

Interactive Voice Response

A Handy Guide

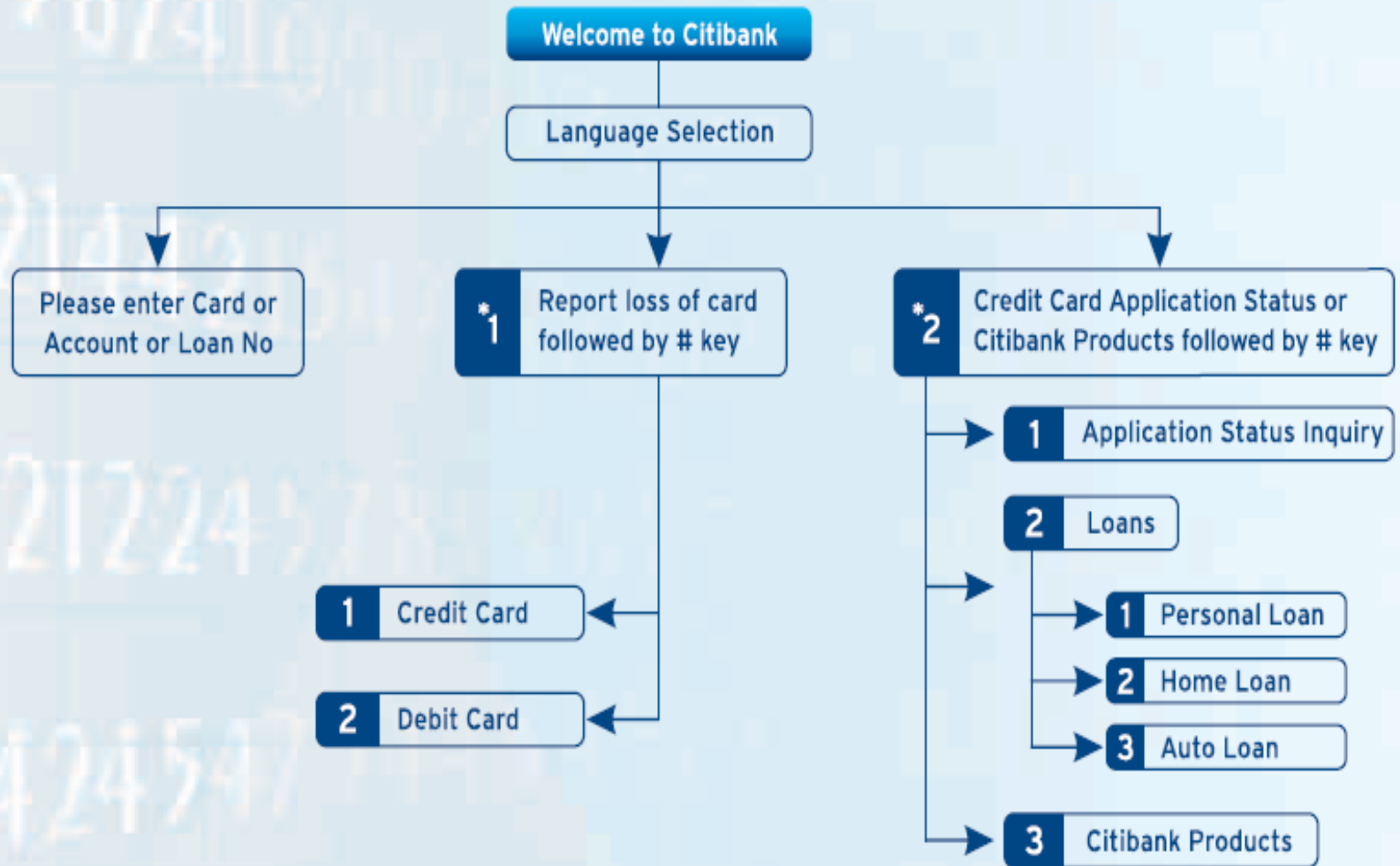
The Citibank logo features the word "citibank" in a white, lowercase, sans-serif font. A red arc is positioned above the "i" and "b". A registered trademark symbol (®) is located at the top right of the word.

