

Instalment Payment Plan/ Citi FlexiBuy Terms and Conditions:

You agree that your participation in this Program will be governed by these terms and conditions ("Terms"), and any other rules, procedures or instructions which we, Citibank Singapore Limited ("Citi"), may from time to time issue.

1. **Program:** refers to either Instalment Payment Plan or Citi FlexiBuy, where the context applies:

- a) Instalment Payment Plan ("IPP") refers to the program under which your instruction to us to convert your retail transaction(s) into installment payments was obtained pursuant to an invitation by Citi (whether by SMS or via the Citi Mobile App, where applicable). IPP is offered on an **invitation-only** basis and only for selected merchant transaction descriptions*. Citi is not obliged to offer the IPP to any cardmember and may offer it on any channel or such period as it deems fit. All applications for the Program are subject to Citi's approval.

**Where Citi invites you to participate in the IPP in respect of a transaction at any particular merchant, please note that unless otherwise expressly stated, such merchant has no agreement or affiliation with, and has not authorized or endorsed, Citi in relation to IPP. All queries relating to IPP should be directed to Citi.*

- b) Citi FlexiBuy refers to the program under which your instruction to us to convert your retail transaction(s) was made at the participating merchant's premise via our terminal or via the participating merchant's ecommerce checkout page.

2. Approval of the Program is also subject to, amongst other things, the following conditions:

- a) the Transaction Amount must be for an amount not less than S\$100 (for IPP) or any amount communicated to you by the participating merchants (for Citi Flexibuy) or such minimum transaction amount as prescribed by Citi from time to time and communicated to you at the point of application. Further the minimum transaction amount may differ depending on channel of offer;
- b) you are not utilising any temporary credit line increase on any of your Citi Credit Card account(s); or
- c) you are not in breach of the Citi Cardmember's Agreement.

3. **There are no additional fees and charges for this Program, ONLY if we receive (or had received) payment in full of the current balance stated on your monthly statement of account by the payment due date every month until you have paid all installments.**

However, if we did not receive the full payment of the current balance as indicated in your previous monthly statement of account, the billed monthly installment due in current statement, and any unpaid portion of any previous monthly installment(s) in your current statement of account is subject to daily interest at (i) S\$3.00 per month, or (ii) the Retail Interest Rate as set out in the statement of account, whichever is greater. This daily interest on the IPP will be charged from one day after statement date till:

- a) one day before the payment date of the Program, if you pay the full current balance on or before the payment due date OR
- b) till the date you pay the full current balance after the payment due date.

In addition, if we do not receive the full payment of the minimum amount due by the payment due date, you must also pay a monthly late payment charge at a rate(s) determined by us and notified to you from time to time and your credit records will reflect payment delinquency. The above is subject to the terms of our Citi Cardmember's Agreement governing your Citi Credit Card account. The prevailing interest rate can be found at the back of your monthly statement of account.

Please note that the instalment loan will take more than the scheduled term to pay off in full if only minimum amount due is paid on your Credit Card. Below is an illustration on the retail interest charge on the billed instalment amount if you do not make a full payment of the current balance by the payment due date.

(Important: Please note the example below is for illustrative purposes)

Statement Date	15-Feb
Payment Due Date	12-Mar
Billed Program instalment amount	S\$500
Retail interest rate as set out in the statement of account	27.9% ¹ p.a.
Minimum payment specified in statement of account	S\$50
Payment made on 20 Feb	S\$50
Interest charged on the billed Program instalment amount (\$500) from current statement date till payment date at retail interest rate 27.9% ¹ p.a.	S\$1.53
Remaining unpaid Program instalment amount	S\$450
Interest charged on the unpaid portion of the billed Program instalment amount (\$450) from payment date till next statement of account at retail interest rate 27.9% ¹ p.a.	S\$8.26
Total interest payable	S\$9.79

