuant to Account Transactions with the CitiCard.
2. The Customer shall not hold the Bank liable for acting on and pursuant to the instructions of the Customer;
3. In following any such instructions, the Bank will be doing so on a best-efforts basis and the Bank shall, in no way, be liable or responsible on account of delay or inability to act immediately or at all on any of the instructions of the Customer.
4. The Bank shall, in its sole discretion, without assigning any reason whatsoever, be entitled to charge for, withdraw, discontinue, cancel, suspend or terminate the facility to use the CitiCard and/or services related to it and shall not be liable for any loss or damage suffered or claimed by the Customer resulting in any way from such action. Such action may be immediate and without prior notice should the circumstances, in the view of the Bank, warrant the same.
5. Without prejudice to the Bank's inability to monitor the use of, or the nature of Account Transactions performed on, the CitiCard, the Bank may, at its sole discretion but without any obligation, liability or responsibility in this regard, decide not to carry out any such instructions where the Bank has reason to believe that the instructions are not genuine or are such as to raise a doubt or are otherwise improper and cannot be put into effect for any reasons whatsoever.
6. The Bank may, at its sole discretion, video tape or record on camera the Customer's access / presence / use of the Bank's facilities at premises/machines/equipment of the Bank and/or any shared network and the Customer understands and accepts that the Bank may rely on footage of such clipping as evidence in any proceedings.
7. Account Transactions initiated by the Customer will be completed only if the Funds are clear and sufficient to meet the transaction amount in full including any applicable charges/fees, etc. The amount of each completed transaction will be immediately debited from the Account.
8. If any instruction given by the Customer is capable of being executed by the Bank in more ways than one, the Bank may execute such instruction in any one of such ways, at its sole discretion.
9. The Bank shall not be liable for any failure to provide the facility of CitiCard for any reason whatsoever including, but not limited to, on account of any electronic or other systems or systems related failure, disruption, force majeure or other circumstance outside the control of the Bank.

14.8.6 Limitation on Use

The Bank reserves the right to limit the minimum and/or maximum aggregate amount of the Account Transactions per day and such limits being further subject to availability of clear funds in the Account. The Customer acknowledges and understands that daily minimum and/or maximum transaction limits apply to all ATMs (within India and outside India) and may vary between different ATMs belonging to different shared networks.

Account Transactions may be limited to minimum and maximum amounts in any specified period and to multiples of any amounts, from time to time. The Bank shall intimate the Customer in writing at least fourteen (14) days prior to such a restriction being imposed on any CitiCard. The Bank shall not be liable or responsible for any loss or inconvenience the Customer may suffer due to lack of uniformity in these limits for transactions through different ATMs/networks.

14.8.7 Reward Scheme

The Bank may offer the Customer various Reward Schemes on the usage of a CitiCard. The Customer understands and acknowledges that specific terms and conditions will apply to any such Reward Scheme as may be determined by the Bank in its sole discretion and as may be notified to the Customer. In the event of any such Reward Scheme being offered to a Customer, the Customer hereby agrees to comply with and be bound by the applicable terms and conditions of the same.

14.8.8 Balance and Related Account Information

The amount of available funds in the Account and a summary of recent Account Transactions can be ascertained through ATM receipts by utilizing the CitiCard. The Customer confirms that the Customer shall check such record of balance and Account Transactions on a periodic basis.

14.8.9 Errors and Questions

The Customer shall write to the Bank, if the Customer thinks that there has been an Account Transaction error involving the CitiCard or if the Customer requires more information about an Account Transaction as shown on a statement or receipt, within a period of fourteen (14) days from receipt of the Statement where such Account Transaction appears.

The Customer will provide sufficient details along with such written notice to enable the Bank to investigate. The notice shall include the following:

1. Name of the relevant Customer, his address, CitiCard serial number, the Account details and, if applicable, the name and registered office address of the Customer;
2. A description of the error and why the Customer believes it is an error or why the Customer needs more information;
3. The exact amount of the suspected error;
4. A copy of the Account Transaction receipt/record, and
5. Any other information requested by the Bank.