The Citi logo consists of the word "citi" in a white, lowercase, sans-serif font. A red arc is positioned above the "i". A registered trademark symbol (®) is located at the top right of the word.

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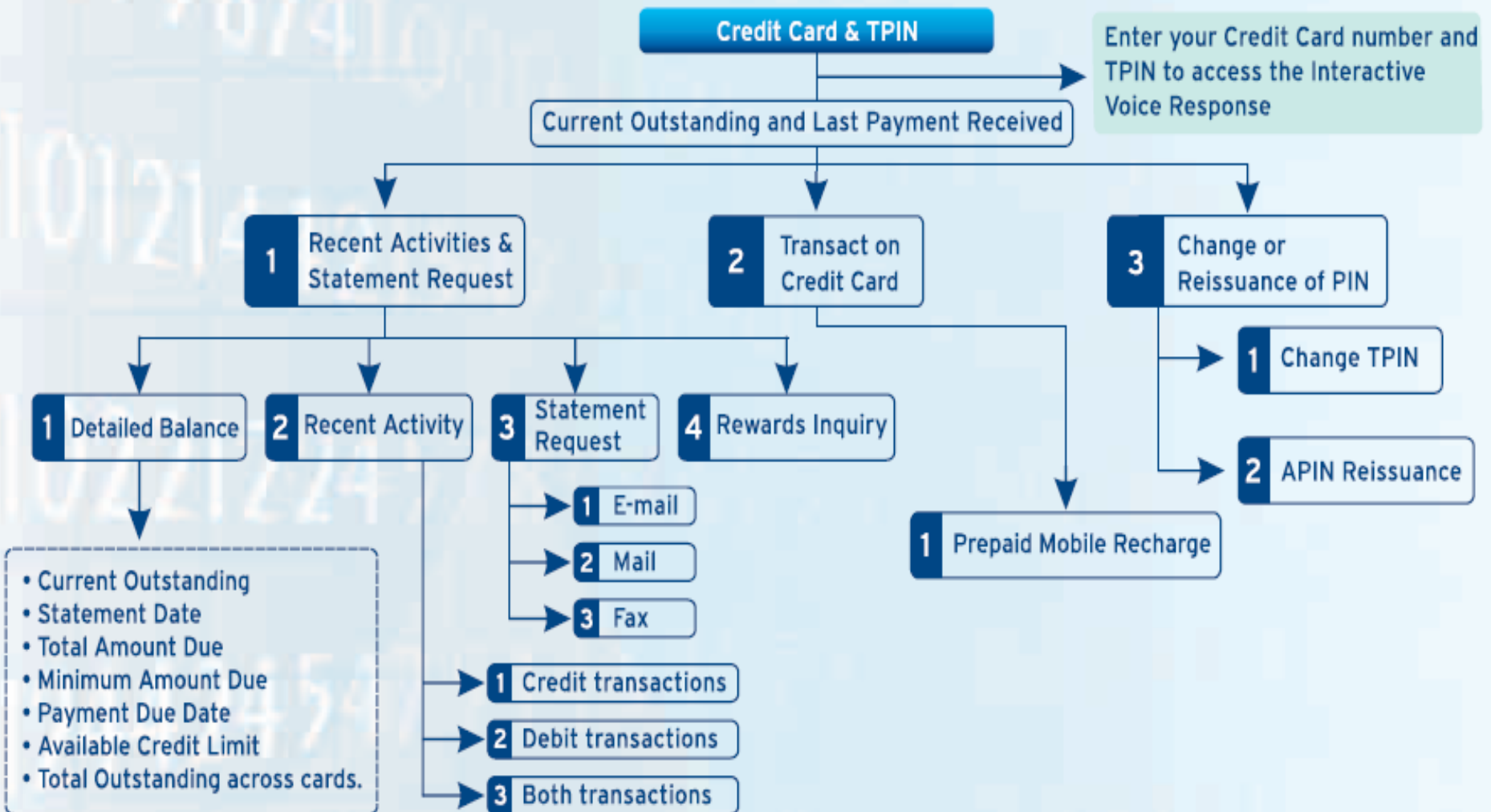
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Welcome Menu



