Citibank N.A, India.

Policy on Responsible Business Conduct of Bank in Collection of Dues & Repossession and Enforcement of Security -Feb 2026

1. Introduction:-

This Policy is in compliance with the Reserve Bank of India (Commercial Banks – Responsible Business Conduct) Directions, 2025- RBI/DOR/2025-26/170 DOR.MCS.REC.No.89/01-01-032/2025-26 dated November 28, 2025, Chapter IV – Customer Guidance and Protection, Para A.3.3 titled Website, Direction No. 54, which stipulates that some of the details, which could be at the minimum, be made available for public viewing through website of a bank are listed below:

"...

(vii) Code for Collection of Dues and Repossession of Security."

This policy outlines minimum requirements that need to be adhered by Citibank N.A. India ("Bank") and its authorized representative when contacting a delinquent customer ("Customer/(s)") for overdue payments or enforcement of security.

The Bank believes that all Customers (including Customers who are late in making their payments or have defaulted in their payment schedule) must be treated with respect, dignity, courtesy, and fairness in debt collection efforts along with persuasion. The Bank believes that this is not only the right thing to do, but also the most effective. It is imperative that all persons involved in collection/ recovery related activities, including Bank's authorized representatives, follow this code. The Bank believes in following fair practices with regard to collection of dues and repossession of security and thereby fostering customer confidence and long-term relationship.

The extension of credit and the repayment schedule for any loan sanctioned by the Bank will be on the basis of the credit assessment of the customer and fixed after taking into account the repayment capacity and cash flows and relevant credit policies of the Bank.

The Bank would expect the customers to adhere to the repayment schedule agreed to and approach the Bank for assistance and guidance in case of genuine difficulty in meeting repayment obligations. The Bank would provide all the information regarding the dues.

2. General Guidelines:-

All the members of the staff or any person authorized to represent the Bank in collection of outstanding dues or/and repossession and enforcement of security would follow the guidelines set out below:-

i. The Customer/owner of the secured property ("owner") or their representative would be contacted ordinarily at the place of his/her choice and in the absence of any specified place, at the place of business/occupation and if unavailable, at his/her residence.

ii. The identity and authority of the person/entity authorized to represent the Bank for follow up and recovery of dues would be produced on demand.

iii. When visiting the Customer/ owner or their representative for collection of dues or enforcement of security, decency and decorum would be maintained by the Bank officials / authorized representative and they will not resort to intimidation or harassment of any kind, either verbal or physical against any person including acts intended to humiliate publicly or intrude the privacy of their family members, making threatening and anonymous calls or making false and misleading representations.

iv. It is the Customer's responsibility to keep updating contact details with the Bank. In case the Bank is unable to contact the Customers/owners on the contact details provided, the Bank will access information available from public sources and may approach the Customer's/ owner's directors/ friends / relatives / business associates to trace the Customer/owner. While trying to ascertain current contact details of the Customer, the Bank shall ensure that no confidential information is disclosed to the third parties and such third parties also contact the customer at reasonable hours.

v. The Bank would respect privacy of its Customers / directors/owners and would adopt civil manners while interaction with the Customers.

vi. Normally the Bank's representatives will contact the customers **between 0800 hrs. and 1900 hrs.** unless the special circumstance of his/her business or occupation requires the Bank to contact at a different time.

vii. Customer requests to avoid calls at a particular time or at a particular place would be honored as far as possible [or reasonable under the existing circumstances].

viii. Inappropriate occasions such as bereavement in the family or such other catastrophic occasions will be avoided for making calls/visits to collect dues.

~~ix.~~ The Bank is committed to ensure all written and verbal communication with its customers will be in simple business language.

x. All disputes, differences regarding outstanding dues will be resolved in a an orderly manner as per the agreed contractual terms.

xi. Bank will investigate any complaint from Customer about unfair practices. If at any stage, Customer feels that the grievances are not addressed appropriately, the Customer may escalate the grievance as provided in citi-india-raise-a-complaint.pdf

3. **Notice to Customer:-**

While written communications, telephonic reminders, or visits by the Bank's authorized representatives to the place of business/occupation of the Customer, visits to the owner's /directors' residence or place will be done as follow up measures for the recovery of dues, the Bank will not initiate any legal measures for recovery of dues or enforcement of the security without giving due notice in writing. Bank will follow all such procedures as are required under applicable law for recovery/enforcement of security.

4. **Enforcement of Security:-**

- In the event of default by the customers in repayment of dues, notice would be issued for recovery of the outstanding dues on the loan account in accordance with the provisions of applicable laws for debt recovery in the country and the agreed terms. The procedures laid down under the applicable debt recovery, repossession laws and laws governing sale of secured property post enforcement of charge/security would be followed and the Bank shall perform their part of obligation as required under the provisions of various laws including without limitation, the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act), the Transfer of Property Act, 1882, The Recovery of Debt Due to Banks and Financial Institutions Act, 1993 etc..
- The policy recognizes fairness and transparency in repossession, seizure, valuation and realization of the secured assets and property. All the practices adopted by the Bank for the follow up and recovery of dues and enforcement of security including valuation of secured property will be done in fair and transparent manner and will be in consonance with the applicable laws and the agreed terms. The Bank will take all reasonable care for ensuring the safety and security of the secured assets and secured property in the ordinary course of the business and all related cost in recovery of dues, maintenance, repossession of secured property and enforcement of security will be charged to the Customer in a fair and transparent manner.
- The Bank/appropriate authority shall issue a notice to the Customer in accordance with the applicable laws thereby giving an opportunity to the Customer to repay the outstanding dues before the sale/auction of the secured asset or property. The Bank

will be willing to consider handing over possession of the secured asset or secured property to the Customer any time after repossession and before sale transaction of the secured property takes place, provided the dues owed to the Bank are cleared in full.

- Provision of applicable laws with respect to notice of sale shall be adhered.
- In the process of recovery of dues or repossession of secured property or enforcement of security, the general guidelines as set out in “General Guidelines” above shall *mutatis mutandis* be followed by the Bank.
- The Bank will have right to recover from the Customer any shortfall in the balance due, after sale of the secured assets/property. The amounts recovered from enforcement of security would be applied by the bank in consonance with the applicable laws and/or the agreed terms. Excess amount, if any, received pursuant to sale of assets/property will be returned to the Customer after meeting all the related expenses and provided the Bank is not having any other claims against the Customer.