

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.



Important Information regarding Grievance Redressal Mechanism

In case of any grievance/complaint on your Demat account, you can reach us through the channels listed below:

Details of	Contact Person	Address	Contact No.	Email ID	Working hours
Customer Care	Ms. Sujata Dhamankar	Axis Bank Limited, Mail Room, ACROPOLIS, 10 th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai- 600 004.	1800 266 2400 (India toll free)	weblink will take directly to login complaint page https://www.online.citibank.co.in/customer-service/ERU/HCC/index.htm?eOfferCode=INCITIERUHCC	10.00AM to 6.00PM IST
Head of Customer Care	Ms. Hema. L. Venkatesh	Axis Bank Limited, Mail Room, ACROPOLIS, 10 th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai- 600 004.	022-49552400	If you are not satisfied with the response received from Customer Care, you may escalate your concern to the Principal Nodal Officer(PNO) in the following ways. Please ensure you quote the reference number from your previous interaction with us, while reaching out to the PNO. Principal.nodal.officer@citi.com	10.00AM to 6.00PM IST
Compliance Officer	Mr. Gyan Raipuria	Axis Bank Limited, 6th Floor, Gigaplex, Plot No. I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai – 400708	91-022-62176321	dpcompliance.officer@axisbank.com	Mon – Sat; 9.30 a.m. to 6 p.m. (Except second and fourth Saturday and Bank Holiday)
CEO	Mr. Amitabh Chaudhry	Axis Bank Limited, 8th Floor, Axis House, Wadia International Centre, P. B. Marg, Worli, Mumbai - 400025	91-022-68685757	md&ceo@axisbank.com	Mon – Sat; 9.30 a.m. to 6 p.m. (Except second and fourth Saturday and Bank Holiday)

In the event that you are dissatisfied with the responses given, you may write to the concerned Depository at the following:

	Web Address	Contact Number	e-Mail ID
NSDL	www.nsdl.co.in	(022) 2499 4200	relations@nsdl.co.in

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.

Alternatively, you can also lodge your complaint related to Demat account on the SEBI SCORES mobile application available on play store. Refer link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330&hl=en&gl=US>