

Banking



NAROJU SRICHARAN

Statement Period: Feb 1, 2020 to Feb 29, 2020

Your Citibank Account Statement as on Mar 1, 2020

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Branch Address:

CITIBANK N.A
NO. 5 MG ROAD,
BENGALURU - 560001
LOS: 29-KARNATAKA
GSTIN : 29AAACC0462F1Z0

Branch Phone No : 08067739333

IFSC : CITI0000004

MICR code : 560037002



A summary of your relationship/s with us:

Net Relationship Value for FEB-20 (INR) = 14149.37

| Relationship Type | Currency | Assets | Liabilities |
|---------------------------|----------|----------------|-------------|
| Current Account(s) | | - | - |
| Savings Account(s) | INR | 4000.59 | - |
| USD Checking A/C(s) | | - | - |
| Deposits Account(s) | | - | - |
| Investments | | - | - |
| Overdrafts | | - | - |
| Loans : Principal O/S | | - | - |
| Cards : Latest Bills | | - | - |
| Insurance | | - | - |
| Share Trading A/C(s) | | - | - |
| TOTAL (INR) | | 4000.59 | - |

Important Information

- Additional benefits are available to senior citizen account holders. Please refer to the schedule of charges available on the Citibank website for more details.
- Effective from 01 January, 2020, the Net Relationship Value definition will be simplified to include only Savings/Current Account Balances, Fixed Deposits, Investments in Mutual Funds and Insurance Premium.

Place of Supply : 29-KARNATAKA

Note: All bank deposits are insured up to maximum of Rs. 1,00,000 subject to change from time to time as specified by DICGC

HOLDERS

1. NAROJU SRICHARAN

Nominee Details for the following Accounts/Deposits

1. 55XX7XXX16 NOMINEE NOT REGISTERED

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Savings Account Details for Account Number: 5-5XX7XX-X16 In INR

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Opening Balance: 32118.32

| Date | Transaction Details | Withdrawals (INR) | Deposits (INR) | Balance(INR) |
|---------|---|-------------------|----------------|--------------|
| 01Feb20 | IMPS OUTWARD ORG UPI To olamoney1.payu@hdfcbank,REF NO - 003211340135, UPI | 426.00 | | |
| 01Feb20 | IMPS OUTWARD ORG UPI To 9912396301@ybl,REF NO - 003216894097, Payment from PhonePe | 20000.00 | | |
| 01Feb20 | IMPS OUTWARD ORG UPI To 9912396301@ybl,REF NO - 003234399270, Payment from PhonePe | 2000.00 | | 9692.32 |
| 03Feb20 | IMPS INWARD ORG UPI From saikat.coda@okaxis,REF NO - 003310512696, UPI | | 500.00 | |
| 03Feb20 | IMPS INWARD ORG UPI From ragulavijay@ybl,REF NO - 003412700666, Payment from PhonePe | | 1680.00 | |
| 03Feb20 | IMPS OUTWARD ORG UPI To vasanthadurusetti@okicici,REF NO - 003415288720, Srivani | 700.00 | | |
| 03Feb20 | IMPS OUTWARD ORG UPI To bounce@axisbank,REF NO - 003418100960, On tapping Pay youll be paying this amount through | 199.00 | | |
| 03Feb20 | IMPS INWARD ORG UPI From 9381064750@ybl,REF NO - 003488922957, Payment from PhonePe | | 200.00 | 11173.32 |

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|---------|--|-------------------|----------------|--------------|
| 04Feb20 | IMPS OUTWARD ORG UPI To 9381064750@ybl,REF NO - 003466560454, Payment from PhonePe | 50.00 | | |
| 04Feb20 | IMPS OUTWARD ORG UPI To 9381064750@ybl,REF NO - 003422634884, Payment from PhonePe | 180.00 | | |
| 04Feb20 | IMPS INWARD ORG UPI From walletmoneytobank@paytm,REF NO - 003505144763, NA | | 2857.09 | |
| 04Feb20 | IMPS OUTWARD ORG UPI To 7702324985@ybl,REF NO - 003528447196, Payment from PhonePe | 6300.00 | | 7500.41 |
| 05Feb20 | INTERCITY ECS PAID NACH:Paid to IndiansforAmnestyInt:YESB00614000013823:YES BANK Refno:173182 -HDFC BANK | 500.00 | | |
| 05Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 01FEB20 140334 Phonepe Flipkart\3RD FLOOR SUA Ref: 020108387917 | 2309.00 | | |
| 05Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 03FEB20 160013 JAWAHARLAL\510 CRYSTAL PLAZA Ref: 020384957643 | 2124.78 | | |
| 05Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 03FEB20 190326 PAYTMB121SECTOR 5\NOIDA\20130 Ref: 003413375371 | 161.57 | | |
| 05Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 03FEB20 155240 TSPHARMAC\510 CRYSTAL PLAZAN Ref: 020384930151 | 560.00 | | |

