

Citi Secure Email



(Secure) NCRP MHA Acknowledgement No. 30403250002769

From: "Sachdeva, Kanika " <kanika.sachdeva@citi.com>
To: Banking <banking@zomato.com>
Cc: "Thukral, Deepika " <deepika.thukral@citi.com>, "ravi.yadav@grofers.com" <ravi.yadav@grofers.com>
Sent: Tuesday, April 1, 2025 4:56:53 PM GMT

[Secure Reply](#)

Dear all,

In compliance with below notification from Cyber Crime, we are blocking Rs 1083.41/- in account # D030000711872078 (ZOMATO LIMITED).

Acknowledgement No.	30403250002769
Category of Complaint	Internet Banking Related Fraud
Complaint Date	20/03/2025
Complainant Details	
Name	Sofiq Ahmed
Mobile	9101389605
Father/Mother / Spouse Name	
Email	SO96052503201237
Address	781136
State /District /Police Station	ASSAM KAMRUP CHAYGAON
Relation with Victim	Self
Complaint currently with Police Station:	
Name	oc_chaygaon
Designation	Police Sub-Inspector (SI)
Mobile	9957441540
Email	sp-kamrup@assampolice.gov.in

Complaint Additional Info : Financial Fraud of Rs.4,00,000/-

Fraudulent Transaction Details

Total Fraudulent Amount reported by complainant : 400000

This Color denotes action has been taken on this transaction :

S No.	Bank/ (Wallet/PG/PA)/ Merchant / Insurance	Account No./ (Wallet/PG/PA) Id	Transaction Id / UTR Number	Amount	Reference No.	Transaction Date	Complaint Date	Remarks	Complaint Reported By State	Complaint Forward From / Date
1	Account Credited to : Citi Bank	0711872078 Layer : 4 Reported in Multiple : Transactions : 1 times	ReferRemarks	Transaction : 1184777 Disputed : 294.87		28/01/2025 03:52:AM	20/03/2025 12:48:PM	The Settlement RRN: 539306124372 could not be inputted in the Transaction Id / UTR Number field due to the portal error - Transaction ID can not be duplicate.	ASSAM	: Asmayeen Asmayeen :asmayeen@google.com : Google Pay Date :20/03/2025 15:27:PM

If you have any questions or concerns about the Citi products you have either purchased or intend to purchase, please reach out to your Citi contact/financial advisor. If you are not able to open/read the attached PDF document or have other issues related to using secure mail, help is available 24 hours a day by calling 1-866-535-2504 (inside U.S.) or International users call 1-904-954-6181 (collect calls accepted) or by email at secure.emailhelp@citi.com.

		Complaints : 283 times								
2	Account Credited to : Citi Bank	0711872078 Layer : 4 <hr/> Reported in Multiple : <hr/> Transactions : 1 times <hr/> Complaints : 283 times	AXNGG02869189447	Transaction : 1184777 <hr/> Disputed : 441.97		28/01/2025 03:55:AM	20/03/2025 12:48:PM	new Merchant IN FullAccNum_Given SettlementAmount_Provided SettlementRRN_Given	ASSAM	: Asmayeen Asmayeen :asmayeen@google.com : Google Pay Date :20/03/2025 15:24:PM
3	Account Credited to : Citi Bank	0711872078 Layer : 4 <hr/> Reported in Multiple : <hr/> Transactions : 1 times <hr/> Complaints : 283 times	AXNGG02975559137	Transaction : 1228698 <hr/> Disputed : 346.57		29/01/2025 03:20:AM	20/03/2025 12:48:PM	new Merchant IN FullAccNum_Given SettlementAmount_Provided SettlementRRN_Given	ASSAM	: Asmayeen Asmayeen :asmayeen@google.com : Google Pay Date :20/03/2025 15:22:PM



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(AlphaNumeric and Symbols like @ , . () / _ - : ; are allowed, Do not use any special characters.)

Current Status select Transaction put on hold Money Transfer to Withdrawal through ATM Withdrawal through POS Cash Withdrawal through Cheque Aadhaar Enabled Payment System(AEPS) Old Transaction
Other Refund Completed Others [<=500]
select

If you have any questions or concerns about the Citi products you have either purchased or intend to purchase, please reach out to your Citi contact/financial advisor. If you are not able to open/read the attached PDF document or have other issues related to using secure mail, help is available 24 hours a day by calling 1-866-535-2504 (inside U.S.) or International users call 1-904-954-6181 (collect calls accepted) or by email at secure.emailhelp@citi.com.