The Customer shall comply with any request by the Bank for further information (including, but not limited to, providing an affidavit/declaration if so required). Where any dispute/inquiry is not settled to the satisfaction of the Customer, the Bank will advise the Customer in writing of the procedures for the investigation and resolution of the dispute and the Customer agrees to abide by and act in accordance with such advice.

14.8.10 Maintenance

While advance notice of maintenance work likely to affect the usage of the CitiCard may be given on a best efforts basis, the Bank reserves the right to suspend access to any Device or the provision of all or any of the services relating to the CitiCard, at any time, if the Bank deems it necessary to do so.

14.8.11 Surrender/Replacement of CitiCard

The CitiCard issued to the Customer shall remain the property of the Bank and will be surrendered to the Bank on request. The Customer confirms that he/she will at all times exercise due care in the use and custody of the CitiCard including such that it is not damaged so as to be rejected by any Device and in the event of any damage due to any reason whatsoever including, but not limited to, improper or fraudulent use, the Customer shall be liable to the Bank.

The Bank reserves the right to cancel, suspend or withdraw the CitiCard facility partially or in totality at any time and without prior notice in this regard and with immediate effect, should the circumstances so warrant, in the view of the Bank. The Customer confirms that he/she shall be liable to the Bank to return the CitiCard for cancellation in the event the services are no longer required by the Customer or if the services are withdrawn by the Bank for any reason whatsoever. Use of the CitiCard after receipt by the Customer of notice of withdrawal or cancellation of that CitiCard or the facility of CitiCard is unauthorized and the Bank reserves the right to take such action as may be appropriate. The Bank may, in its sole discretion, at the request of the Customer, issue a replacement CitiCard with a new ATM Code for any lost or stolen CitiCard or a new or same ATM Code on such terms and conditions as the Bank may deem fit. In any event, unless otherwise specified by the Bank in writing, any replacement CitiCard and ATM Code issued by the Bank shall be governed by the Terms and Conditions.

14.8.12 Variation of the Terms and Conditions

The Bank reserves the right, in its sole discretion, to vary the Terms and Conditions, from time to time, under intimation to the Customer. The Bank may effect changes to the Terms and Conditions, including, but not limited to imposition or increase in charges relating to the use of the CitiCard and ATM Code.

The Bank may also effect change without notice, if such change is necessary to maintain or restore the security of the electronic system or equipment used for CitiCard transactions. The Customer will be notified within 30 days if such a change is made, unless disclosure would jeopardize the security of the electronic system or equipment.

14.8.13 Ability to Refuse Payment

If the Bank receives any process, summons, orders, execution, distraint, levy, lien, decree, information or notice regarding liability/purported liability of the Customer to any person whatsoever, which the Bank, in good faith, believes to be valid and true, the Bank may decline to allow the Customer to obtain any portion of the monies in the Account or may pay such monies over to an appropriate authority and take any other steps required by applicable law. The Bank reserves the right to deduct from the Account a reasonable service charge and any expenses the Bank may incur, including, without limitation, legal fees due to legal actions involving the CitiCard.

All monetary liabilities and obligations with respect to the Account are payable solely at the branch at which the Account was opened and are subject to all applicable law (including, without limitation, any governmental acts, orders, decrees and regulations including fiscal and exchange control regulations). The Bank shall not be liable for non-availability of funds credited to the Account including due to restrictions on convertibility or transferability of the funds credited to the Account, requisitions, involuntary transfers, acts of war or civil strife or other similar causes beyond the Bank's control.