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|---------|--|-------------------|----------------|--------------|
| 05Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 03FEB20 162836 PETROFINA FILLING STAT\HP DEAL Ref: 020300005407 | 500.00 | | |
| 05Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 03FEB20 154324 JAWAHARLAL\510 CRYSTAL PLAZA Ref: 020384889314 | 500.00 | | 845.06 |
| 06Feb20 | IMPS INWARD ORG UPI From vprdharani-1@okhdfcbank,REF NO - 003710272980, UPI | | 100.00 | |
| 06Feb20 | PURCHASE REVERSAL Card no.: 5497XXXXXXXX1800 03FEB20 162836 PETROFINA FILLING STAT\HP DEAL Ref: 020300005407 | | 3.75 | |
| 06Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 04FEB20 185752 PTM*IRCTC\B121 SECTOR 5\NOIDA\ Ref: 020420127367 | 390.02 | | 558.79 |
| 07Feb20 | IMPS INWARD ORG UPI From 9381064750@ybl,REF NO - 003800389055, Payment from PhonePe | | 6000.00 | |
| 07Feb20 | IMPS INWARD ORG UPI From 9885834343@ybl,REF NO - 003857430452, Payment from PhonePe | | 500.00 | 7058.79 |
| 10Feb20 | IMPS OUTWARD ORG UPI To 9515044521@okbizaxis,REF NO - 003921454276, UPI | 160.00 | | |
| 10Feb20 | IMPS OUTWARD ORG | 350.00 | | |

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| Date | Transaction Details | Withdrawals (INR) | Deposits (INR) | Balance(INR) |
|---------|--|-------------------|----------------|--------------|
| | UPI To 9059482207@ybl,REF NO - 004172467414, Payment from PhonePe | | | |
| 10Feb20 | IMPS OUTWARD ORG | 100.00 | | 6448.79 |
| | UPI To 9885834343@ybl,REF NO - 004160203748, Payment from PhonePe | | | |
| 11Feb20 | PURCHASE | 535.70 | | |
| | Card no.: 5497XXXXXXXX1800 06FEB20 110355 PTM*IRCTC\B121 SECTOR 5\NOIDA\ Ref: 020610050850 | | | |
| 11Feb20 | PURCHASE REVERSAL | | 479.00 | |
| | Card no.: 5497778053141800 01FEB20 140334 Phonepe Flipkart\3RD FLOOR SUA Ref: 020108387917 | | | |
| 11Feb20 | PURCHASE REVERSAL | | 399.00 | |
| | Card no.: 5497778053141800 01FEB20 140334 Phonepe Flipkart\3RD FLOOR SUA Ref: 020108387917 | | | |
| 11Feb20 | PURCHASE REVERSAL | | 828.00 | |
| | Card no.: 5497778053141800 01FEB20 140334 Phonepe Flipkart\3RD FLOOR SUA Ref: 020108387917 | | | |
| 11Feb20 | PURCHASE REVERSAL | | 214.00 | |
| | Card no.: 5497778053141800 01FEB20 140334 Phonepe Flipkart\3RD FLOOR SUA Ref: 020108387917 | | | |
| 11Feb20 | PURCHASE | 1646.00 | | |
| | Card no.: 5497XXXXXXXX1800 07FEB20 201814 AMAZON SELLER,\UNIT L TALWAR C Ref: 020700002601 | | | |
| 11Feb20 | PURCHASE REVERSAL | | 389.00 | 6576.09 |
| | Card no.: 5497778053141800 01FEB20 140334 Phonepe Flipkart\3RD FLOOR SUA Ref: 020108387917 | | | |
| 12Feb20 | PURCHASE REVERSAL | | 455.00 | |
| | Card no.: 5497XXXXXXXX1800 06FEB20 110355 PTM*IRCTC\B121 SECTOR 5\NOIDA\ Ref: 020610050850 | | | |

