

## **MOST IMPORTANT TERMS AND CONDITIONS**

The Most Important Terms & Conditions (MITCs) mentioned herein-below are to be read and understood in conjunction with the Citibank Cardmember Terms and Conditions ('Cardmember T&Cs') as communicated on [www.citibank.com/india](http://www.citibank.com/india). In the event of a conflict between any of these MITCs and the Cardmember T&Cs, the Cardmember T&Cs shall prevail, unless otherwise specified hereunder.

### **1. FEES AND CHARGES**

**a. Schedule of Charges:** The schedule of Charges as applicable on date is provided below:

Description of charges	Citibank Cards
Joining & Annual Fees	Fees applicable for both Primary and Additional Cardmembers will be communicated at the time of sourcing.
Cash Advance- Fees	2.0% (subject to a minimum of Rs.300 and US \$7.5 at International ATMs)
Late Payment Charges (per month)	<ul style="list-style-type: none"> <li>• Rs.300 for current balance up to Rs.10000</li> <li>• Rs.600 for current balance from Rs. 10001 - 25000</li> <li>• Rs.700 for current balance above Rs.25000</li> <li>•</li> </ul>
Over Credit Limit Charge	2.5% of the amount over the Credit Limit (Subject to a minimum of Rs.500)
Cheque/ECS Bounce Charge	Rs.350 per returned cheque/ECS
Petrol Transaction Charge	2.5% (subject to a minimum of Rs.10) Waived at Indian Oil Outlets for transactions done on Citibank EDCs
Railway Ticket Booking or Cancellation Surcharge (Counter booking)	2.5% of transaction value (subject to a minimum of Rs.25)
Railway Ticket Booking Surcharge (Internet booking)	<ul style="list-style-type: none"> <li>• 1.8% of transaction value for regular transactions;</li> <li>• 2.8% of transaction value for 3 EMI transaction</li> </ul>
Statement Request (beyond 3 months)	Rs.100
Reissue of Lost, Stolen or Damaged Card	Rs.100
Outstation Cheque Charge (Charge based on the value of the cheque/instrument)	<ul style="list-style-type: none"> <li>• Upto Rs.10000 - Rs.50 per cheque</li> <li>• Rs.10001 to Rs.100000 - Rs.100 per cheque</li> <li>• Above Rs.100001 - Rs.150 per cheque</li> </ul>

Foreign Transactions	Currency	Mark Up of 3.5%
Cash deposit at Citibank branches towards credit card repayment		Rs 100
Cash deposit at Citibank ATMs towards credit card repayment (effective 1st April 2013)		Rs 50

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. The Bank's Service Tax Registration number is AAACC0462FST001

#### **b. Finance Charges (Interest Charges)**

- Interest will be charged if you (the word 'you' refers to the Cardmember) do not pay back the previous bill in full and also on all Cash Advances from the date of transaction until the date of settlement.
- The interest rate on your card is dynamic and is subject to the bank's review every 6 months (twice in a calendar year), based on various cardmember performance parameters, such as spend (purchases & cash withdrawals) and utilization trends on the card(s), repayment patterns, including default (non-receipt of payment) etc., and on credit bureau feedback related to other lending products used by the cardmember. The rate of interest can vary between 2.75% per month (i.e. 33% annualized) and 3.45% per month (i.e. 41.40% annualized), provided the account continues to be in good standing and all credit card bills are paid on time (at least the Minimum Amount Due). In case of default, i.e., if the card member does not pay the Minimum Amount Due as per the last credit card statement by the Payment Due Date, the interest rate can increase up to 3.50% per month (i.e. 42.00% annualized). The default interest rate will apply till the time the account is regularized plus 3 months of performance review period.
- If you avail of more than one dynamic interest rate credit card, i.e. any card other than Ultima or Prestige or Employee Platinum, then interest rate applicable on the new card will be same as the existing card, irrespective of the type of card/class that you choose as your 2nd card. Essentially, the interest charges will be applicable at the customer level and not based on the product type. An exception to this could happen when the billing cycles on different dynamic interest rate credit cards held by you are different. In such a scenario, the interest rate would be applicable at a card level and not at a customer
- All charges are dynamic and are subject to change based on Citibank's periodic review.