14.8.14 Indemnity

In consideration of the Bank agreeing to provide to the Customer the facility of CitiCard, the Customer hereby irrevocably agrees, to indemnify and keep the Bank indemnified, at all times hereafter, from all losses, damages, costs, legal fees, charges and expenses and consequences whatsoever, suffered or incurred by the Bank on account of any claims, actions, suits or otherwise instituted by the Customer, or any third party whatsoever, arising out of or in connection with the use of the CitiCard and any and all transactions initiated by the use of the CitiCard, whether with or without the knowledge of the Customer, or whether the same have been initiated bona fide or otherwise which transactions, the Customer hereby acknowledges, that the Bank has processed on the instructions and authority of the Customer in accordance with these Terms and Conditions and other applicable terms and conditions. The Customer further agrees and confirms that this indemnity shall remain valid and subsisting and binding upon the Customer notwithstanding withdrawal of the facility of CitiCard or closure, for any reason whatsoever, of the Account or suspension or cancellation of any or all CitiCard.

14.8.15 International Usage Of CitiCard

The Customer understands and acknowledges that all withdrawals and transactions made with the CitiCard outside India constitute a payment from the Bank in India, and a remittance to the country where the withdrawals/transaction is effected. Cash withdrawn at an ATM outside India, with the CitiCard, shall be in a currency permitted at the institution which owns the ATM at which the withdrawals are made. The equivalent in the currency in which the Account is held, along with processing charges, conversion charges, fees, if any, for such transactions shall be debited to the Account. Cash withdrawals at an ATM outside India shall also be subject to any exchange control regulations, or limitations in effect in the country in which the ATM is located.

The Customer shall indemnify and hold harmless the Bank from any and all consequences arising from non-compliance of the Exchange Control Regulations of the RBI.

In case a CitiCard is cancelled, whether on account of non-compliance with Exchange Control Regulations or otherwise, the Bank will not be responsible for any attempted usage of the CitiCard, whether in India or abroad. The issue and use of CitiCard will be subject to RBI's regulations in force from time to time.

14.9 Account Representative of the Customer

- 14.9.1 Any Customer, who is not an individual, may nominate persons, who may or may not be Authorised Signatory(ies) of the Account (the "Account Representative(s)"). Each Mandatee may be given a CitiCard with a unique 16-digit number in addition to a T-PIN to access the Account through the CitiPhone Banking Facility and/or an H-PIN to access the Account through the Internet Banking Facility. The Customer understands that each Account Representative would be required to utilise the Recognition Card provided in conjunction with the corresponding T-PIN/H-PIN/I-PIN to perform any transactions on the Account. The limit for transactions, which each Account Representative may undertake, will be in accordance with the specific form for that purpose executed by the Customer for this particular Facility. The Customer understands and acknowledges that the Account Representative will not be able to access the branches of the Bank or perform transactions through any channel other than the CitiPhone Banking Facility and/or the Citibank Online Internet Banking Facility. The Customer is aware that any of

the Account Representatives may initiate a transaction over the telephone and/or the Internet in accordance with the authorisation for the same provided to the Bank through written instructions. The Customer hereby confirms that the Account Representative is fully conversant with the procedures, as explained to the Customer, which are required to be complied with and further confirms that the Customer and each Account Representative shall comply with the same.

- 14.9.2 On receipt of instructions from the Account Representative/Authorised Signatory, the Bank shall have no responsibility except to verify the Recognition Card and match the same with the individual T-PIN/H-PIN/I-PIN respectively. In the event of any mismatch or unclear instructions, the Bank shall not be obliged to act upon the instructions nor inform the Customer or the Account Representative/Authorised Signatory of the same.
- 14.9.3 The Customer understands that the Bank shall only take on record any change/removal or suspension of any Account Representative/Authorised Signatory, upon receipt of written instructions from the Customer in such form as is acceptable to the Bank and shall provide to the Bank such other documents as may be required by the Bank for the purposes of recording such change. The Customer is aware that such change would be effective four (4) banking business days after receipt of such written instructions by the Bank, subject to holidays and normal banking working hours norms.
- 14.9.4 The Customer understands that the CitiCard number, T-PINs, I-PINs and H-PINs are confidential and that each person to whom such PIN has been assigned shall at all times keep the same confidential and the Customer shall be solely responsible and liable for any and all losses that may be suffered/incurred by the Customer as a consequence of the PIN being misused.