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| Date | Transaction Details | Withdrawals (INR) | Deposits (INR) | Balance(INR) |
|---------|--|-------------------|----------------|--------------|
| 12Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 09FEB20 231632 ZOMATO\1ST FLOORSJR CYBER\BANG Ref: 020967040629 | 111.00 | | |
| 12Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 10FEB20 164723 AVENUE SUPERMARTS LTD-AVENUE Ref: 002341159273 | 896.30 | | 6023.79 |
| 13Feb20 | IMPS OUTWARD ORG UPI To bounce@axisbank,REF NO - 004414412486, On tapping Pay youll be paying this amount through | 195.00 | | |
| 13Feb20 | IMPS OUTWARD ORG UPI To BHARATPE.9040858886@icici,REF NO - 004460428756, On tapping Pay youll be paying this amount through | 150.00 | | |
| 13Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 10FEB20 124241 PVR,\PVR CINEMASHITEHCITY MAL Ref: 021000033348 | 276.00 | | |
| 13Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 11FEB20 142601 UBER INR\1B 39 PARAGON PLAZA\M Ref: 021108410867 | 268.68 | | |
| 13Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 11FEB20 131117 ONE97 COMMUNICATIONS L\B121 SE Ref: 004207247319 | 40.05 | | 5094.06 |
| 14Feb20 | IMPS OUTWARD ORG UPI To bounce@axisbank,REF NO - 004522541000, On tapping Pay youll be paying this amount through | 217.18 | | |
| 14Feb20 | IMPS OUTWARD ORG | 150.00 | | |

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| Date | Transaction Details | Withdrawals (INR) | Deposits (INR) | Balance(INR) |
|---------|---|-------------------|----------------|--------------|
| | UPI To nivas16@ybl,REF NO - 004511197680, Payment from PhonePe | | | |
| 14Feb20 | ATM WITHDRAWAL Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 14FEB20 Ref: 004512015068 JUBLEE BUS STATION PISECUNDERABAD TNIN | 900.00 | | |
| 14Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 12FEB20 230955 PAY*NETFLIX ENTERTAINM9TH FLO Ref: 021250169383 | 199.00 | | |
| 14Feb20 | FUND TRANSFER UTR 2008231340000004 TRF FROM QUEST GLOBAL ENG SERVICES PVT LTD | | 37930.00 | 41557.88 |
| 15Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 13FEB20 150349 BLUE DART EXPRESS LIMIPL NO 8 Ref: 021300000059 | 500.00 | | 41057.88 |
| 17Feb20 | IMPS INWARD ORG UPI From srikanth.mummu343@okicici,REF NO - 004816316794, paid | | 3500.00 | 44557.88 |
| 18Feb20 | IMPS OUTWARD ORG UPI To credcc@yesbank,REF NO - 004927530444, On tapping Pay youll be paying this amount through | 19778.21 | | |
| 18Feb20 | ATM WITHDRAWAL Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 18FEB20 Ref: 004910896236 SAJIDPURA SIDDHIPETMEDAK TSIN | 6000.00 | | |
| 18Feb20 | IMPS OUTWARD ORG | 2000.00 | | |