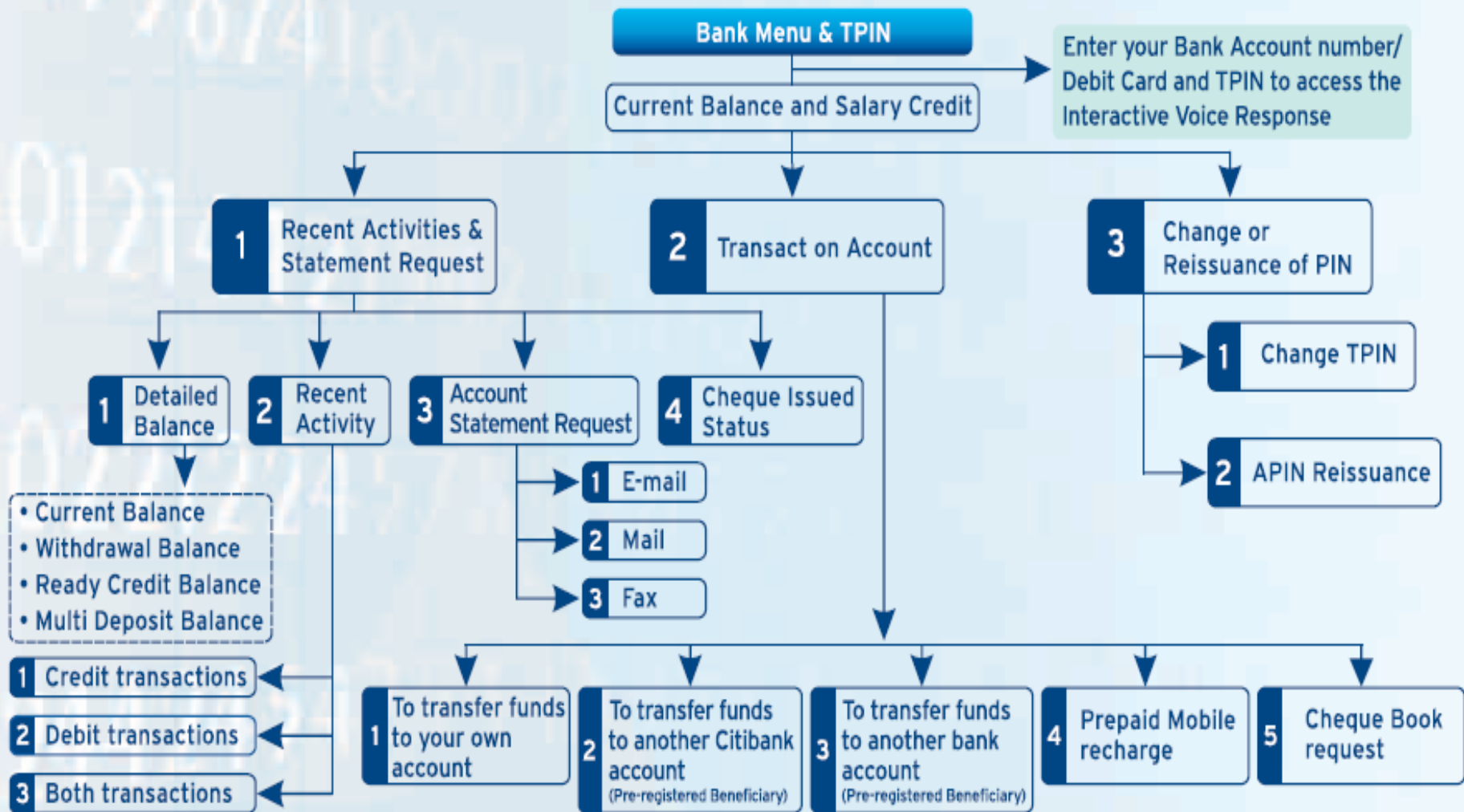
The IVR Call flow is subject to change without any prior intimation.