¹ Effective 24 July 2023

4. You will also continue to be bound by the Citi Cardmember's Agreement governing your Citi Credit Card account and all terms and references used, defined or construed therein and in our materials shall have the same meanings and construction in these Terms.
5. The Program allows you to make payment to us for the purchase/transaction amount of product(s) and/or services(s) ("Transaction Amount") from merchants, which you have charged to your Citibank Credit Card ("Card") in equal instalments ("Program instalments") over the selected tenure. Please note that notwithstanding that you will be making payment to us for the Transaction Amount via the Program instalments, we would have made full payment of the Transaction Amount to the relevant merchant. Accordingly, you will be liable to us for the entire Transaction Amount.

For IPP, the monthly billed instalment amount will be reflected as a "Citi Paylite" instalment loan in your card statement of account. It will also be reflected as "Citi Paylite" under the Citibank Flexible Payment Plan Summary table. For Citi FlexiBuy, the monthly billed instalment amount will be reflected with the merchant description as an instalment loan in your card statement of account. It

will also be reflected with the merchant description under the Citibank Flexible Payment Plan Summary table.

6. Each Program instalment billed will be reflected in your monthly statement of account as a normal charge to your Card account and be payable by you in accordance with the terms of the Citi Cardmember's Agreement. In particular, please note that interest, fees and late payment charges as set out in the Citi Cardmember's Agreement will be levied if applicable.
7. You acknowledge that your available combined credit limit will be provisionally reduced by blocking out an amount equivalent to the Transaction Amount, but will be progressively restored by the amount of each Program instalment as each Program instalment is paid and to the extent that actual payment is received by us.
8. For Citi FlexiBuy, you consent to Citibank Singapore Limited's disclosure of information relating to your Citi FlexiBuy application/instruction to the relevant participating merchant to whom you have made payment of the Transaction Amount, to be used by the relevant participating merchant in accordance with its privacy policy.
9. Partial Refund: You acknowledge and agree that if the merchant has provided you with a partial refund of your transaction and you wish to cancel the Program and, if you choose, to make amendments to the Program to reflect the reduced Transaction Amount, you must call in to Citiphone separately to do so. Any requests to amend the Transaction Amount are subject to approval. If you do not obtain a confirmation from Citi that your Program is cancelled or that the Transaction Amount has been amended, the Program will continue based on the initial Transaction Amount and you will be liable for any outstanding amount under this Program.
10. Full Refund: You acknowledge and agree that if the merchant has provided you with full refund for your transaction and you wish to cancel your Program, you shall inform Citi by contacting our Citiphone hotline to cancel the Program or such other method as Citi may time to time avail to you at our discretion. If you do not obtain a confirmation from Citi that your Program is cancelled, the Program will continue and you will be liable for any outstanding amount under this Program.
11. Citi FlexiBuy cancellation processed by merchant: If the merchant has provided you with a full refund for your transaction that leads to the cancellation of this Program, the refunded amount, together with the original transaction amount, as well as the reversal of any billed instalment amount(s) will be posted to your credit card statement of account.
(Important: Please note the example below is for illustrative purposes, assuming a S\$600 transaction was converted into Citi FlexiBuy for a 6 months' tenure.)

Description on Statement	
Merchant Name (001:006) – referring to the posting of first monthly instalment amount	S\$100
Merchant Refund - referring to the full refund processed by Merchant	-S\$600
BILL INST REV – referring to the reversal of the billed instalment amount	-S\$100
EPP CLS PRIN - referring to posting of the original Citi FlexiBuy amount upon successful cancellation	S\$600

12. Upon the occurrence of any one or more of the following events, we shall be entitled, but not obliged, to bill the aggregate sum of the remaining Program instalments to you forthwith:

a) you are in breach of any of these Terms or any provision of the Citi Cardmember's Agreement;

- b) the available combined credit limit in your Citi Credit Card account(s), excluding any temporary credit line increase, must be sufficient to block out the Transaction Amount of your selected product and/or service; and
- c) you default in the payment of any sums due under these Terms or any provision of the Citi Cardmember's Agreement;
- d) Citi terminates or suspends your Card account;
- e) you terminate your Card account;
- f) you terminate the Program transaction;
- g) you obtain a full refund from the merchant for the product(s) and/or the service(s) purchased under the Program;
- h) your death, bankruptcy or other legal disability; or
- i) any provision herein is declared by any judicial or competent authority to be void, voidable or otherwise unenforceable.