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|---------|---|-------------------|----------------|--------------|
| 18Feb20 | UPI To ramojuakhil07@okhdfcbank,REF NO - 004911415361, UPI IMPS INWARD ORG | | 1400.00 | |
| | UPI From 9381064750@ybl,REF NO - 004913484859, Payment from PhonePe | | | |
| 18Feb20 | ATM WITHDRAWAL | 1400.00 | | 16779.67 |
| | Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 18FEB20 Ref: 004914006539 +E-LOBBY 1,LHO HYDERAB HYDERABAD APIN | | | |
| 19Feb20 | IMPS OUTWARD ORG | 1600.00 | | |
| | UPI To 9381064750@ybl,REF NO - 005011087427, Payment from PhonePe | | | |
| 19Feb20 | IMPS OUTWARD ORG | 648.00 | | 14531.67 |
| | UPI To airtelin.rzp@axisbank,REF NO - 005014654499, On tapping Pay youll be paying this amount through | | | |
| 20Feb20 | IMPS OUTWARD ORG | 12.00 | | |
| | UPI To BHARATPE.9041428873@icici,REF NO - 005120600815, On tapping Pay youll be paying this amount through | | | |
| 20Feb20 | IMPS OUTWARD ORG | 1000.00 | | |
| | UPI To 9381064750@ybl,REF NO - 005114499599, Payment from PhonePe | | | |
| 20Feb20 | PURCHASE | 240.00 | | |
| | Card no.: 5497XXXXXXXX1800 18FEB20 163531 PVR LIMITED.\PVR CINEMA INORB Ref: 021800047176 | | | |
| 20Feb20 | PURCHASE | 555.00 | | |

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|---------|--|-------------------|----------------|--------------|
| | Card no.: 5497XXXXXXXX1800 18FEB20 185032 PAYTMB121SECTOR 5\NOIDA\20130 Ref: 004913035436 | | | |
| 20Feb20 | PURCHASE | 60.00 | | |
| | Card no.: 5497XXXXXXXX1800 18FEB20 190217 PTM*PAYTMB121 SECTOR 5\NOIDA\ Ref: 021860174558 | | | |
| 20Feb20 | PURCHASE | 177.24 | | |
| | Card no.: 5497XXXXXXXX1800 18FEB20 160912 DOMINOS PIZZA .UNIT NO F&B 01 Ref: 021800080415 | | | |
| 20Feb20 | PURCHASE | 138.00 | | 12349.43 |
| | Card no.: 5497XXXXXXXX1800 18FEB20 161555 PVR LIMITED.PVR CINEMA INORB Ref: 021800055529 | | | |
| 24Feb20 | ATM CASH WITHDRAWAL | 1900.00 | | |
| | Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 22FEB20 Ref: 005309851887 MANTRI MALLBANGALORE KAIN | | | |
| 24Feb20 | IMPS INWARD ORG | | 8120.00 | |
| | UPI From 9381064750@ybl,REF NO - 005516742630, Payment from PhonePe | | | |
| 24Feb20 | PURCHASE | 52.86 | | |
| | Card no.: 5497XXXXXXXX1800 20FEB20 164342 PTM*PAYTMB121 SECTOR 5\NOIDA\ Ref: 022060098810 | | | |
| 24Feb20 | PURCHASE | 157.75 | | |
| | Card no.: 5497XXXXXXXX1800 20FEB20 150914 ZOMATO COM9TH FLOORBESTECH BU Ref: 005109120680 | | | |
| 24Feb20 | PURCHASE | 239.00 | | 18119.82 |
| | Card no.: 5497XXXXXXXX1800 20FEB20 140210 Phonepe | | | |

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| Date | Transaction Details | Withdrawals (INR) | Deposits (INR) | Balance(INR) |
|---------|---|-------------------|----------------|--------------|
| | Flipkart\3RD FLOOR SUA Ref: 022008724069 | | | |
| 25Feb20 | ATM WITHDRAWAL | 1900.00 | | |
| | Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 25FEB20 | | | |
| | Ref: 005616395223 KARIMNAGAR ROAD MEDAKKARIMNAGAR TSIN | | | |
| 25Feb20 | ATM WITHDRAWAL | 7000.00 | | 9219.82 |
| | Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 25FEB20 | | | |
| | Ref: 005620547454 SIDDIPET HYDERABADMEDAK TSIN | | | |
| 26Feb20 | PURCHASE REVERSAL | | 250.00 | |
| | Card no.: 5497XXXXXXXX1800 22FEB PTM*IRCTC\B121 SECTOR | | | |
| | 5\NOIDA\ Ref: 999999999999 | | | |
| | Effective Date : 25Feb20 | | | |
| 26Feb20 | IMPS INWARD ORG | | 10000.30 | |
| | UPI From walletmoneytobank@paytm, REF NO - 005792937289, NA | | | |
| 26Feb20 | IMPS OUTWARD ORG | 10000.00 | | |
| | UPI To 8121513176@ybl, REF NO - 005714922317, Payment from PhonePe | | | |
| 26Feb20 | PURCHASE | 123.28 | | |
| | Card no.: 5497XXXXXXXX1800 24FEB20 075518 UBER INDIA SYSTEMS | | | |
| | PRI\Regus B Ref: 022402996763 | | | |
| 26Feb20 | PURCHASE | 567.00 | | 8779.84 |
| | Card no.: 5497XXXXXXXX1800 24FEB20 103115 ZoomCar Indi Bangalore\ZoomCar Ref: 002376032801 | | | |
| 27Feb20 | PURCHASE | 500.00 | | 8279.84 |
| | Card no.: 5497XXXXXXXX1800 25FEB20 173431 BPCL BALAJI FILLING ST\HNO 8/1 Ref: 022500002873 | | | |

