



## Citibank's SG60 Campaign Facebook Giveaway Terms and Conditions

### 1. Definitions

- a. **"Citi"** or **"Citibank"** refers to Citibank Singapore Limited.
- b. **"Eligible Participant"** refers to an individual who:
  - (i) must be at least 18 years of age; and
  - (ii) is residing in Singapore with a Singapore residential address; and
  - (iii) is not a **"United States ("U.S.") Persons"**. This refers to U.S Citizens, U.S. Residents, or U.S. Green Card holders or clients with a U.S mailing address, U.S telephone number. A person is a "U.S. Resident" if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years. Please note that Citi's definitions for U.S. Persons may not be the same as the definition used by the U.S. Inland Revenue Services for U.S. tax purposes; and
  - (iv) is not an employee of Citibank and its affiliates.
- c. **"Campaign"** refers to the Citibank's SG60 Campaign Facebook Giveaway.
- d. **"Qualifying Period"** refers to the period commencing on 9 August 2025 and ending on 15 August 2025, 11:59PM SGT (both dates inclusive).
- e. **"Qualifying Criteria"** refers to an Eligible Participant who submits an **"Eligible Entry"** that comprises the following:
  - (i) 'Like' the Contest Post on Citi's Facebook ([www.facebook.com/citising](http://www.facebook.com/citising));
  - (ii) Comment on the **"Contest Post"** on Citibank Singapore's Facebook Page by
    - a) Commenting the number of macarons in the jar seen in the image;
    - b) Share their most heartwarming birthday wish for Singapore's 60<sup>th</sup> birthday (**"Contest Mechanics"**);
  - (iii) Does not contain any material that Citibank, in its sole and absolute discretion, deems inappropriate, indecent, obscene, hateful, tortuous, defamatory, slanderous or libelous and must not contain material that Citibank, in its sole and absolute discretion, deems to promote bigotry, racism, hatred or harm against any group or individual or to promote discrimination (whether based on race, gender, religion, nationality, disability, sexual orientation or age);
  - (iv) Does not contain any material that breaches any applicable laws or regulations including the laws or regulations in the jurisdiction in which the Entry was submitted;
  - (v) Must be in English and must be limited to the number of characters allowed for each Entry.
- f. **"Contest Post"** refers to the Citibank Singapore's social media Facebook post clearly labeled as Citibank's SG60 Contest.
- g. **"Winners"** refers to the selected Eligible Participants that have been selected as the winners of the Campaign to receive the Prize.
- h. **"Prize"** refers to a S\$60 Grab e-voucher Gift Card. The Prize will be in the form of a voucher code and is subject to the following conditions:
  - (i) Gift cards can only be used on the Singapore Grab mobile application to purchase Eligible Products and Services (as defined in Grab's Terms and Conditions);
  - (ii) Valid for one (1) year from the date of issuance;
  - (iii) No replacement, compensation or refund will be made if the voucher code has expired;

- (iv) Grab reserves the right to change the scope and type of the Eligible Products and Services at any time
- (v) The Grab e-voucher Gift Card cannot be refunded for cash;
- (vi) For any issues with the Gift Card, you may contact Grab's customer service through the Grab mobile application or web via live chat, call or email;
- (vii) For Grab's full terms & conditions and applicable definitions, please visit <https://www.grab.com/sg/terms-policies/transport-delivery-logistics/>

## 2. Participation

- a. Participant can submit only one (1) Entry. Citibank shall have the right to disqualify any Participant from the Contest if:
  - (i) he/she is found to have submitted an inaccurate or incomplete Entry and/or inaccurate personal particulars;
  - (ii) Citibank subsequently finds out that any Participant had submitted more than one (1) Entry using a different name or email address or contact details or any other methods to increase his/her chances of winning;
  - (iii) the Participant is found to have tampered with the Entry process or the operation of the Contest or is in breach of these Terms and Conditions; and/or
  - (iv) Entry is deemed to be unfit for the participation in the Contest for any reason whatsoever.

Citibank's decision on any of the above matters shall be final, conclusive and binding and Citibank shall not be liable for payment or compensation to any party resulting from such a decision. No appeal, correspondence or claims or payment of compensation will be entertained.
- b. Participants may participate in the Campaign at any time during the Qualifying Period. Any Entries outside of the Qualifying Period will not be recognised and will be disqualified.
- c. By participating in the Campaign, an Eligible Participant consents to Citibank sending them messages via Facebook Direct Messages, and/or notifications relating to the Campaign via Push Notification, and/or SMS and/or email to him/her. An Eligible Participant is deemed to have agreed with Citibank's data protection and privacy policy with regards to the collection, processing, use, disclosure of any personal data which it may obtain during this Campaign.
- d. By participating in the Campaign, an Eligible Participant agree to the terms of, and that you may direct, use and disclose information about them in the manner and for the purposes as described in the [Privacy Circular](#).
- e. The promotions, products and services mentioned in the referenced document are not offered to individuals' residing in the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican, The Isle of Man, the UK, Brazil, New Zealand, Jamaica, Ecuador, Sri Lanka, or Peru. The referenced document is not, and should not be construed as, an offer, invitation or solicitation to buy or sell any of the promotions, products and services mentioned therein to such individuals.

