

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.

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My home.

Citi Home Loans

The exclusive privilege of stepping into your new home with a Citi Home Loan.



Dear Customer,

As your long cherished dream of owning a house turns into reality, we are delighted to share this happiness with you and take this opportunity to welcome you to the Citi family. Thank you for choosing Citi Home loans and giving us this opportunity to serve you.

The pages that follow will elaborately describe the features of your loan and will familiarise you with the privileges that you will enjoy as a valued customer of Citi. We have tried to address all frequently asked questions, in an easy-to-read format. Most sections are structured as question and answers, to ensure you have a clear understanding of all that is there to know about your home loan.

Please go through this booklet and do share your valuable feedback with us as it enables us to continually up tier ourselves in order to provide you with the highest standards in service. In the event you have any further clarifications, please contact us through our unique customer touch points detailed in the subsequent sections and we will try our best to answer your query to your satisfaction.

At Citi, we believe that our relationship with you has only just started at the time of sanctioning the loan and it is through our superlative service that we make this relationship a beneficial one for you. We pride ourselves in having the best in class service platform. Do visit our website at www.citibank.com/india with your IPIN (which can be self generated online) to view, transact and manage your home loan account at Citibank Online from the comfort of your home or office.

Once again we would like to welcome you to the Citi family and thank you for choosing us as your financial partner. We look forward to your continued patronage.

Warm regards,



Rohit Ranjan
Head - Secured Lending,
Global Consumer Bank,
Citibank, N.A., India

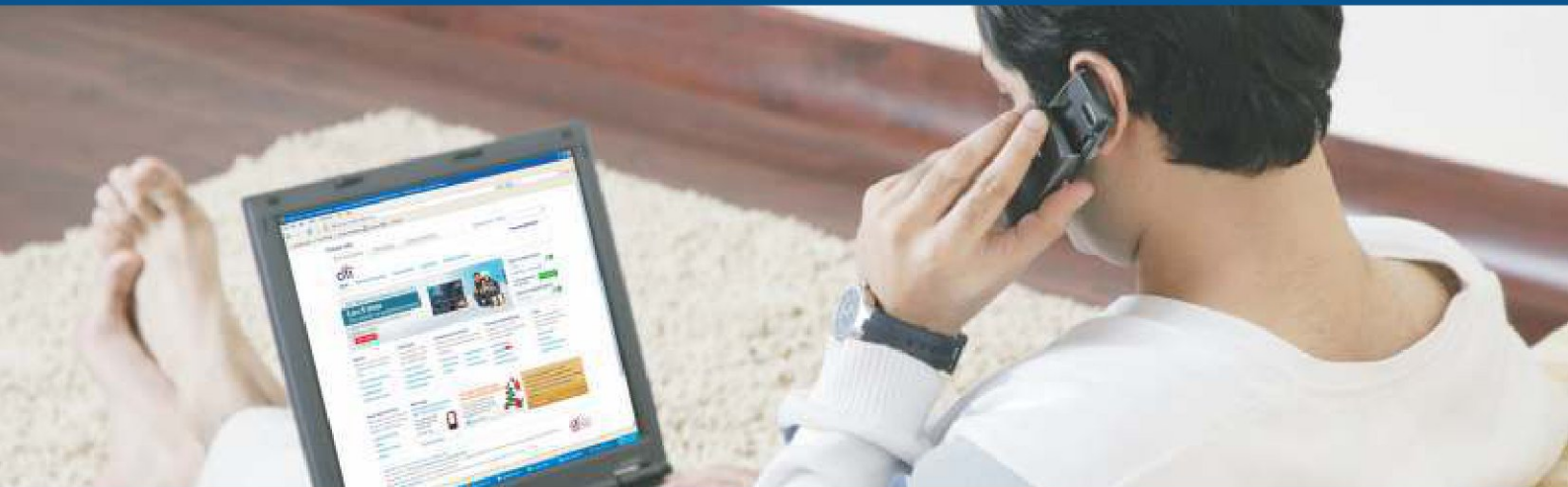


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Access Your Loan Account



You can contact us anytime, anywhere through our contact points that provide you faster, friendlier and easier access to your Loan Account.

At Citibank, it is our constant endeavour to make our relationship a mutually beneficial one and there is no better way to achieve this than by always being available to you.

Understanding your Citi Loan

Your Loan Account Number

The moment you take a loan, a Loan Account Number is provided to you. Your Loan Account Number is the key to access your loan details with Citibank and is mentioned in the welcome letter enclosed along with this brochure. Remember to quote your Loan Account Number in all your correspondence with Citibank to help us address your queries and requests immediately.