XV TERMS AND CONDITIONS APPLICABLE TO DEPOSIT ACCOUNTS ONLY

- 15.1 The Customer is required to specifically apply for deposit related products in accordance with specific terms and conditions as mentioned in the Deposit Application form applicable to the same from time to time and subject to directives laid down by the RBI from time to time and all other applicable laws.
- 15.2 **Interest:** The Bank will give interest on all deposits maintained by a Customer with the Bank at the rates specified by the RBI. The Bank will inform the Customer of the said rates of interest on a periodic basis as determined by the Bank. The Customer understands and acknowledges that in the event of any premature withdrawal of the deposit by him, the Bank has the right to levy a penal interest on the Customer at a rate that will be specified by the Bank on a case-to-case basis.
- 15.3 **Renewal:** In the absence of any special instructions, the deposit will be renewed on maturity for a like term at the then applicable interest rates.

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Japan Toll Free: 00-66-3384-0026

Manila Toll Free: 1-800-1651-0453

Singapore

Pre Account Opening Toll Free: 1800-328-8414

Post Account Opening Toll Free: 1800-225-7211

Thailand Toll Free: 001 800 65 6196

New Zealand Toll Free: 0800-542-300

Melbourne & Sydney Toll Free: 1800-252-856

Middle East

Abu Dhabi Toll Free: 800-4455

Dubai Toll Free: 800-4455

Saudi Toll Free: 8008-973-719

8008-973-005

Bahrain/Qatar:

Non Toll Free: 973-17-588-340/350

(Timing: Sunday to Thursday 9.00 am to 6.00 pm)

Kuwait:

Non Toll Free: 965-2-259-4037

(Timing: Sunday to Thursday 9.00 am to 6.00 pm)

Europe/Africa

Universal Free Phone No:

00-800-2484-2484 (00-800-CITI-CITI)

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Toll Free: 1800-22-NRIs (1800-22-6747) from MTNL/BSNL connection and 3970 5555 from non-MTNL/BSNL connection
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Tel: +91-124-254-2484 (CITI)

Citibank for Non-Resident Indians,
D-11, South Extension Part-II,
New Delhi 110 049
Tel: +91-124-254-2484 (CITI)

Citibank for Non-Resident Indians,
Plot No. 33, Basant-Lok Vasant Vihar,
New Delhi 110 057
Tel: +91-124-254-2484 (CITI)

Noida

Citibank for Non-Resident Indians,
A-6, Sector 4, Noida 201 301
Tel: +91-124-254-2484 (CITI)

Pondicherry

Citibank for Non-Resident Indians,
Citibank, N.A., No. 22, Rue Bussy Street,
(Lal Bahadur Shastri Street),
Pondicherry 605 001
Tel: +91-98940-22484

Pune

Citibank for Non-Resident Indians,
Ground Floor Onyx Tower, Nr. Westin Hotel,
Koregaon Park Extension, North Main Road,
Pune, 411001.
Tel: +91-20-66064200.

Surat

Citibank for Non-Resident Indians,
14, Adarsh Society, Opp. Kakadia Complex,
Ghod Dhod Road, Surat 395 007
Tel: +91-261-653-2484 (CITI)

Vadodara

Citibank for Non-Resident Indians,
Ground Floor, Pelican, Gotri Road,
Opp. Race Course Towers,
Vadodara 390 007
Tel: +91-265-232-2484 (CITI)

Vapi

Citibank for Non-Resident Indians,
Citibank, N.A., The Emperor,
Vapi-Daman Road, Chala, Vapi 396 191
Tel: +91-95-232-2484 (CITI)