Credit Cards (Customers with Credit Cards only)



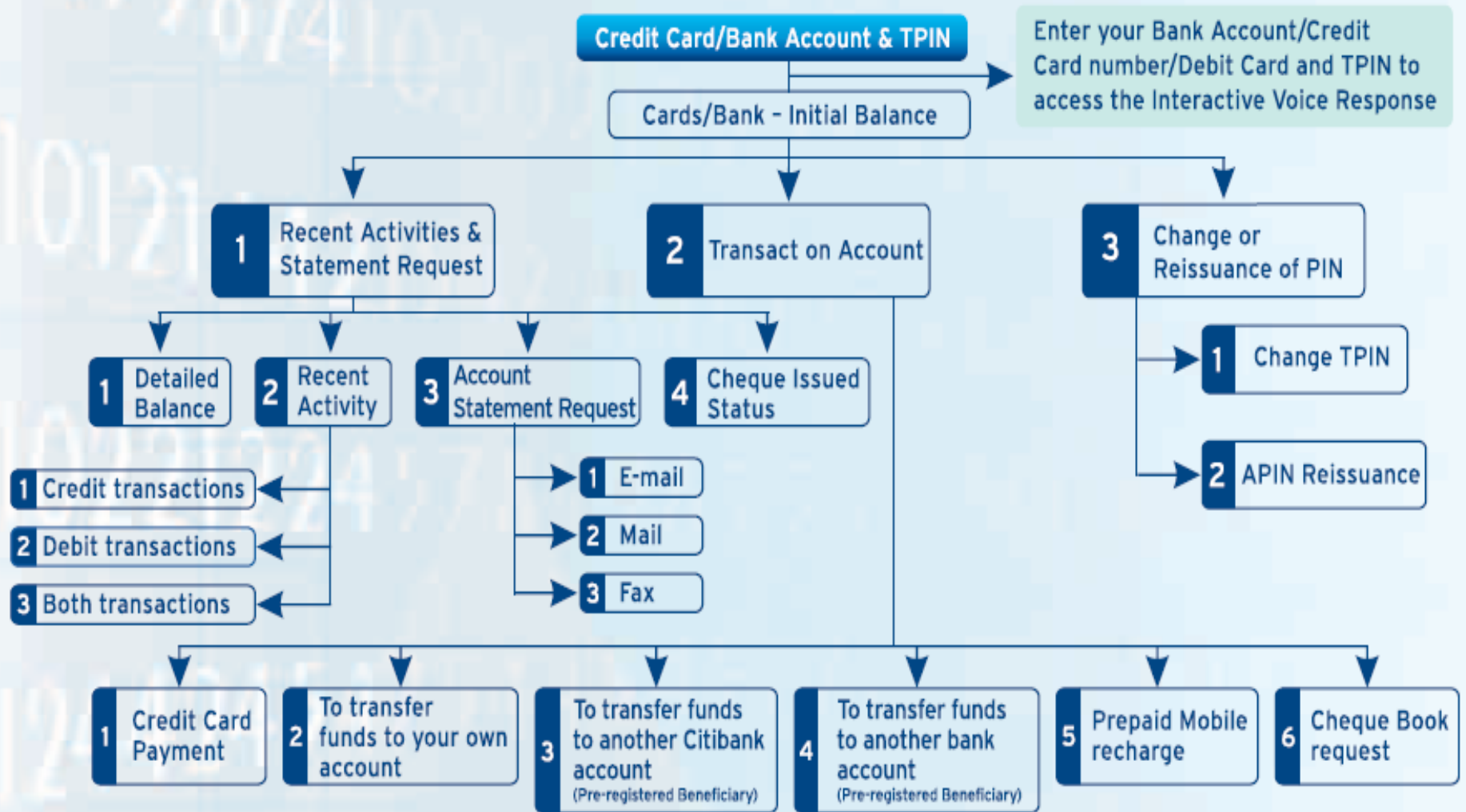
The IVR Call flow is subject to change without any prior intimation.