In case you forget your Loan Account Number, please contact our CitiPhone officers or visit us at www.citibank.com/india. We will verify your details against those in our records, and your Loan Account Number will be sent to you.

We shall be sharing your loan account information through:

- Statement on e-mail (SOE)
- CitiAlert Service

You can contact us through the following touch points for a query on your loan account

- Citibank Online (CBOL)
- CitiPhone Banking

Citibank Online (CBOL)

You can access a range of services and keep track of your loan 24x7 through Citibank Online (CBOL). All you need to do is log on to www.citibank.com/india with your IPIN to view, transact and manage your Loan Account.



We encourage you to login to Citibank Online today and generate your IPIN by following these easy steps mentioned alongside. CBOL is a best-in-class platform that not only gives you the freedom to access your Loan Account whenever you please, but is also simple and convenient to use.

You can familiarise yourself with CBOL today by following the simple instructions on every screen. CBOL is the one-stop solution to all your loan related queries and needs.

What are the sections that I can view online?

- Loan Account Summary
- Statements / Welcome Letter
- Interest & Principal Certificate

What can I manage online?

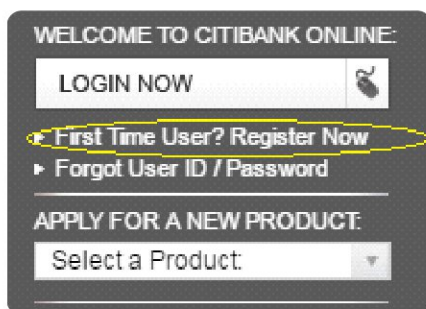
- Request for a loan agreement copy
- Request for a property documents custody certificate
- Update your contact information - such as address, mobile number and e-mail address
- Register for CitiAlerts to keep track of your Loan Account

What are the transactions that I can conduct online?

- Request for a Top-up
- Request for a New Home Loan
- Place your Loan Disbursal request

Follow these easy steps to get your IPIN instantly!

- Step 1** Log on to www.citibank.com/india
- Step 2** Click on "Get IPIN Now" and choose your relationship type
- Step 3** Enter your personal details and request for an Online Authorisation Code (OAC)
- Step 4** Once your OAC reaches you through your e-mail/mobile, enter your OAC reference number, the OAC and your personal details
- Step 5** Select an IPIN (Internet Password) of your choice



CitiAlert Service

Now, keep track of your Citibank Loan Account anytime, anywhere through the CitiAlert Service. You will get SMS/e-mail alerts from time-to-time on your Loan Account so that you stay informed even when you are on the move.

For using the CitiAlert service, you need to provide a valid e-mail ID/mobile number, and in the event of any change, intimate us about your new e-mail ID/mobile number.

We constantly review these services and reserve the right to add new alerts, modify/stop the existing alerts based on your feedback and independent research.

How can I register for the CitiAlert service?

Your current subscription to the CitiAlert service is mentioned in the welcome letter enclosed along with this brochure. In the event that you missed out on subscribing to the CitiAlert service at the time of loan processing, please send the subscription form enclosed along with this brochure specifying the delivery channel through which you wish to receive CitiAlerts. We will activate the CitiAlert service within 7 working days upon receipt of the subscription form.

Alternatively, you can also activate/modify the CitiAlert service using CBOL (refer the section on Citibank Online).

Do I have to pay any additional fee for the CitiAlert service?

The CitiAlert facility is currently free of cost. Citibank reserves the right to, at its sole discretion, but with prior intimation to the customer, charge fees for the provision of the CitiAlert Facility. Kindly refer to the loan agreement for Terms and Conditions related to the CitiAlert Service.

What are the alerts that I will receive as part of the CitiAlert service?

Some of the key alerts sent to a registered E-mail ID/mobile number are as below :

Alerts	Time
Loan Booking Alert	Sent at the time of loan booking along with loan details
Loan Disbursal Alert	Sent at the time of Loan Disbursal along with disbursal details
EMI Payment Confirmation Alert	Sent post receipt of monthly repayment
E-mail Address Updation Alert	Sent at the time of a customer changing his E-mail address
Address Updation Alert	Sent at the time of a customer changing his mailing address
Contact Number Updation Alert	Sent at the time of a customer changing his contact number
Part Prepayment Alert	Sent post banking of the part prepayment instructions, if any
Closure Alert	On closure of the loan account
EMI Reminder Alert	Sent prior to the EMI being debited

Snapshot of services across various platforms:

Place Request Online:		
Type of Request	Citibank Online	CitiPhone
Statement	Y	Y
Balance Confirmation	Y	Y
List of Property Documents	Y	Y
Interest & Principal Certificate	Y	Y
Disbursal Request	Y	Y
Top-up Request	Y	Y
Mailing Address Change	Y	Y
Copy of Loan Agreement	Y	Y



Statement on E-mail (SOE)

Now, contribute to the environment and say no to paper. Receive your ad hoc requests for statements/certificate requirements through our Statement on e-mail facility.