## 3. Winner Selection and Prize Fulfilment

- a. A total of six (6) winners will be selected on Citibank's Facebook Contest Post, respectively. The winners will be chosen and decided by Citibank at its absolute discretion by Friday, 29 August 2025 (or any earlier date(s) that Citibank may determine at its absolute discretion).



- b. Citibank will contact the Winners via Facebook Direct Message (“**Notification**”), and he/she is required to respond the Direct Message with his/her full name, email and contact number by Friday, 19 September 2025 (“**Validity Period**”). Failure to do so will result in the forfeiture of the Prize. Details of Prize collection will be sent to the Winner after contact is made with Citibank via a separate email. Collection of personal information will be used solely for the purpose of eligibility verification and fulfilment of the prize.
- c. If any of the Winners do not accept the Prize and/or do not respond to Citibank’s Notification within the Validity Period, they shall be deemed to have forfeited all rights to the Prize. There will be strictly no extension of the Validity Period.
- d. All Entries are subject to review and approval by Citibank at its absolute discretion. Citibank will select the winning entries based on the following criteria:
  - (i) Accuracy: Comments on the Contest Post must be factually accurate
  - (ii) Creativity: Comments on the Contest Post would be judged based on how heartwarming their response are. Citibank reserves the right to select Comments that are deemed most creative and heartwarming based on the Contest Mechanics
- e. Citibank’s decision on and method of selecting the Winners shall be at its absolute discretion and shall be final, conclusive and binding and Citibank shall not be liable for payment or compensation to any party resulting from Citibank’s choice of the Winner(s) or for any Participant(s) not being eligible to receive the Prize offered under the Contest. No appeal, correspondence or claims or payment of compensation will be entertained.

#### **Prize Acceptance Criteria**

- f. Citibank reserves the right to replace the Prize, whether wholly or in part, with any other prize which is in Citibank’s opinion, of similar value.
- g. Citibank reserves the right to deal with any unclaimed Prize(s) in a manner that it deems fit, including selecting another winner at its absolute discretion.
- h. By accepting the Prize, the Winners consent to:
  - (i) Winners consent to Citibank disclosing and/or publishing their Facebook Profile Names in any manner which Citibank may deem fit for purposes of announcing the Winners of the Campaign.
  - (ii) Be featured and assign their rights to Citi for any marketing content that Citibank Singapore deems fit for the purposes of this Campaign and future-related campaigns.
- i. An Eligible Participant will not be entitled to receive the prize for any of the following reasons:
  - (i) if Citibank is of the opinion that the Eligible Participant had at any time:
    - a) acted fraudulently or dishonestly; and/or
    - b) conducted himself / herself in bad faith or otherwise in an inappropriate manner to gain an unfair advantage against Citibank;
  - (ii) for any reason which Citibank determines in its discretion that the Eligible Participant should not be entitled to receive the Prize, such discretion to be exercised reasonably.



- (iii) Citibank reserves the right to determine at its reasonable discretion whether an Eligible Customer has satisfied the Qualifying Criteria for the Campaign.
- j. The Prize, whether wholly or in part, is non-refundable, non-transferable, non-exchangeable and not redeemable for cash, in part or whole.
- k. There will not be any replacements, compensation or refunds made if the Prize has expired or rejected by the winner.
- l. This Campaign is solely offered by Citibank. Any merchants listed in this terms and conditions have no agreement or affiliation with, and have not authorized or endorsed, Citibank in relation to this Campaign. All queries relating to the Campaign should be directed to Citibank.
- m. Eligible Participants are deemed to have agreed with Citibank's data protection and privacy policy with regards to the collection, processing, use, disclosure of any personal data which it may obtain during this Campaign.

#### **4. General**

- a. Citibank reserves the right at its reasonable discretion to terminate or amend the Campaign or vary, delete, or add to any of these terms and conditions from time to time including varying the Prize or offering a replacement for the Prize of a similar value at any time. Citibank shall give you no less than 30 days' prior notice before effecting such Change in Terms and Conditions.
- b. Citibank shall not be responsible for the quality, merchantability or the fitness for any purpose or any other aspect of the products and/or services provided by third parties. Notwithstanding anything herein, Citibank shall not at any time be responsible or held liable for any loss, injury, damage, or harm suffered by or in connection with the products and/or services provided by third parties.
- c. Citibank shall not be liable in any way to any Eligible Participant for any loss or damage or expense arising out of or in connection with the Campaign, including without limitation, from any late or non-receipt of SMS notifications, error in computing, any breakdown or malfunction in any computer system, mobile phone or equipment.
- d. Citibank's decision on all matters relating to the Campaign will be at its reasonable discretion and will be final and binding on all participants. In the event of any inconsistency between these terms and conditions and any brochure, marketing or Campaign material relating to the Campaign, these terms and conditions will prevail.