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| Date | Transaction Details | Withdrawals (INR) | Deposits (INR) | Balance(INR) |
|------------------------|---|-------------------|-----------------|----------------|
| 28Feb20 | IMPS OUTWARD ORG UPI To olamoney1.razorpay@hdfcbank, REF NO - 005915912244, On tapping Pay you'll be paying this amount through | 257.00 | | 8022.84 |
| 29Feb20 | PURCHASE REVERSAL Card no.: 5497XXXXXXXX1800 25FEB20 173431 BPCL 0.75% Cashless In\G Corp\ Ref: 022500002873 | | 3.75 | |
| 29Feb20 | PURCHASE Card no.: 5497XXXXXXXX1800 26FEB20 114442 PHONEPE PRIVATE LIMITEVA 25, M Ref: 005706494856 | 605.00 | | |
| 29Feb20 | IMPS OUTWARD ORG UPI To 8121513176@ybl, REF NO - 006084393833, Payment from PhonePe | 400.00 | | |
| 29Feb20 | ATM WITHDRAWAL Card No.: 5497XXXXXXXX1800 of NAROJU SRICHARAN 29FEB20 Ref: 006021570789 KARIMNAGAR ROAD MEDAKKARIMNAGAR TSIN | 3000.00 | | |
| 29Feb20 | SHARED ATM CHGS Card no : 5497XXXXXXXX1800 Ref. : 006021570789 051005ATM0105800500240099 KARIMNAGAR ROAD MEDAK KARIMNAGAR TSIN Invoice No. : RB20028155607781 | 17.80 | | |
| 29Feb20 | SGST DEBIT SGST @ 9.00 % ON SHARED ATM CHGS - 5560778816 - Rs 17.80 - HSN : 9971 Invoice No. : RB20028155607781 | 1.60 | | |
| 29Feb20 | CGST DEBIT CGST @ 9.00 % ON SHARED ATM CHGS - 5560778816 - Rs 17.80 - HSN : 9971 Invoice No. : RB20028155607781 | 1.60 | | 4000.59 |
| CLOSING BALANCE | | 103926.62 | 75808.89 | 4000.59 |

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|------|-----------------------------------|-------------------|----------------|----------------|
| | FUNDS ON EARMARKING / HOLD | | | 329.29 |
| | CLOSING AVAILABLE BALANCE | | | 3671.30 |



Savings Account Details for Account Number: 5-5XX7XX-X16 In INR

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Earmarked / Hold Funds as of Feb 29, 2020

| Date | Earmarking Particulars | Amount |
|-----------|---|---------------|
| 28-FEB-20 | Card No.: 5497XXXXXXXX1800 28FEB20 155625 UBER IND IA SYSTEMS PRI Mumbai Ref: 022810439487 | 329.29 |
| | TOTAL AMONT ON EARMARK / HOLD | 329.29 |



Banking Reward Points for the A/C : 5-5XX7XX-X16

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| Card No | Available Points |
|------------------|------------------|
| 5497XXXXXXXX1800 | 432 |

Please note: You can read the Most Important Terms & Conditions applicable to your account at www.citi.co.in/bank-tnc.htm. For Schedule of Charges applicable to your account, please visit our website www.citibank.com/india

Net Relationship Value (NRV) is an aggregate of the average value of certain relationships you hold with us, calculated on a monthly basis. It not only considers the savings balance in your account but also includes your fixed deposits (FD's), investments & insurance policies taken through Citibank.