Banking (Customers with Bank Account only)



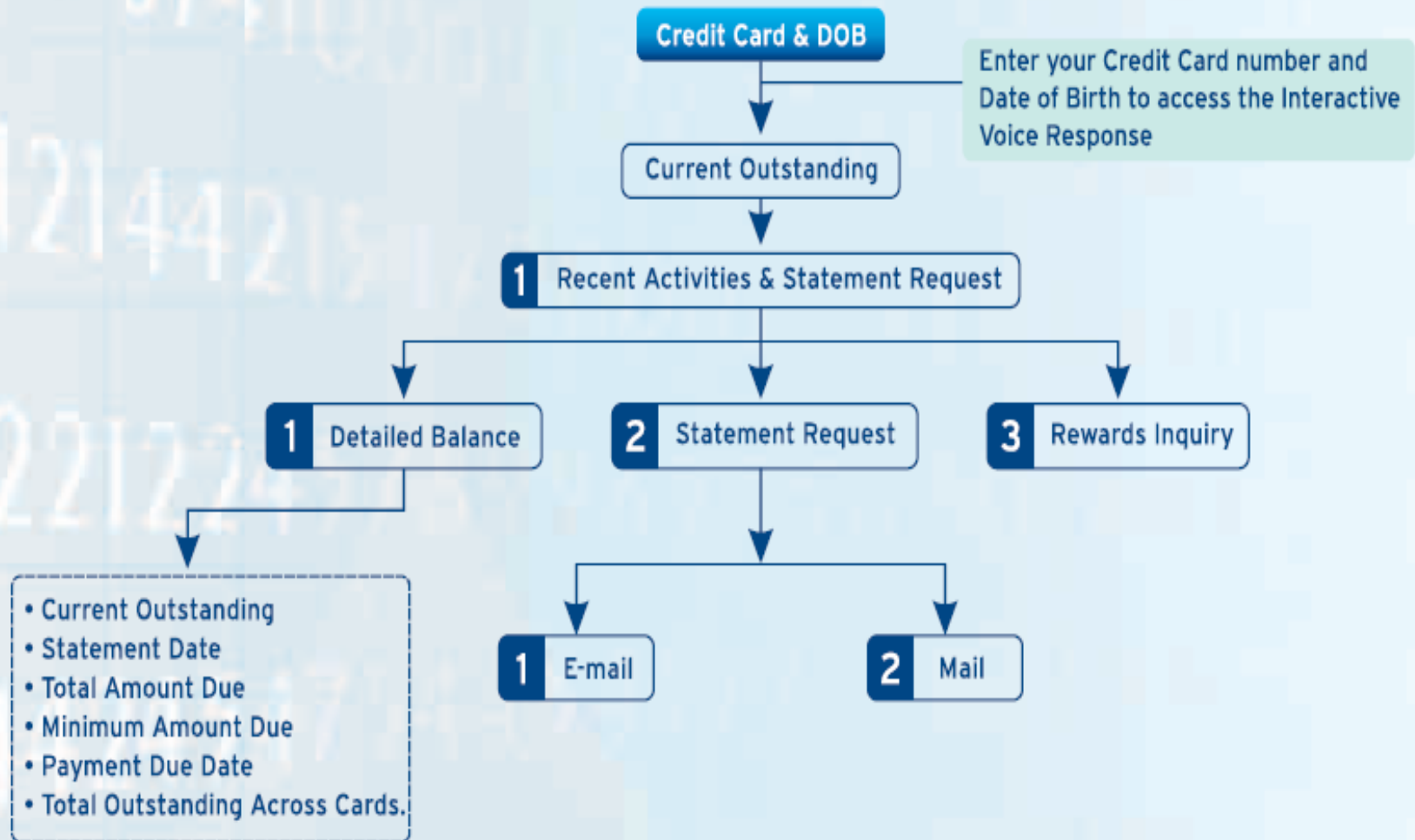
The IVR Call flow is subject to change without any prior intimation.

