

Background and Objective:

The timely and effective handling of Customers Complaints/Concerns is fundamental to Citi's principles of Responsible Finance and its commitment to treat all its customers fairly. Citibank, N.A. IFSC Banking Unit ('IBU') is committed to promptly responding to and resolving customer Complaints/Concerns and driving appropriate adjustments to business practices to improve customer service and enhance risk management.

The objective of the standard is to ensure that:

- All customers are always treated fairly and without bias.
- All issues raised by customers are dealt with courtesy and resolved in a timely manner

Definition of a Complaint / Concern:

A Complaint is any formal or informal grievance, protest, criticism, or concern communicated to the IBU and is considered at most times, an expression of dissatisfaction by a client. This includes all observations, comments, remarks, interpretations, clarifications, notes, and examinations as to such conduct or behavior communicated or documented by the complainant and/or client.

It is important to note that a client complaint is a client's allegation and is not guaranteed valid until proper investigation has been conducted. In all complaint cases, a due review and investigation of the internal process and staff client handling procedure is required to be executed.

Types of Complaints

A complaint includes any statement from a client or the client's agent alleging a grievance against Citi or any employee of the firm or any third party employed by IBU. Examples of issues where complaints can arise include, but are not limited to:

- Failure to carry out instructions effectively
- Misleading product information
- Disputes over price/amounts payable
- Incorrect service charges / Overcharging
- Administrative errors
- Client agreement or contract breach
- Fraudulent / Unauthorized
- Errors in deal booking
- Client complaints related to staff behavior

This document pertains to complaints and grievances raised by customers of IBU. It does not include complaints raised by customers/ third parties of our corporate clients unless it is emanating out of a deficiency in IBU's process.

Further, the following would not constitute a Complaint / Concern with reference to the above:

1. Anonymous complaints (except whistleblower complaints)
2. Incomplete / un-specific complaints
3. Allegations without supporting documents.
4. Suggestions or seeking guidance.
5. Complaints on matters not relating to the financial products or services provided by IBU.
6. Complaints about any unregistered / un-regulated activity
7. References in the nature of seeking information or clarifications about financial products or services.

Channels available for customers to report grievance:

Regular Access Channels (Level 1)

Should a customer have a complaint or concern and needs to reach out to the IBU, following are the communication channels available to customer:

- Branch- Customers can submit their complaints in writing to the branch officials.
- Email: Customer can lodge complaints with the IBU Complaints Redressal Officer (CRO) via email.

Escalation of Customer Complaints (Level 2)

If customer is not satisfied with the response that customer receives from the above access channels or if customers do not hear from us in 3 working days, customers can escalate their Complaint/Concerns to the Complaints Redressal Appellate Officer (CRAO) in the following manner.

Write to Complaints Redressal Appellate Officer explaining the details of the issue concerned via e-mail.

Escalation of Customer Complaints (Level 3)

If customer is not satisfied with the resolution provided by the above channels, customer can file a complaint before the IFSCA through email to grievance-redressal@ifsc.gov.in preferably within 21 days from the receipt of the above resolution.

Grievance redressal mechanism

1. Registration of Complaints - IBU enables customers to register a Complaint through multiple channels as mentioned above

2. Acknowledgement & Receipt Complaints/Concerns will be acknowledged upon receipt to the customer; acknowledgement will occur verbally, in writing, or electronically, depending on the channel received. For all complaints, an acknowledgement along with the complaint reference will be provided to the customer who has lodged a complaint. The maximum timeframe to acknowledge the complaint will be within 2 working days.

3. Resolution of Complaints - For concerns, the response to the complaint is provided on call/email within 5 working days of the receipt of the complaint for non-investigative cases. For cases where investigation is required, the complaint will be addressed within 14 working days.

For complaints, once the investigation is completed, the bank will contact the customer and provide him/her with the resolution to the complaint raised.

The response must:

- Include a full explanation of the resolution.
- Should be clear for the complainant to understand.
- For written responses any supporting documents referenced within the response provide sufficient resolution detail for an independent reader to reasonably understand
- Prior to closure of the complaint on the complaint management system, all the fields need to be reviewed and modified as appropriate, basis the case investigation and the results.