

Citi India consumer banking customers are now served by Axis Bank. Citi India has transferred ownership of its consumer banking business to Axis Bank (registration number L65110GJ1993PLC020769). Consumer banking customers can continue to use all existing Citi products and/or services, branches, ATMs, internet banking and Citi Mobile® App as usual. Axis Bank is the provider of Citi branded consumer banking products in India temporarily and Citi India is providing certain services in respect of those products. The trademarks “Citi”, “Citibank”, “Citigroup”, the Arc design and all similar trademarks and derivations thereof are used temporarily under license by Axis Bank from Citigroup Inc. and related group entities.



## **Do not disturb and Unsubscribe facility**

Dear Customer,

Increasingly all of us receive multiple marketing and sales offers through multiple channels – our telephones (both mobile and landline), our email addresses and the regular post and courier services.

While many customers welcome these as information that enables them to get more financial value from their accounts, some may prefer not to receive such communication at all.

At Citibank N.A, India we are committed to protecting your privacy. You have the right to opt out of receiving marketing communication from us via CitiPhone or online form submission.

Call our CitiPhone service and we will:

1. Flag your account with a “Do Not Disturb” sign
2. Remove your name from the lists generated of customers eligible for mail and telephone offers

In case you wish to unsubscribe / de- register from our marketing communications, visit <https://www.online.citibank.co.in/customerservice/DND.htm> and submit the form. For more information, please visit <https://www.online.citibank.co.in/customerservice/pdf/DND-TNC.pdf>

You will continue to receive your account statements and other important advices, and information relating to transactions on your account.

Please remember however that your name could appear on non – Citibank databases (such as your mobile operator’s database or your club base), who may not have similar stringent processes that we enforce. They do not have access to our database to scan and remove your name from lists they obtain on a regular basis from other sources and you could receive calls from such external agents. You will have to check privacy procedures of the other organizations who provide services to you and ensure that you are flagged on their systems as well.

Hope this explains our commitment towards your privacy.