What are the benefits of the Statement on E-mail (SOE) facility?

- You can archive your E-statements on your computer in a PDF format and say goodbye to cumbersome paper statements
- These documents can also be easily accessed and viewed anytime from your e-mail's inbox
- You may print your PDF statements for future reference

Is Statement on E-mail completely secure?

Statement on E-mail is completely secure because of the following features:

- It comes in a 128-bit encrypted PDF file, which is tamper-proof
- It can be viewed with a password known only to you, thus protecting your privacy



What are the documents that I can receive through SOE?

You can receive the following documents through SOE:

- Loan Statement
- Interest and Principal Certificates
- Address change confirmation letter
- Pre-closure Letter

Citibank Home Credit



Citibank Home Credit - Now you decide what interest you pay on your loan!

Home Credit power-packs your Home Loan with transactional features that not only allow you to save on interest, but also help you repay your loan much faster. So, now you can make every ₹ of your work as hard as you do!

How does Citibank Home Credit work?

A Home Credit Account is a Current Account, opened along with your Loan Account. Balances in the Home Credit Account in excess of the threshold amount* subject to a maximum of your loan outstanding, are transferred on a daily basis to your Loan Account to offset the principal outstanding on your loan and an overdraft line is set on the Current Account.

Please note that the Home Credit Account can only be linked with a Current Account and not with any Savings Account that you might have with Citibank, N.A.

Why should you choose Citibank Home Credit?

The Home Credit Advantage!

- Have idle/surplus money and don't know what to do with it? Just deposit it into your Home Credit Account and it is automatically transferred to your Loan Account, thereby reducing the loan outstanding. Since interest is calculated on daily outstanding balance on the loan, the amounts so transferred, help you reduce the interest being charged on your loan. So, instead of letting your

surplus cash stay idle, Citibank Home Credit makes every Rupee work harder towards reducing your interest cost.

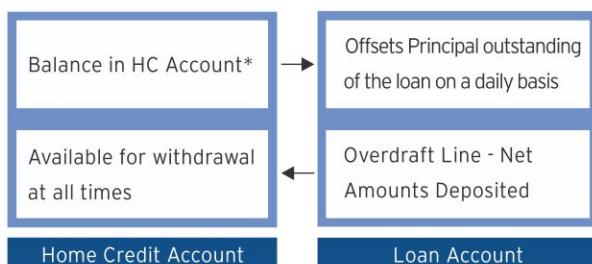
- Use the Home Credit Account to deposit your excess savings, annual bonus, etc. rather than keeping them idle or making partial prepayments. You will have the flexibility to withdraw the idle/surplus money deposited in Home Credit Account at any point of time.

The Home Credit Account can be used like a normal Banking Account and you will be provided with a cheque book and free ATM Card. You will also have access to Citibank Online - Internet Banking wherein you can access our entire gamut of banking facilities. You can:

- Transact
- Transfer Funds across your Citibank and Non-Citibank Accounts
- Order for Demand Drafts
- Pay Utility Bills
- Pay your Citibank Credit Card Bills

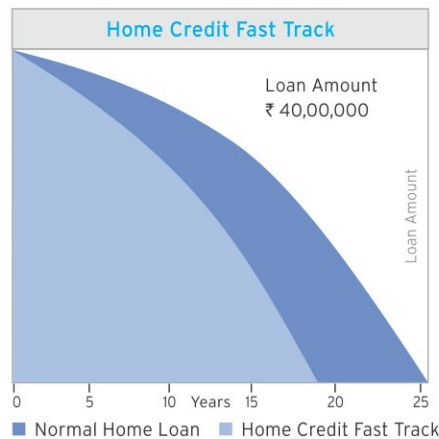
You can choose from these 2 options depending on your needs:

- Home Credit Fast Track
- Home Credit Vanilla



Significant differences between Fast Track and Vanilla Option are summarized below

Citibank Home Credit		
Features	Home Credit Fast Track Option	Home Credit Vanilla Option
Product Benefit	Allows you to repay your loan faster	You maintain liquidity
Who should opt-in	Salaried customers who want to better utilise their monthly savings to ensure their loan gets paid off faster	Self-employed customers who have funds lying idle from time-to-time and would want the option of liquidity
Interest Savings	Interest savings are adjusted towards reducing your loan outstanding	You can withdraw interest savings arising out of Home Credit. The overdraft line is increased appropriately
Overdraft Line Amount (Amount that you can withdraw)	Net amount deposited by you	Net amount deposited by you plus the interest savings arising out of Home Credit
Permanent Principal Reduction	Installment Paid - Interest charged	Installment Paid - Interest charged - Interest saved