### Illustrative Example for Interest Calculation

Assuming that you have only partially paid your February outstanding, and your statement is generated on 17th March for Rs. 5000. You make a payment of Rs 2000 on 25th March. And you make a purchase for Rs 1000 on 30th March. You make no further payment on your Card till 17th April. Assuming an interest rate of 39.00% per annum in this example, interest will be levied as follows:

On the balance of Rs 5000 (18th - 24th March) for 7 days:  $(39.00) \times (7/365) \times 5000/100 = \text{Rs } 37.40$

On the balance of Rs 3000 (25th - 29th March) for 5 days:  $(39.00) \times (5/365) \times 3000/100 = \text{Rs } 16.03$

On the balance of Rs 4000 (30th March - 17th April) for 19 days:  $(39.00) \times (19/365) \times 4000/100 = \text{Rs } 81.21$

Total Interest charged = Rs 134.63

**NOTE:** *If you spend Rs.5000/- and you pay back exactly the minimum amount due every month, then it may result in repayment stretching over 6 years with consequent interest payment on the outstanding amount. Therefore, you should, whenever your cash flow allows pay back substantially more than your minimum due. This will also help open up your spending limit & improve your credit rating.*

**Late Payment Charges** will be applicable if the Minimum Amount Due on the card is unpaid after the Payment Due Date. Late payment charges are levied based on the current balance on your card on or within 3 days post the Payment Due Date.

### Illustrative Example for Calculation of Late Payment Charges:

Assume you receive a statement for the period 16<sup>th</sup> Oct – 15<sup>th</sup> Nov, with a payment due date of 3<sup>rd</sup> Dec. You need to pay at least the minimum amount due as per your card statement by the payment due date (3<sup>rd</sup> Dec) to ensure that no late payment charges are levied. If you fail to do so, then late payment charges would be levied based upon the current balance on the card on the day the charges are levied, as per the following bands:

Rs.300 for current balance up to Rs.10000

Rs.600 for current balance from Rs. 10001 - 25000

Rs.700 for current balance above Rs.25000

Thus, in the example detailed above, if you make a payment greater than or equal to the Minimum Amount Due only on, say, 9<sup>th</sup> Dec, and you have a current balance of Rs. 5000 on the card, Rs. 300 will be levied on the card as Late Payment Charge. This charge will also be applicable if you make a payment of less than the minimum amount due by the payment due date.

### **c. Payment Due Date Calculation**

The Payment Due Date of the statement can vary between 17 and 23 days from the statement date depending on whether you normally make full payment or part payment. This period is on the discretion of the bank.

#### **Illustrative Example for Payment Due Date:**

For a statement for the period 15 May to 15 Jun, the payment due date can vary from 2nd Jul to 8th Jul.

### **Interest Free (Grace) Period**

Interest free (grace) period depends on the date of the transaction and the statement date, as illustrated below.

#### **Illustrative Example for Interest Free Credit Period Calculation:**

For the example given in the PDD section, assuming that the payment due date falls on 8th Jul, and if the previous month's dues have been paid in full, the grace period would be:

1. For a purchase dated 16 May, interest free grace period is 16 May to 8 Jul = 53 days.
2. For a purchase dated 15 Jun, interest free grace period is 15 Jun to 8 Jul = 23 days.

Scenarios where interest-free (grace) period would NOT be applicable:

- a) If you have not paid the previous month's balance in full.
- b) If you have availed of cash from an ATM, interest is charged from the date of the transaction to the date of settlement of dues.

## **2. LIMITS**

The Credit Limit and Cash Withdrawal Limit are communicated to you at the time of delivery of the Card and are also indicated in the monthly statements. The available Credit Limit at the time of generation of each monthly statement is provided as a part of the said statement.

## **3. BILLING**

**a) Statement:** Citibank will send you a monthly statement, showing payments and transactions for the month, provided the Card has been active during the said period. The statement would be dispatched by physical mail or email to your mailing address as per our records.

**b)** Your monthly payment should cover at least the Minimum Amount Due. Your current Minimum Amount Due is calculated as 5%\* of your balance outstanding OR the sum of all installments, Interest/other bank charges, the amount utilised over the credit limit, if any and 1% of remaining balance outstanding, whichever is higher. Any unpaid Minimum Amount Due from previous statements will also be added to your current Minimum Amount Due to arrive at the Total **Minimum Amount Due**.

\* This can vary for specific card types, is subject to change from time to time and will be notified accordingly.

