



## MOST IMPORTANT TERMS & CONDITIONS

The Most Important Terms & Conditions (MITCs) mentioned herein below are to be read and understood in conjunction with the Citibank Cardmember Terms & 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 bills up to Rs. 10,000</li><li>Rs. 600 for bills from Rs. 10,001 - Rs. 25,000</li><li>Rs. 700 for bills above Rs. 25,000</li></ul>
Over Credit Limit Charge	2.5% over Credit Limit (Subject to a minimum of Rs. 500)
Cheque/ECS Bounce Charge	Rs. 250 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>Up to Rs. 10,000 - Rs. 50 per cheque</li><li>Rs. 10,001 to Rs. 1,00,000 - Rs. 100 per cheque</li><li>Above Rs. 1,00,001 - Rs. 150 per cheque</li></ul>
Foreign Currency Transactions	Mark Up of 3.5%

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)**

### **For Citibank Cards**

- 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.
- Your rate of interest initially is 2.5% per month (i.e., 30% annualised). This can change periodically based on your spend, payback and utilisation patterns. Your rate of interest can increase up to 3.5% per month (i.e., 42.0% annualised) in case of default. The default interest rate will apply till the time the account is regularised plus 3 months of performance review period.
- If you avail of more than one Credit Card from Citibank then interest rate applicable on the new Card will be same as the existing Card, irrespective 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 Card type.
- 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. In this example, interest will be levied as follows:

On the balance of Rs. 5000 (17th - 25th March) for 8 days:  $(30/365) \times 8 \times 5000/100 = \text{Rs. } 32.87$

On the balance of Rs. 3000 (25th - 30th March) for 5 days:  $(30/365) \times 5 \times 3000/100 = \text{Rs. } 12.32$

On the balance of Rs. 4000 (30th March - 17th April) for 18 days:  $(30/365) \times 18 \times 4000/100 = \text{Rs. } 59.17$

Total Interest charged = Rs. 104.38

**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**

(i) **For Citibank Cards** are applicable if the Minimum Amount Due is unpaid after the Payment Due Date.

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

Assume you receive a statement for the period 16th Oct - 15th Nov, with a payment due date of 3rd Dec for an outstanding balance of Rs. 5000. You need to pay at least the minimum amount due i.e., Rs. 250 in this example, by the payment due date (3rd 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 total amount outstanding on the Card, as per the following bands:

Rs. 300 for bills up to Rs. 10,000

Rs. 600 for bills from Rs. 10,001 - Rs. 25,000

Rs. 700 for bills above Rs. 25,000



Thus, in the example detailed above, if you make a payment only on, say, 7th Dec, Rs. 300 will be levied as Late Payment Charge. This charge will also be applicable if you make a payment of less than the minimum amount due (Rs. 250 in this example) by the payment due date.

**c. Interest Free (Grace) Period:** The Grace period could range from 17 to 55 days.

**Illustrative Example for Grace Period Calculation:**

For a statement for the period of 15th Nov to 15th Dec the payment due date is 6th Jan. Assuming you have paid back your previous month's dues in full, the grace period would be:

1. For a purchase dated 16th Nov; interest free grace period is from 16th Nov to 6th Jan = 52 days.
2. For a purchase dated 14th Dec; interest free grace period is from 14th Dec to 6th Jan = 24 days.

Thus, the grace period can vary depending upon the date of the purchase. However, if you have not paid the previous month's balance in full or if you have availed of cash from an ATM, then there will be no interest free period.

## **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 E-mail 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 instalments, 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.

**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 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.

- 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:

- 24-Hour CitiPhone: 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).
- Through E-mail, by writing to [indiaservice@citi.com](mailto:indiaservice@citi.com).
- Through mail, by writing to the Citibank Card Center, 766, Anna Salai, Chennai - 600 002.

**g) Grievance Redressal:**

If you are not satisfied with the response received on your enquiries, you can address the grievance to higher authorities in Citibank, through E-mail, by writing in to [head.customercare@citi.com](mailto:head.customercare@citi.com) or call the national toll free number 1800-425-2484 from BSNL/MTNL lines or 044-28501242 between 9:30 am and 8:00 pm (Mon to Fri). For further escalations, you can contact Ms. Anjana Makkar, Grievance Redressal officer at [India.Grievance.Redressal.Officer@citi.com](mailto:India.Grievance.Redressal.Officer@citi.com) or call at 1800-22-0123 from BSNL/MTNL lines or 39707464 between 9:30 am and 8:00 pm (Mon to Fri).

**4. DEFAULT**

If you do not pay at least the Minimum Amount Due, this will be reported in the monthly submissions to the credit bureaus, authorised by the Reserve Bank of India (RBI). 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 authorised 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. To prevent this burden, we offer group insurance covers as below.



## **5. RISK COVERAGE**

Citibank offers you group insurance covers that protects your Card dues to Citibank, in the event of death. The premium for this insurance is required to be paid by you and is charged to your monthly Statement upon activation of the policy.

## **6. TERMINATION/REVOCATION 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.

## **7. 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.

## **8. 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, 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.
- If you notify Citibank of a billing dispute, Citibank will suspend reporting to the bureau till the dispute is resolved.
- 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.



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 for International usage**

- 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 and in the event of any failure to do so, you may be liable for penal action.
- You should consult your Authorised Dealer (AD) regarding your Foreign Exchange Entitlement.

All Information in this communication is correct at the time of printing/publishing (Version: GCG/WP/TT/TITANIUM-MITC/11-09)