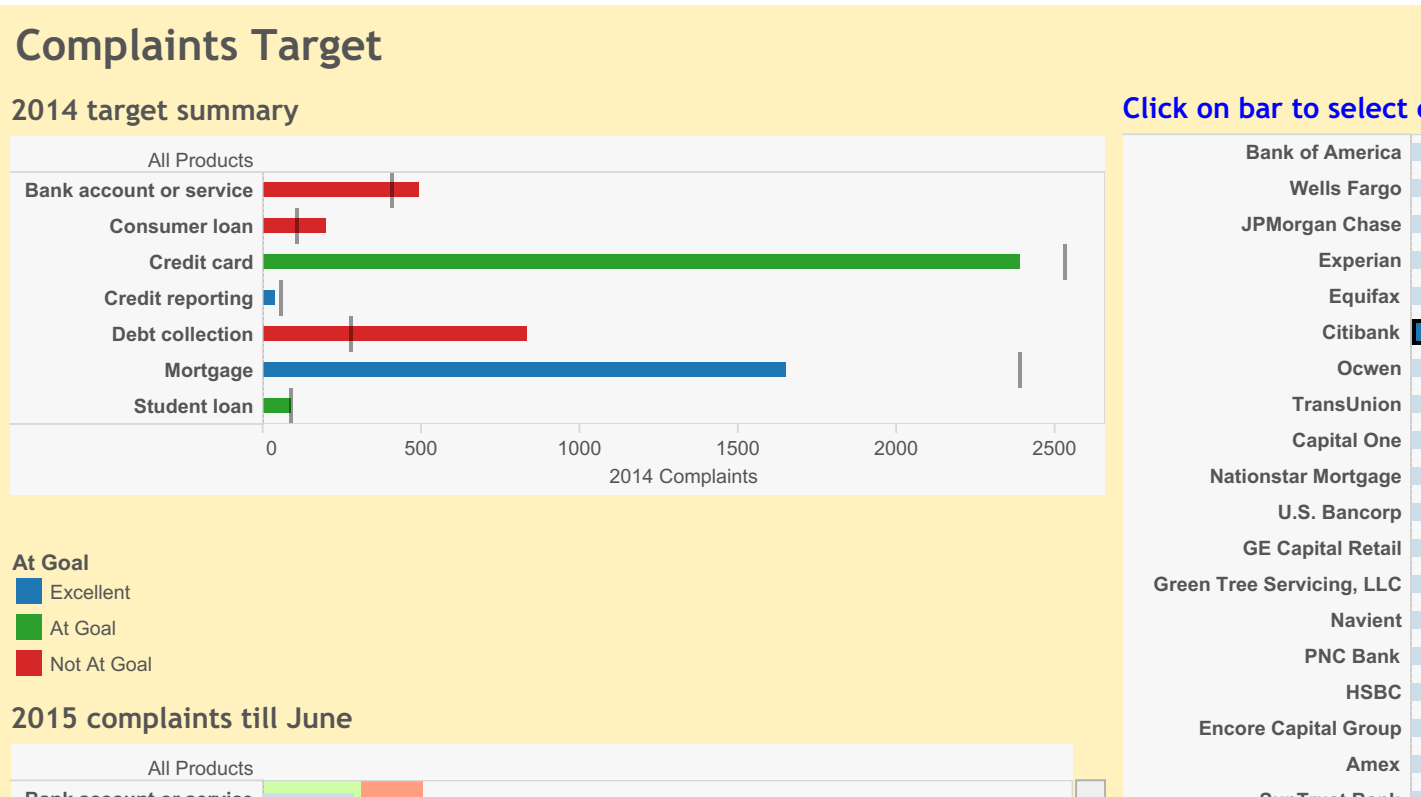


Investigate complaints for Citibank

3 Products exceeded complaints target in 2014. Consumer Loan has crossed 50% mark in June 2015

Installment Loan under Consumer Loan has most compliants. Most previous Installment Loan complaints were Clos..

ACTION: Proactively provide Installment Loan customers with information on these issues to prevent..



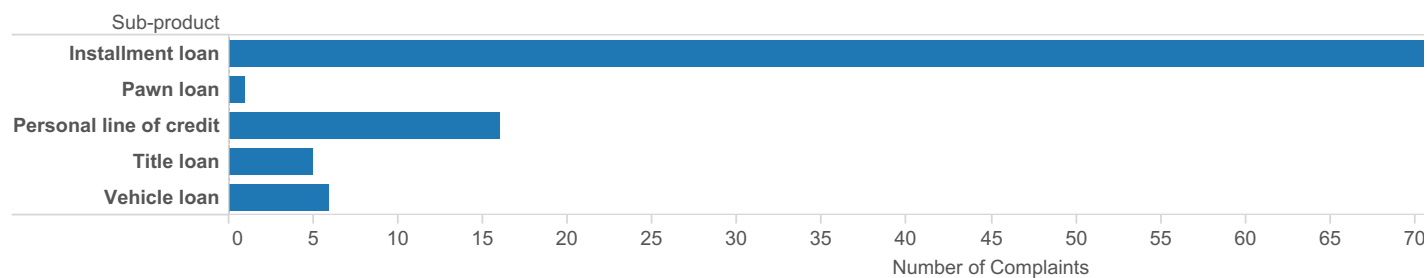
Investigate complaints for Citibank

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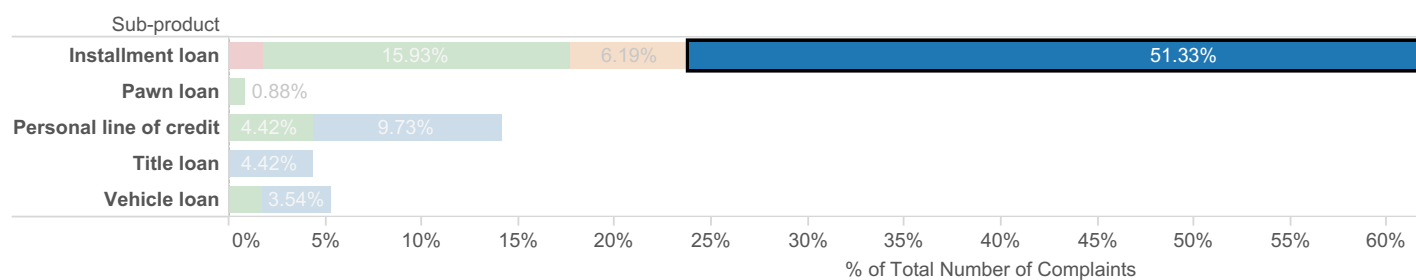
Installment Loan under Consumer Loan has most complaints. Most previous Installment Loan complaints were Clos..

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Complaints by sub-product



Percentage of different responses by Citibank to close complaints



Investigate complaints for Citibank

3 Products exceeded complaints target in 2014. Consumer Loan has crossed 50% mark in June 2015	Installment Loan under Consumer Loan has most compliants. Most previous Installment Loan complaints were Clos..	ACTION: Proactively provide Installment Loan customers with information on these issues to prevent..
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