If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) via an average daily balance method

In case you have a Standing Instruction (SI) on your Credit Card and if Payment Due date falls on a day succeeding Sunday or Public Holiday, requisite funds per instruction will be debited from the bank account a day prior to the Payment Due Date and the SI amount would be applied on Payment Due Date on the card

**c) Payments** received against your Card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

**d) Methods of Payments:** Payments towards the Card Account may be made in any of the following ways:

- **Online:** Pay your Card outstanding online at [www.citibank.com/india](http://www.citibank.com/india) from your Citibank Banking Account using an Internet Password (IPIN) or use the **Citibank Epay Service** and pay from your non-Citibank banking account
- **ECS/ SI:** Payments can be made through the Electronic Clearing System (ECS). In case you have a Citibank Account, you can opt for Standing Instruction (SI), where funds will be automatically transferred from your Citibank Banking Account to your Card account. Please visit the Customer Service tab on our website to download the SI / ECS form and get details on the ECS locations.
- Now you can also pay your credit card bills through NEFT. Please use IFSC Code CITI0000003 for this payment and mention your card number as the beneficiary account. For more information please visit [www.citibank.com/india](http://www.citibank.com/india)
- Drop your Credit Card cheque/DD payment in favour of your 16 digit Citibank credit card number i.e. "Citibank Card XXXXXXXXXXXXXXXX", into **drop boxes at Citibank ATMs** or **mail them** to the mailing address provided in the section (f) below

**e) Billing Disputes:**

If there is a dispute, you must inform Citibank within 30 days of receipt of the Statement. On receipt of such information, Citibank may reverse the charge on a temporary basis. If, on completion of subsequent investigations, the liability of such charges is ascertained to be to your Card Account, the charge will be reinstated in a subsequent statement and a fee of Rs. 100 will be charged. You have a time frame of 60 days for informing Citibank of any other complaints/grievances.

**f) Contact Particulars:**

You can contact Citibank in any of the following ways:  
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- Call us on the 24X7 CitiPhone helpline. For the full list of city wise numbers, please refer to 'Reach Us' tab on the Customer Service webpage of [www.citibank.com/india](http://www.citibank.com/india).
- Login to [www.citibank.com/india](http://www.citibank.com/india) using your IPIN (Internet password), click on the 'Your Queries' link to send us your query.
- Write to us at Citibank N.A., Mail Room, No.2, Club House Road, Chennai - 600 002\_

#### **g) Grievance Redressal:**

If you are not satisfied with the response provided by the access channels, you may call us at 18004252484 (Toll free) / 044-28501242 between 10:00 AM and 6:00 PM (Monday to Saturday) or send an e-mail to [head.customercare@citi.com](mailto:head.customercare@citi.com). For any further escalations, you may contact our Principal Nodal Officer Ms. Nisha Shriram, at [principal.nodal.officer@citi.com](mailto:principal.nodal.officer@citi.com) or call 1800220123 (Toll free) / 39707464 (local dialing) between 10:00 AM and 6:00 PM (Monday to Saturday).

In the event that you do not receive any response within one month from the date you represented your complaint to the above mentioned channels, or if you are dissatisfied with the response given, you may write to the Banking Ombudsman for an independent review. Please visit the Grievance Redressal webpage on [www.citibank.com/india](http://www.citibank.com/india) for details on the Banking Ombudsman scheme.

Citibank is a member of the Banking Codes & Standards Board of India (BCSBI). Please visit the homepage of our website [www.citibank.com/india](http://www.citibank.com/india) to view the BCSBI code.

#### **4. DEFAULT AND CIRCUMSTANCES**

If you do not pay at least the Minimum Amount Due by the Payment Due Date, this will be reported in the monthly submissions to the credit bureaus, authorized by the Reserve Bank of India (RBI). Non-payment of at least the Minimum Amount Due may lead to disruption of credit card services. You will be reminded in subsequent statements to pay your dues. Balances outstanding for over 7 months will result in your being reported as a 'defaulter'. If requisite payment is made, your record will be updated as 'current' in the next monthly refresh to the credit bureau.

If your payments are overdue, follow-ups may be done by visitation, post, fax, telephone, e-mail, SMS messaging and/or engaging third parties to remind, follow up and collect dues. In the event of default, if Citibank is unable to contact you, we will leave messages with third parties (defined as spouse/parent/other direct adult family member/secretary/accountant) available at your residence/office/mobile number/address.