Relationship Flow (Customers with linked Credit Card and Bank Account)



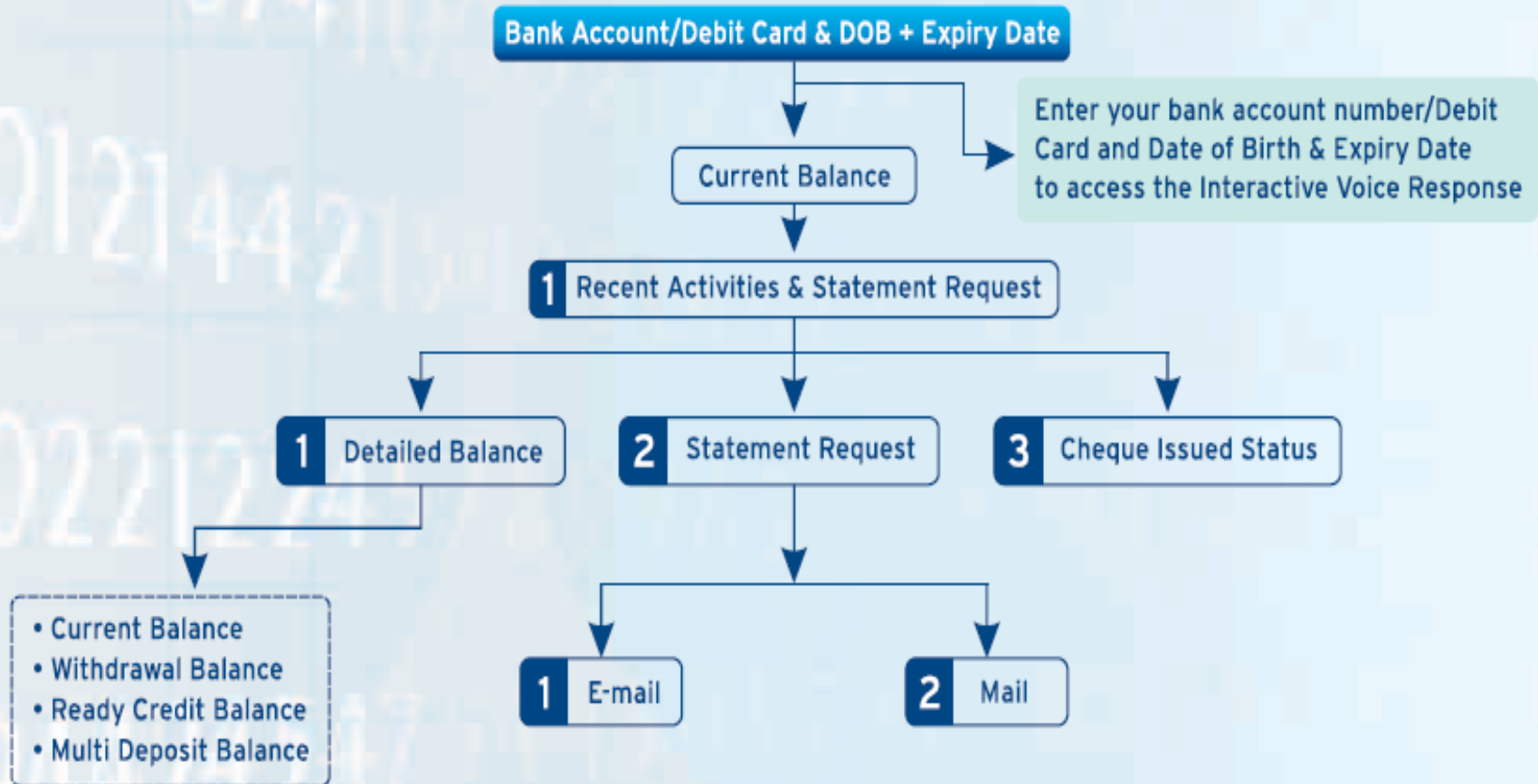
The IVR Call flow is subject to change without any prior intimation.