Below is a working example of how the NRV is calculated:

| Holdings | INR | Description |
|------------------------------------|-----------|--|
| a) Current/Savings Account | 10,00,000 | Average for the month, calculated based on total of daily end of day balance/total number of days. |
| b) Fixed Deposit | 30,00,000 | Daily end of day balances of principal amount/total number of days. |
| c) Mutual Funds | 35,00,000 | Daily end of day balances/total number of days. |
| d) Insurance Premium | 50,000 | Sum of total Insurance paid. |
| Average Monthly Relationship Value | 75,50,000 | a+b+c+d |

**Towards active individual life insurance policies with the account holder as proposer.

W.e.f. 1st April 2015, you will get an additional one month to build up your Net Relationship Value (NRV) in case it falls below the required threshold. Further, we have revised the NRV non-maintenance charges to only 1% of the NRV shortfall or Rs. 600, whichever is lower, applicable only if you are not able to maintain the NRV by the end of the next month. The shortfall will be calculated on the higher NRV maintained across the two consecutive months.

For Example: Account with monthly NRV threshold = Rs. 1 lakh;

Scenario 1: Your monthly NRV is Rs. 80,000 and hence, shortfall = Rs. 20,000 -> Charge levied on your account @ 1% of Rs. 20,000 or Rs. 600, whichever is lower; therefore, charge = Rs. 200

Scenario 2: Your monthly NRV is Rs. 30,000 and hence, shortfall = Rs. 70,000 -> Charge levied on your account @ 1% of Rs. 70,000 or Rs. 600, whichever is lower; therefore charge = Rs. 600

Please note that the above example is for illustration purpose only. Threshold for the account varies basis the type of account held with the bank.

To know more on how to build up your NRV and to help you understand the above changes better, please visit www.citi.co.in/nrvfaq.htm.

SOME MASKS PROTECT. SOME DECEIVE.

#BeSafeWithCiti

Your phone is a medium to connect with the world. Fraudulent activities of impersonation can be harmful to you. Impersonation involves a fraudster taking unauthorised access of a victim's mobile device to carry out fraudulent transactions using third party apps.

EXAMPLE OF IMPERSONATION FRAUD:

Mr. Raj received an SMS, stating that his mobile wallet will be blocked if KYC formalities are not completed. To update, #93305XXXX2 needs to be contacted.

He calls the number and the respondent introduces himself as wallet provider's executive and informs Mr. Raj to download an application "QUICK SUPPORT" for completing KYC.

Subsequently Mr. Raj downloads the application on his mobile.

Further the fraudulent caller asks Mr. Raj to add money in his mobile wallet for validation. Mr. Raj adds ₹1000 in his mobile wallet from his credit card.

Sensitive information like phone number and card account is recorded on the app and this information is leaked to the fraudulent caller.

HOW TO PROTECT YOURSELF FROM SUCH FRAUDS?



Be alert

Be aware of fraudulent calls which ask you to download third party apps or change mobile settings.



Declutter

Immediately uninstall remote access apps which you no longer require.



Secure

Enable app-lock on your payment and mobile banking apps.



Safe guard

Do not store your banking passwords on your devices.



Do not trust blindly

Do not rely on customer service numbers of merchants/banks on Google, they can be fake.



Do not respond

Do not forward any unsolicited SMS received from a representative of tech company/ bank without verifying.



Share wisely

Do not put out private details such as mobile number, address, DOB, etc. on social networks.





We want you to bank safe at all times. You may contact us at 1800 267 2425 (India toll-free) or +91 22 4955 2425 (local dialing) and log a complaint or block your card immediately, in case you experience any of the following situations:

- * You have lost your Citibank Bank Debit / Credit Card.
- * Your Citibank Bank ATM / Debit Card is stuck in the card slot of an ATM.
- * You received an alert for a transaction you did not make.
- * You used an ATM to withdraw cash and the money is not dispensed