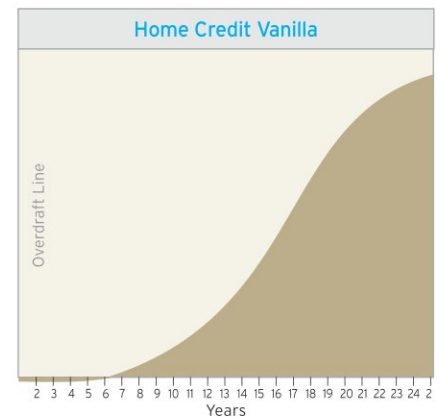
Interest savings are adjusted towards reducing your loan outstanding, which effectively reduces the tenor of your loan and helps you close your loan faster.

Illustration

Mr. Jain has availed a Mortgage Loan of ₹ 44 Lakhs for a tenor of 180 months @ 12%. The monthly EMI works out to ₹ 52,807 and the breakup between ideal interest and principal is displayed below.

Months	EMI	Interest	Principal
1	52807	44000	8807
2	52807	43912	8895
3	52807	43823	8984
4	52807	43733	9074
5	52807	43642	9165
6	52807	43551	9257
7	52807	43458	9349
8	52807	43365	9443
9	52807	43270	9537
10	52807	43175	9633
11	52807	43079	9729
12	52807	42981	9826

Mr. Jain has deposited various amounts in his Home Credit Account from time-to-time which helped him save interest of ₹ 25,750 and the actual interest charged for the 1st month was ₹ 18,250.



Interest Savings in installments are given back on a monthly basis and are available for withdrawals as part of your overdraft line. The tenor of the loan is as per the original amortisation.

Allocation of the EMI amount for the 1st month will be done in the following manner

Loan Type	EMI	Actual Interest	Principal Amortisation	Interest Savings	Remark
Home Credit Vanilla Option	52807	18250	8807	25750	Permanent Principal reduction = Installment Paid - Actual Interest - Interest Savings Upon payment of Installment, the Overdraft line will be increased by ₹ 25,750 that will be available for withdrawal.
Home Credit Fast Track Option	52807	18250	34557	-	Interest savings are adjusted towards Principal outstanding on permanent basis.

Are there minimum balance requirements in the Current Account?

There is no minimum balance requirement in the Current Account.

However, balances in excess of the threshold amount subject to maximum of loan outstanding will be transferred to your Loan Account for the purpose of calculation of interest. Minimum balance and threshold required are subject to change and you will be intimated of the change from time-to-time.

Currently, the applicable threshold amount is ₹ 1,00,000. Visit our website to know the latest threshold amount.

Do I need to make monthly payments into my Home Credit Account?

Yes. The Equated Monthly Installments (EMIs) have to be paid monthly from the Home Credit (HC) account.

Can I use Citibank Home Credit as my regular Bank Account?

Yes. You will enjoy all features of a regular Citibank Current account.

Do I have to pay any fees for availing home credit?

Yes. For property power Home Credit loans, an annual fee of up to 1% is payable on the Loan outstanding. The same is as per our SOC.

The annual fee is subject to change and you will be informed of the change from time to time.



Can I use the Home Credit Debit card outside of India ?

No. We do not allow for this facility on your Citibank Home Credit Account Debit Card.

Can I convert my regular loan to HC at any point of time ?

Yes, the same can be done. This shall be subject to payment of one time booking fee and franking charges as applicable. A new loan shall be booked.

Interest Rates



Know more about your Interest Rate

How is interest charged? When is interest charged on the Loan Account?

Interest on your Loan Account is calculated based on daily balance outstanding and charged to your Loan Account on a monthly basis.

Does Citibank offer both variable and fixed interest rates?

Citibank offers loans only on variable interest rates. Please note that we do not offer loans on fixed interest rates.

Mentioned below are the answers to some important questions that you might have about variable interest rates.

How does the variable interest rate work?

Citibank currently offers only Treasury Bill Benchmark linked Lending Rate (TBLR) as a reference rate.

1. Treasury Bill Benchmark linked Lending Rate (TBLR)

Every time there is a change in the TBLR, the Home Loan rate linked to that rate is also reset accordingly. This reset happens automatically at pre-set intervals without you having to call or write to us.

What is the significance of the Reference Rate?

As mentioned above, at present Citibank offers Treasury Bill Benchmark linked lending rate (TBLR).

How do I know what the TBLR is at the time of sanctioning of my loan?