Citibank may at any time combine and consolidate any of your accounts and any other facilities availed of by you, including any outstandings with respect to your credit cards held with Citibank. Citibank shall be authorized to set-off, adjust or transfer any sums standing to the credit of any of such accounts in or towards satisfaction of any of your liabilities to Citibank on any account or in any other respect.

In case of deceased Cardmember, Citibank will request the next of kin to repay the dues. In case you have opted for any insurance cover from Citibank which protects your Citibank credit card dues in the event of death, the premium for this insurance cover is charged to your monthly credit card statement. Insurance covers may vary from Card to Card . For more details about your existing policy and activation date please contact CitiPhone .

Additionally you may visit [www.citibank.co.in](http://www.citibank.co.in) for information on other insurance covers available with Citibank

In case of non-payment, our Customer Assistance Specialists, engaged through our authorized agencies may contact you to remind on the outstanding dues. The complete list of our authorized agencies is available on [www.citibank.co.in](http://www.citibank.co.in)

#### **5. TERMINATION/REVOCAION OF THE CARDMEMBERSHIP**

- a) You may terminate your Card-membership with Citibank at any time by writing to Citibank or intimating the request for closure to 24-Hour CitiPhone. All your outstanding amounts will immediately become due.
- b) Citibank may also cancel the use of the Card at any time without prior notice, if it reasonably believes it necessary for business or security reasons, including if you delay payments, exceed the Credit Limit or if cheques are returned.
- c) You may receive monthly statements even after closure of the Card, reflecting the actual outstanding.

#### **6. LOSS/THEFT/MISUSE OF CARD**

- a) You should contact Citibank immediately at 24-Hour CitiPhone, if a Card is lost, stolen, misplaced, or if someone else knows your PIN or other security information. You must report the theft of your Card(s) to the police and lodge an FIR.
- b) You will not be liable for any misuse on a Card or PIN after you have informed Citibank of the loss, unless you have acted with gross negligence.
- c) You will be liable for all losses for any misuse that have happened with your consent or knowledge.
- d) The Card cannot be used for any purposes prohibited by a regulatory authority.

#### **7. DISCLOSURE**

- Citibank may tie up with credit bureaus authorised by the RBI and will share credit information including but not limited to your current balance, payment history etc along with your demographic details with these credit bureaus on a monthly basis,

as per the Credit Information Companies (Regulation) Act, 2005. The credit bureaus only provide factual credit information and do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted. It is in your best interest to maintain a good credit history by paying the necessary dues in a timely manner. With credit bureaus in place, responsible customers can expect faster and more competitive services at better terms from the Credit Grantors. Default by customers would be available with the credit bureau, which in turn could impact your credit worthiness for future requirements.

- Citibank reserves its right to report a delinquent customer to bureau even in the instance of customer raising a billing dispute which the bank had clarified as an invalid dispute earlier or raised by customer after the cut-off time for such disputes as defined by the bank and/or the dispute is in relation to transactions where a PIN or a One Time Password was used.
- Citibank will provide your particulars to statutory authorities, as may be required. If you have taken a co-brand product, offered by Citibank and a partner, the necessary information including but not limited to that which is required for execution of the rewards programmes will be provided to the partner.
- Transaction alerts received may not be assumed as a confirmation of transaction completion. If in any circumstance the transaction is not successful, you would be notified about it through a cancellation alert subsequently.

If you do not wish to receive any direct marketing or telecalling/ telesales calls from Citibank, please call 24-Hour CitiPhone and inform us. Alternatively, you could log on to our website and register for the **'Do Not Call' Service**.

For the Cardmember T&Cs, relevant credit card guidelines & local regulations, please visit our website [www.citibank.com/india](http://www.citibank.com/india)

### **Important Regulatory information**

- The Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.
- Usage of the Card for transacting outside India must be made in accordance with applicable law including the Exchange Control Regulations of the RBI and the Foreign Exchange Management Act, 1999. **Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, you may be liable for penal action.**
- You should consult your Authorized Dealer (AD) regarding your Foreign Exchange Entitlement.
- If you have any credit balance on the credit card account, Citibank has the right to return this credit balance to you

All Information in this communication is correct at the time of printing/publishing  
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