

Facility for Exchange of Notes, Coins, Soiled & Mutilated Notes at Citibank Branches

At Citibank, we provide facilities for the exchange of notes, coins, and handling soiled or mutilated currency, in adherence to the Reserve Bank of India (RBI) Master Direction on Facility for Exchange of Notes and Coins. Our branches across the country are mandated to actively serve the public by issuing fresh and good quality notes and coins of all denominations, exchanging soiled, mutilated, or imperfect notes, and facilitating transactions and exchanges involving notes and coins.

All Citibank branches extend these exchange facilities to both our esteemed customers and the wider public on all working days. Citibank branches will not refuse to accept small denomination notes and/or coins tendered at our counters.

We affirm that all coins in denominations ranging from 50 paise to ₹20, issued by the Government of India, remain valid legal tender. Please note that coins of 25 paise and below ceased to be legal tender as of June 30, 2011, in accordance with the Government of India's Gazette Notification.

For your convenience, our branch operations run from 10:00 AM to 6:00 PM on weekdays and working Saturdays. Specifically, cash-related services, including note and coin exchange, are available from 10:00 AM to 2:00 PM on weekdays and working Saturdays. Our branches observe closures on Sundays, as well as on the 2nd and 4th Saturdays of every month.

Should you require any assistance regarding these services, please do not hesitate to contact your Citibank Branch Head.