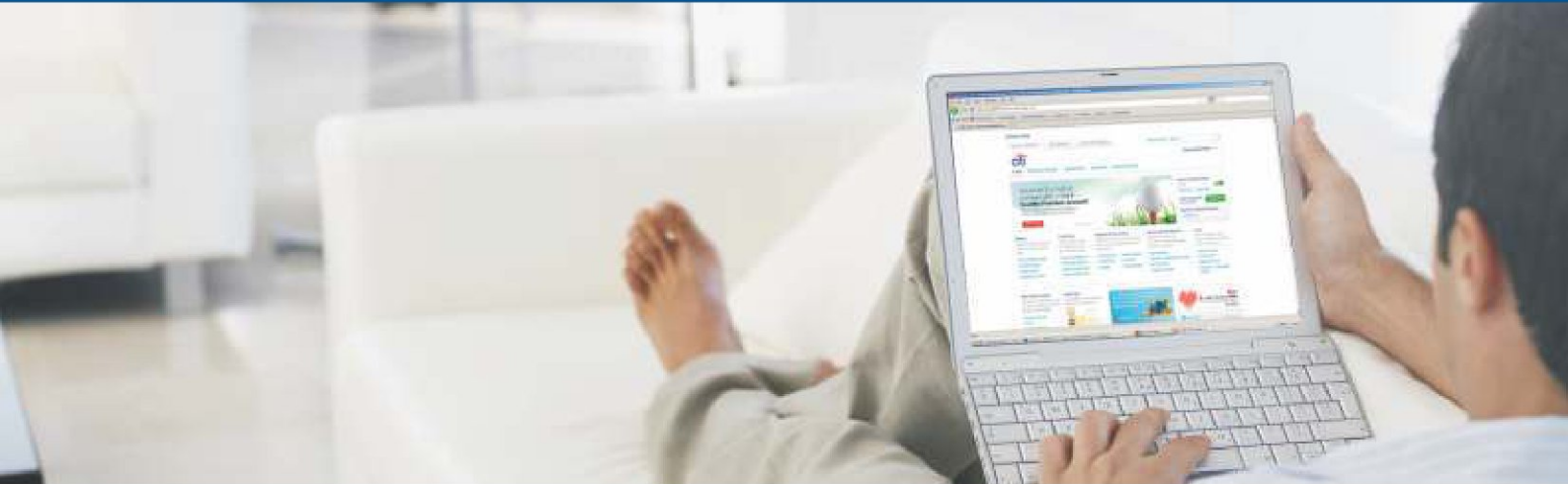
Please visit www.citibank.com/india to know the latest TBLR.

Will my EMI change each time my interest rate changes? If yes, do I need to give new repayment instructions?

As a result of changes in interest rates, the EMI or the tenor of your loan could undergo a change. Citibank, at its sole discretion, may require you to submit revised EMIs or allow you to continue with the same EMI, which could result in an extension/reduction in the tenor of your loan.

NOTE: Citibank NA reserves the right to alter the tenor or EMI on the loan as applicable and in line with policy parameters. A communication on the change shall be sent to you.

The Process Of Disbursals Ensuring On Time Payments, Everytime



Disbursal is the most important aspect of your loan. We at Citibank strive hard to ensure that your disbursal is done as per your disbursal requests on a timely basis.

What should I do to get my disbursal draft?

You can initiate a disbursal request from your end through Citibank Online (CBOL) by logging in to our portal www.citibank.com/india.

Alternatively, you can contact our CitiPhone Officers or visit us at www.citibank.com/india and place a request for your disbursal. You can also place the disbursal request by sending "DISB" followed by your mortgage loan number to 52484.

In whose favour is the disbursal draft made?

Disbursal is done as follows:

Favouring	Type of Loan
Seller/POA	• Ready property loan
Main Applicant	• Property power loans • Top-up portion in case of a home loans and property power top-up loans
Developer	• Developer Under Construction Loans
Other Banks/HFI	• Takeover Loans (for takeover plus enhancement loans, enhancement will be made to the borrower only after all title documents are received form takeover institution)

Developer Disbursals

In case disbursals have to be made to the developer, Citibank N.A. will disburse the loan in tranches based on the demand note received from the developer. The demand note shall be forwarded to Citibank well in advance to avoid any delay in disbursal.

Can developer disbursal be delayed?

Yes, developer disbursals can be delayed for any of the following reasons:

- The customer's share of the installment due (margin money) has not been received by the developer. Post paying the agreed margin money, you need to submit to the bank the relevant payment receipt from the builder and the corresponding entry in your bank statement, for Citibank to assess.
- Your repayment record has not been regular
- The construction progress of the project has not been satisfactory
- You specifically request us to stop making further disbursals to the developer
- The demand note has not been forwarded to Citibank in time

If the disbursal to the developer is delayed, who will bear the delayed payment charges?

