

Further to our previous communication, we would like to share with you a quick recap of the scheduled service interruptions. While we have tried our best to minimize the duration of the interruptions, certain banking services on Citibank platforms will be temporarily affected in a planned manner.

We strongly urge you to plan your banking requirements well in advance, as per the availability of services. Rest assured, upon completion of the migration, you will be able to use all the services on Axis Bank platforms from 12 am (midnight), 15<sup>th</sup> July 2024.

Here is a quick reference of some of the most important services and transactions which will be affected (all timings in IST):

### MOST IMPORTANT SERVICES

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July
	12:00 AM onwards	12:00 AM onwards	12:00 AM onwards	2:00 PM onwards	5:30 PM onwards	10:00 PM onwards	1:00 AM onwards	4:00 AM onwards	9:00 PM onwards	10:00 AM onwards	12:00 AM onwards
Citibank Online & Citi Mobile® App All products - loans, accounts, cards, investments	Available on Citibank platforms						Permanently discontinued from 10 pm, 12 <sup>th</sup> July				
Axis Bank Internet Banking and Mobile Banking App, <i>open</i>	Not yet available for Citibank relationships										Available on Axis Bank platforms
Both inward and outward transfers via IMPS	Available					Temporarily unavailable					Available
UPI transfers via third-party apps such as GPay, PhonePe etc.	Available					Temporarily unavailable					Available
Outward transfers via NEFT and RTGS and bank account to credit card payments online	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms
Inward NEFT and RTGS transfers via the Axis Bank IFSC	Available on Citibank platforms					To be processed once systems are restored					Available on Axis Bank platforms
Debit card usage: ATM, online purchases and merchant purchases	Available					Temporarily unavailable	Available	Temporarily unavailable			Available
Credit card usage: make online purchases	Available						Unavailable	Available		Unavailable	Available
Credit card usage: make merchant purchases	Available									Unavailable	Available
Credit card usage: transaction-limit management services	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms
Investment-related transactions: mutual fund subscriptions and redemptions, risk profiling etc.	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms
Send international fund transfers online	Available on Citibank platforms	Can avail via branches			Temporarily unavailable						Available on Axis Bank platforms
Receive international fund transfers via the Axis Bank SWIFT code	Available on Citibank platforms					To be processed once systems are restored					Available on Axis Bank platforms
Update address - residential, mailing, office	Can avail via phone banking and branches					Temporarily unavailable					Available on Axis Bank platforms

### OTHER SERVICES

#### Bank accounts and debit cards

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July
	12:00 AM onwards	12:00 AM onwards	12:00 AM onwards	2:00 PM onwards	5:30 PM onwards	10:00 PM onwards	1:00 AM onwards	4:00 AM onwards	9:00 PM onwards	10:00 AM onwards	12:00 AM onwards
Bill pay: add new billers, pay bills towards registered billers	Temporarily unavailable										Available on Axis Bank platforms
Book a new recurring deposit online	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Order demand drafts online	Available on Citibank platforms	Can avail via phone banking and branches			Temporarily unavailable						Available on Axis Bank platforms
Pay taxes online	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Report lost / stolen cards	Available on Citibank platforms										Available on Axis Bank platforms
Card re-issuance / replacement request	Available on Citibank platforms		Temporarily unavailable							Available on Axis Bank platforms	

#### Credit cards

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July
	12:00 AM onwards	12:00 AM onwards	12:00 AM onwards	2:00 PM onwards	5:30 PM onwards	10:00 PM onwards	1:00 AM onwards	4:00 AM onwards	9:00 PM onwards	10:00 AM onwards	12:00 AM onwards
Card ATM usage	Available		Temporarily unavailable								Available
Card bill repayments via NEFT and RTGS via the Axis Bank IFSC	Available on Citibank platforms					To be processed once systems are restored					Available on Axis Bank platforms
Card bill repayments via cheques and E-Pay	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Inward IMPS payment towards your card	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms
Card bill repayments via IVR	Temporarily unavailable										Available on Axis Bank platforms
Redeem rewards online (Miles Transfer, Catalogue, adjust points towards card outstanding)	Temporarily unavailable										Available from 6 am 17 <sup>th</sup> July
Avail EMIs on merchant transactions	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Convert outstanding credit card balance or transactions to EMIs	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Refund credit balance at branches and phone banking	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Apply for a new loan and / or top-up loan on credit card	Temporarily unavailable										Available on Axis Bank platforms
Pre-closure of loan on credit card online	Can avail via phone banking and branches			Temporarily unavailable							Available on Axis Bank platforms
Bill pay: add new billers, pay bills towards registered billers	Temporarily unavailable										Available on Axis Bank platforms
Report lost / stolen cards	Available on Citibank platforms										Available on Axis Bank platforms
Card re-issuance / replacement request	Available on Citibank platforms		Temporarily unavailable							Available on Axis Bank platforms	

#### Investments

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July	
	12:00 AM onwards	12:00 AM onwards	12:00 AM onwards	2:00 PM onwards	5:30 PM onwards	10:00 PM onwards	1:00 AM onwards	4:00 AM onwards	9:00 PM onwards	10:00 AM onwards	12:00 AM onwards	
Usage of UPI handles for IPO applications	Available on Citibank platforms			Temporarily unavailable								Available on Axis Bank platforms
Mutual fund subscriptions and redemptions	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms	
Systematic investment / switch / transfer / withdrawal plans	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms	
Risk profiling and all other investment-related transactions	Available on Citibank platforms					Temporarily unavailable					Available on Axis Bank platforms	

#### Loans

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July
	12:00 AM onwards	12:00 AM onwards	12:00 AM onwards	2:00 PM onwards	5:30 PM onwards	10:00 PM onwards	1:00 AM onwards	4:00 AM onwards	9:00 PM onwards	10:00 AM onwards	12:00 AM onwards
Pre-payment of loans online	Available on Citibank platforms	Can avail via phone banking			Temporarily unavailable						Available on Axis Bank platforms
Inward NEFT and RTGS transfers via the Axis Bank IFSC	Available on Citibank platforms					To be processed once systems are restored					Available on Axis Bank platforms

#### NRI accounts only

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July
	12:00 AM onwards	12:00 AM onwards	12:00 AM onwards	2:00 PM onwards	5:30 PM onwards	10:00 PM onwards	1:00 AM onwards	4:00 AM onwards	9:00 PM onwards	10:00 AM onwards	12:00 AM onwards
Upload documents (form 60, passport details, repatriation application, new deposit booking, signature change request etc.)	Temporarily unavailable										Available on Axis Bank platforms
Maintain CORA limits for foreign nationals (Cumulative Outstanding Remittance Amount)	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Remit money from the US: Automated Clearing House (ACH)	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms
Upload documents for closure of an existing deposit / account	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms

#### All products - cards, accounts, loans, investments

Service / transaction request	6 <sup>th</sup> July	9 <sup>th</sup> July	11 <sup>th</sup> July	12 <sup>th</sup> July			13 <sup>th</sup> July			14 <sup>th</sup> July	15 <sup>th</sup> July
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Update customer details (Name, Gender, DOB, Identity Proof, KYC)	Temporarily unavailable										Available on Axis Bank platforms
Upload documents for form 15G / 15H, dormancy	Available on Citibank platforms	Temporarily unavailable									Available on Axis Bank platforms