Simplified IVR - Credit Cards



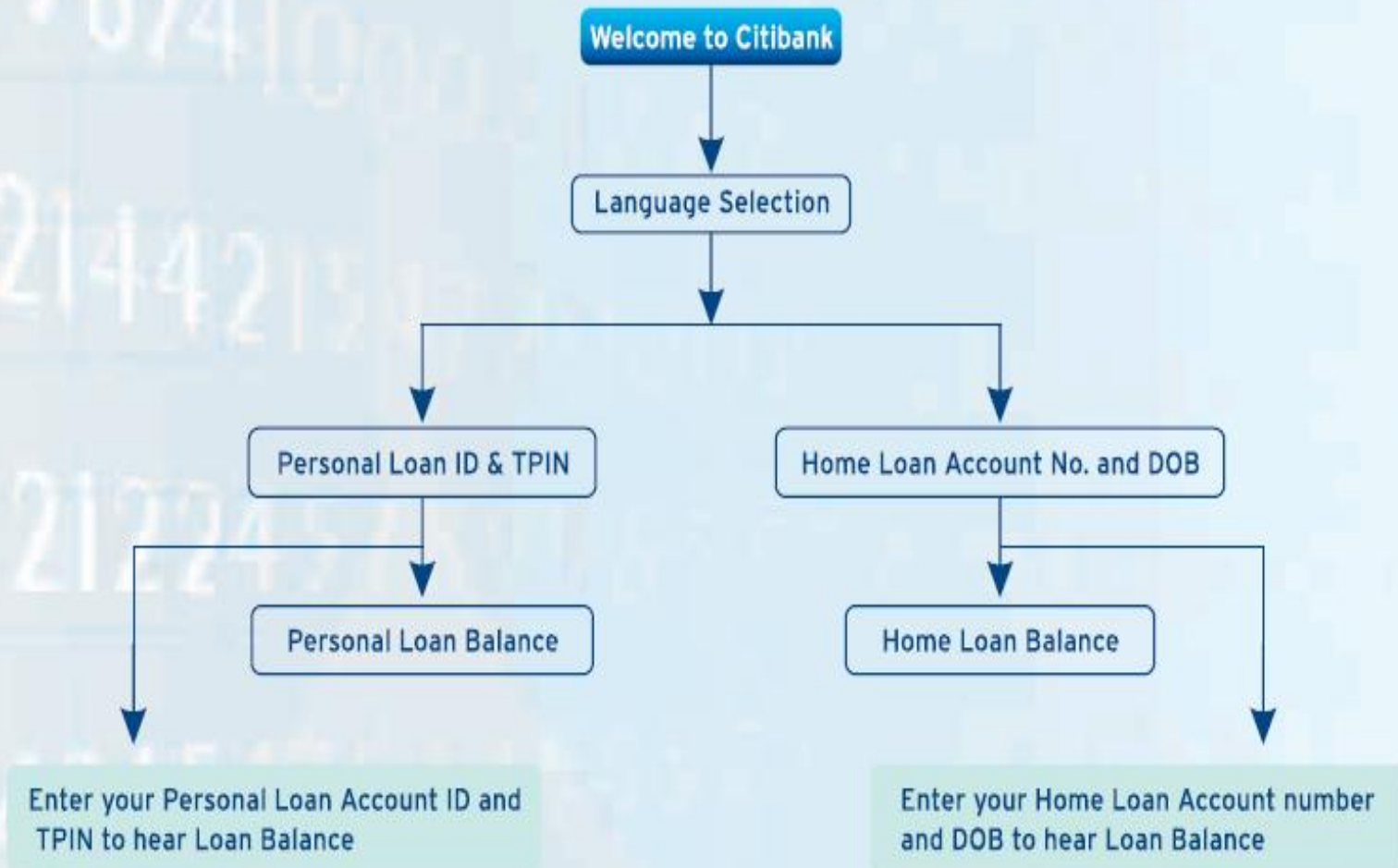
The IVR Call flow is subject to change without any prior intimation.

Simplified IVR - Bank



The IVR Call flow is subject to change without any prior intimation.

Home Loan and Personal Loan



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