If the disbursal to the developer is delayed on account of reasons mentioned above, then the onus of the delayed/penal interest charged by the developer will be borne by the customer.

Can I inform Citibank not to make disbursals to the developer?

Yes, please send us a letter stating why you do not wish Citibank to make disbursals to the developer at least 30 days prior to the disbursal date and we will hold back the disbursals as per your request. However, all penal charges for delayed disbursals which the developer may charge, will have to be borne by the customer.

What should I do when I receive a demand notice from the developer?

Please forward the demand notice received from the developer to Citibank to enable timely payment of the installment due. The demand notice can be forwarded to your Relationship Manager or Disbursal Manager.

What if there is a change in the developer disbursal schedule?

Please inform Citibank of any change in the developer disbursal schedule so that disbursals can be made correctly and delayed/penal interest, avoided. The intimation shall be accompanied with supporting communication by the builder.

What happens at the time of possession?

Prior to taking possession, you need to take a "No Objection Certificate" (NOC) from Citibank. Citibank issues this "No Objection Certificate" only if the following conditions are met:

- Your repayment record has been satisfactory and regular.
- The developer satisfactorily completes the project
- All the documents pertaining to your property have been deposited with Citibank
- In case you have been paying only interest then you need to submit a revised repayment instruction towards your EMI, after which a "No Objection Certificate" will be issued

Disbursal for Ready Property

In such cases, the disbursals are made to the seller.

Disbursals of the Property Power Loan and Home Loan Enhancements

The disbursal of the Property Power Loan and Home Loan Enhancement/Top-up is made directly to the borrower after the borrower submits all the requisite property documents to Citibank.



Payments And Prepayments



Everything you wanted to know about repaying your Home Loan

Your Loan can be repaid in the following ways:

- EMI payments
- Partial prepayments
- Full prepayment or preclosure of the loan

This section talks about each type of repayment in detail and outlines the various do's and don'ts for every method. Please go through this section in detail, as correct and timely repayment is one of the most important responsibilities of the customer.

EMI payments

What is EMI?

EMI is the Equated Monthly Installment that you need to pay towards your loan obligation.

Your EMI is comprised of 2 components - interest and principal repayment. Over the tenor of the loan, the break-up between these 2 components keeps changing. For the first few years, the interest component is higher, however, as the loan progresses, the interest component keeps reducing. This happens due to the continuous reduction in the principal outstanding on your loan on which interest is charged. Since the EMI has to remain constant, the principal repayment component of the EMI increases over the tenor of the loan.

How can I pay EMI?

EMI payments toward your Loan Account can be made through any of the following repayment instructions:

- Standing Instruction (SI)
- National Automated Clearing House (NACH)

Standing Instruction (SI)

If you hold a Banking Account with Citibank, N.A. then you can choose to pay your EMIs from your Citibank Account through a Standing Instruction. This is a convenient method of repayment as it minimises paperwork.

National Automated Clearing House (NACH)

In addition to the above standard options, you may also use NEFT electronic payment options to make the payment towards the loan account, when required.

Frequently Asked Questions....

When do I start paying EMIs toward the loan?

Your monthly payments start from the subsequent month following the disbursement of the loan.

The loan was disbursed on October 10, 2017. However, you have collected the full EMI in the month of November 2017. Why?

You are charged interest from the date of the first disbursement cheque only. Although the EMI is collected for the whole month, the actual interest is charged only from the date of the first disbursement cheque. Any amount paid by you in excess of interest will be adjusted towards your outstanding principal.

Can I start paying my EMIs after the loan is sanctioned?

No, we will start collecting EMIs only after your loan is disbursed.

When will Citibank execute the repayment instructions?

Repayment instructions are executed on the 1st working day of every month.

How can I check the number of EMIs that have been cleared?

EMIs that have been cleared can be seen in your Bank Statement (where the debits would show), or in your latest Loan Account Statement (where all credits would appear). You can login to Citibank Online (CBOL) through www.citibank.com/india to view your Loan Account Statement at any given point of time. (Refer the section on Citibank Online)

Can I change my repayment instructions?

Yes, if the situation demands a change. For instance, if you discontinue banking with your current bank and move to another bank, you would need to issue fresh EMI instructions. Also, in case of a change in your EMI due to a revision of interest rate, the bank may ask you to submit fresh instructions. Please remember that the signatory should remain the same.

If I have a problem with my Banking Account from which I have issued the repayment instructions, what should I do?

You can give us fresh repayment instructions from another Banking Account along with a letter explaining the exact problem and signature verification from your banker. Please note that EMI instruction for the current month or the immediate next month cannot be swapped. The EMI instructions for the month following the "current month" are the earliest that may be swapped.

