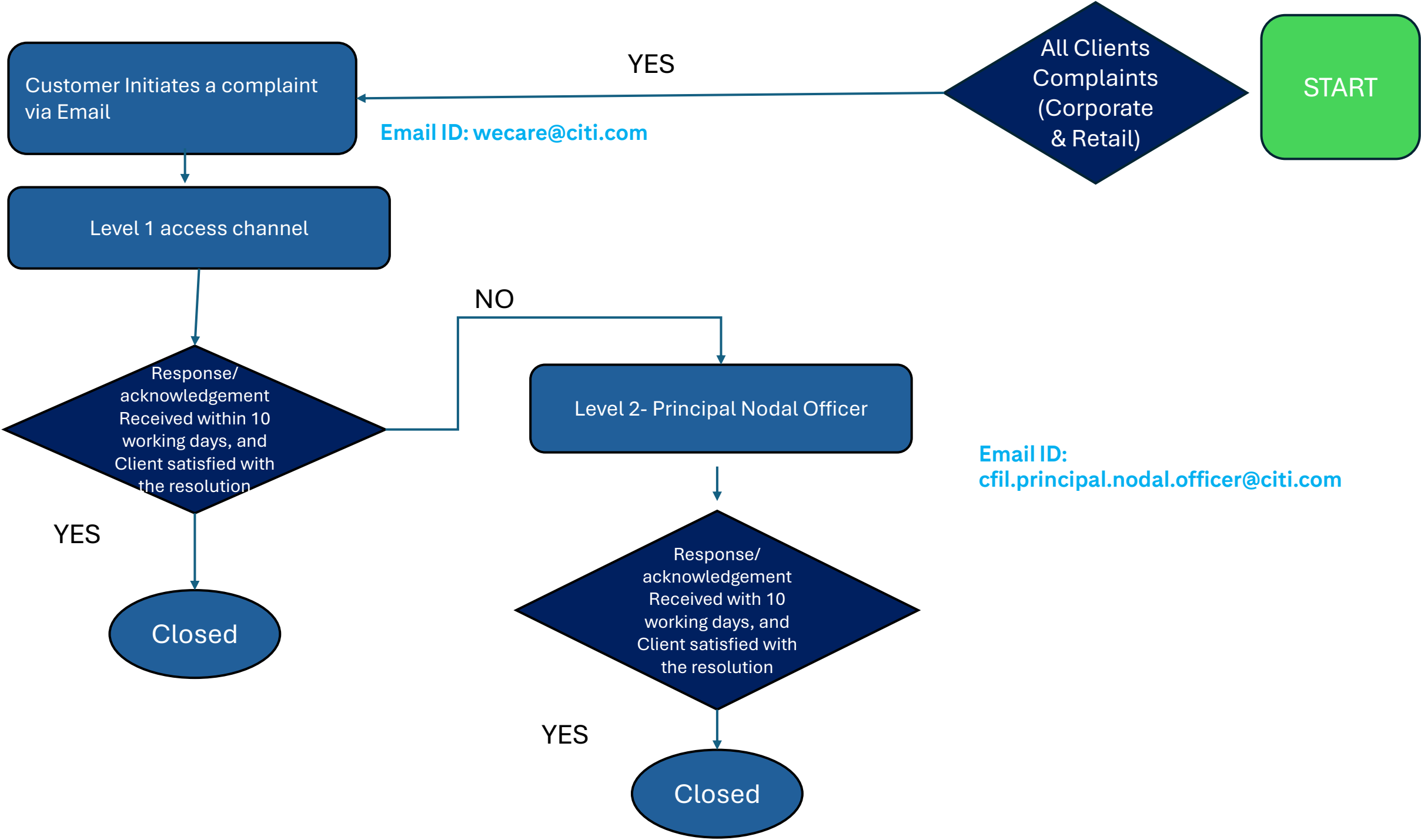


Complaint Management Flow



•Please note that as of Jan 1st, 2026, the servicing window for CitiFinancial Consumer Finance India Ltd (CCFIL) loan portfolio has ended. In case of any queries, you may submit your request via email (wecare@citi.com).

•Please mention your loan/matter as being related to Citicorp Finance India Limited or CFIL, in the subject line/body of email.



If you are not satisfied with our grievance redressal or if the complaint is not resolved at the bank level within a month, you may approach the Banking Ombudsman. The complaint may be lodged online through the portal designed for the purpose <https://cms.rbi.org.in> or at their Centralized Receipt and processing center, Reserve Bank of India, Central Vista, Sector 17, Chandigarh – 160 017”