In case Citibank asks me to submit revised repayment instructions, what will be the process?

In case Citibank asks you to submit fresh repayment instructions due to a change in EMI amount, the bank will mention the new EMI for which these instructions will have to be drawn up. It is your responsibility to ensure that the fresh instructions reach the bank within the stipulated period of time. Non-adherence will attract penal charges.

Can I pay more than my EMI (partial prepayments) at anytime and how do I make the payments?

Yes, you can make partial prepayments towards your loan outstanding over and above your EMI.

If I have partially prepaid the loan, can I continue paying the old EMI?

Yes, you may continue the repayment of your old EMI. This will ensure that your loan runs off faster as the excess amount goes towards reducing the principal outstanding in your loan.

Can I pay an amount lower than the EMI?

For under-construction loans (e.g. in self-construction cases or developer under construction cases) you have the option of paying only the interest amount on the disbursed loan amount. Such an option should be exercised at the time of loan sanctioning.

However, for all other loans you must pay the EMI, which is inclusive of both interest and principal.

What if I do not pay the EMIs?

Once the loan is disbursed to you, you are under obligation to repay the loan as per the agreed repayment schedule. Citibank is entitled to take legal action if you do not pay your EMIs in the stipulated time. Citibank will also charge penal interest for delayed payments. Please refer to the "Schedule of Charges" section to know more

What should I do if my EMI 'bounces'?

If your EMI 'bounces', please ensure that fresh payment is made in lieu of the bounced installment immediately. This is important in order to protect your credit rating with Citibank and to avoid any further penal interest and delayed payment charges. Please note that the bouncing of an EMI instruction is a criminal offence under Section 138 of the Negotiable Instrument Act.



Can the EMI date be changed?

No, as of now we don't have this option and EMI is charged on the 1st of every month.

If I have availed a HC facility does the same also close with the loan ?

Yes, the current account will be closed with closure of the loan.

Do I have to pay any penal charges for non-clearance of my EMI instruction on non-payment from my Slor NACH accounts?

Yes, insufficient funds or a bounced EMI instruction attracts additional charges. Please refer to the "Schedule of Charges" section to know more.

Points to Remember:

- It is your responsibility to ensure that repayments toward your loan are timely and regular
- Any delay of your payment will attract penal charges
- In case of default, Citibank is entitled to take legal action for recovering the dues

Making prepayments - The faster alternative to loan repayment

Can I prepay my loan or a part of my loan?

Contractually, your loan is to be repaid over the tenor of the loan. No additional amount over and above the EMI is required to be paid. However, on specific requests for prepayment, Citibank may allow you to make prepayments into your Loan Account.

Can I get my EMI revised after prepaying my loan partially?

Yes, you can revise your repayment schedule provided you have made a partial prepayment towards the loan account subject to approval from Citibank, N.A.

In all other cases, you will have to continue the repayment of your old EMI. In such cases, your loan will run off faster as the excess amount in the EMI will go towards reducing the principal outstanding in your loan.

When and how can I prepay my loan?

In case you wish you prepay your loan, please contact our CitiPhone officers or visit us at www.citibank.com/india. Based on written advice, you can make payments on any working day. Payment is to be made via draft/cheque favouring "Citibank, N.A. A/c (your name)". Payment can also be made vide NEFT option.

Are there any prepayment charges?

Kindly refer to the Schedule of Charges to know more about the applicable prepayment charges, if any, on your loan.

If I want to fully prepay my loan, what will the final prepayment amount be?

Your final prepayment amount is calculated as follows:

Principal Outstanding

- Plus** Interest due (for the number of days from the 1st of the month to the date of credit of the prepayment. If the payment is done through cash, the credit is received on the same day. However, consider an additional five days if payment is made by cheque/demand draft)

- Plus** Penal interest (chargeable by Citibank for non-payment/late payment of an installment) or bounced cheque charges, if applicable

- Plus** Prepayment Penalty Charges, if applicable + taxes

- Plus** Any other charges as applicable + taxes if any

You are requested to check the final prepayment amount with our CitiPhone officers or visit us at www.citibank.com/india.

What do I get when I fully prepay my loan?

On full prepayment of your loan along with dues as applicable and subject to satisfactory completion of closure formalities as required, the Bank shall

- Provide a confirmation on loan closure. You will be issued a "No Dues Certificate".
- Release the Property papers in the bank's custody within 15 days of the repayment of all dues agreed to or contracted. If any right to set off is to be exercised for any other claim, the bank will give due notice with full particulars about the other claims and retain the Property papers till the relevant claim is settled/paid.
- Refund any excess amount collected.

What is my proof that I have made the payment?

The customer's copy of the Payment Deposit Slip duly acknowledged is your proof of payment. This payment will also reflect in your Loan Account Statement once the cheque/demand draft is realized.

Points to Note:

- Do not sell your property until you have cleared your Citibank Home Loan. Your property is mortgaged to Citibank till the time you pay your loan and any other charges/dues in full
- To give written instructions to close your Loan Account
- To collect the "No Dues Certificate" after full prepayment of your loan



Certificate Of Interest And Principal



Citibank will issue a Certificate of Interest and Principal every year to keep you updated on how much interest and principal you've paid towards your loan.

What are the Certificates of Interest and Principal? Why are they important?

The Certificate of Interest is a summary of all the interest charged on your loan and paid over a particular financial year. Similarly, the Certificate of Principal is a summary of all the principal payments made by you over a financial year.

These certificates are very important as they will enable you to claim tax benefits¹⁸ under the Income Tax Act.

How do I get my Certificates?

- Citibank will mail the Certificates in the month of April/May every year (at the end of the financial year) to your registered e-mail address. If you have changed your residence and want all communication to reach you at the new address, kindly visit Citibank Online and update your contact details
- You can view and download your Interest and Principal Certificates anytime through Citibank Online (CBOL) by visiting our portal www.citibank.com/india (Refer the section on Citibank Online)

- Alternatively, you can call our CitiPhone Officers and request for these Certificates. Post confirming with you, we will send these to you shall receive in 24 hours through e-mail

For tax purposes, my employer needs the Provisional Interest and Principal Certificates. Can I get a Provisional Interest and Principal Certificate for the current year?

To help plan your tax submission, Citibank will send provisional Principal & Interest Certificates in the month of December.

You can also view and download your Provisional (current financial year) Interest and Principal Certificates anytime through Citibank Online (CBOL) by visiting our portal www.citibank.com/india (Refer the section on Citibank Online)

Property Related Queries



Get your property related queries answered.

I have availed a Home/Property Power Loan from Citibank. When should the property papers be submitted?

The property papers are to be submitted at the time of taking the disbursement. Our officer will collect the papers and also issue you the necessary custody certificate.

Who keeps my property papers?

All papers related to the property financed and/or mortgaged, are kept with Citibank in safe custody till the loan is completely paid off.

Will I get a certificate listing out property documents in Citibank's custody?

Yes. Citibank will provide you with a certificate listing out property documents handed over at the time of disbursement.

I have misplaced the certificate. What should I do to obtain a duplicate copy of the certificate for title documents kept in Citibank's custody?

Kindly place a request for a copy of the title document certificate by contacting our service desk at CitiPhone or visit us at www.citibank.com/india along with your loan number.

Can I sell my property or a part of my property without clearing my mortgage in full?

No. Your property is mortgaged to Citibank and you are not entitled to sell any part of your property till your entire loan dues are paid in full and a "No Dues Certificate" is obtained from Citibank.

Can I take my property documents for a few days?

No. Citibank will not hand over the original property documents to you until the loan is repaid in full.

Can I pledge my property to someone else and raise an additional loan?

No. Your property is mortgaged to Citibank, therefore, sale, transfer or mortgage of this property to anyone else is not permissible till the loan dues are cleared in full and a "No Dues Certificate" is obtained from Citibank.

Can I rent out my property?

Yes, you can rent out your property. However, before renting, kindly inform Citibank about the tenant, lease period and monthly rent and provide a copy of the lease deed to Citibank.

Can I use my property for commercial purposes?

If you have availed a loan for the purchase of a residential property or availed a loan against the residential property, you cannot use your property for commercial purposes.

If there is a problem with my property, can Citibank help?

Citibank is not liable and does not take guarantee on the legality, title or value of your property. Please note that in case there is a dispute on your property or its value falls in the market, you are still required to continue paying your installments towards your loan obligations as per the schedule agreed upon at the time of loan approval.

Points to Remember:

- Do not sell your property unless you have paid your loan, plus interest and other charges in full. Your property is mortgaged to Citibank till you pay your dues in full and obtain a "No Dues Certificate" from Citibank
- Please inform Citibank about any construction, renovation or renting out of the property

Getting in touch with us

We're never too far away.

Write to us at :

Citibank, N.A. Home Loan,
Anna Salai Post Office, Chennai - 600002.

Or log on to www.citibank.com/india to
place your request online.

This brochure is specially prepared for you to understand your Citibank Loan better. The Terms and Conditions that are signed and agreed upon by you in your loan agreement, are binding. The rates and financial calculations mentioned in this brochure are indicative. Please refer to your Loan Agreement.

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