The net amount will be reflected as a charge in your Citi Credit Card statement of account and, except in the situation stated in clause 12(g) above, be payable by you in accordance with the terms of the Cardmember's Agreement. If clause 12(g) applies, the merchant will pay the refunded amount directly to your card account and this will be reflected in your statement of account.

13. Certain Citi co-brand card partner merchants and Rewards Program merchants may have opted to allow the Program purchases to be made and may also opt whether or not to allow the issuance of rewards dollars in conjunction with a Program purchase. If such merchants allow an item to be purchased under the Program after allowing the redemption of rewards vouchers/dollars against that item, the Transaction Amount less any redemption must still be greater than the minimum amount determined by us. In any event, such merchants must also abide by any other conditions or restrictions imposed by the merchant or us.
14. The awarding of any miles/points/cash back/other rewards currency in respect of any retail transaction charged to your "Specified CC" is governed by the relevant cardmember's agreement of such Specified CC. For the avoidance of doubt, no additional miles/points/cash back/other rewards currency will be accorded in respect of any Eligible retail transaction under Citi FlexiBuy. "Specified CC" refers to the Citi Credit Card type that is specified/determined by Citi, at its discretion, as being eligible to participate in Citi FlexiBuy. Citi reserves the right to determine, at its discretion, which is a Specified CC.
15. We are not the manufacturer or supplier (or the agent thereof) of any of the products featured. We shall not be in any way liable, for any claim, injury, expense, loss or damage brought or incurred by any party whosoever, or for any other matter arising from or in connection with the use of any product or supply of any service purchased hereunder or your participation in the Program. Any complaints or comments in relation to any product or service purchased or any accompanying terms and conditions are to be directed to the supplier.
16. If you have applied for Credit Insure on your Account, the Credit Insure premium rate would be computed based on the current balance (as specified in your monthly Account statement) and the outstanding Program unbilled principal amount. Credit Insure refers to Credit Insure or Credit Insure Gold which are insurance plans underwritten by AIA Singapore Private Limited (Reg. No. 201106386R). For more information on existing Credit Insure/ Credit Insure Gold on your account, please refer to the Credit Insure Certificate of Nomination or visit <https://www.citibank.com.sg>.

17. Citi is entitled to apply and appropriate payments received in such manner or order of priority as it deems fit, notwithstanding any specific instruction from you or any third party. Without prejudice to the generality of the foregoing, Citi may apply payments received as follows:
- a) all billed and unpaid interest, fees and charges;
 - b) all unpaid balance transfer balances, cash advances, instalment plans (including Quick Cash/Citi FlexiBill/Citi PayLite/Citi FlexiBuy/EPP/IPP), card transactions shown in any previous Statement of Account;
 - c) all unpaid balance transfer balances, cash advances, instalment plans (including Quick Cash/Citi FlexiBill/Citi PayLite/ Citi FlexiBuy /EPP/IPP), card transactions shown in the current Statement of Account; and
 - d) all unpaid balance transfer balances, cash advances, instalment plans (including Quick Cash/Citi FlexiBill/Citi PayLite/ Citi FlexiBuy/EPP/IPP), card transactions not yet included in any Statement of Account.
18. For each category of unpaid balances referred to in each of sub-clauses 17 (b), (c) and (d):
- a) the balances with the highest applicable interest rate will be repaid in priority to the other balances within such category; and
 - b) where the interest rate applicable to any unpaid balance transfer balances within such category is the same, payments received by Citi will reduce the balances transferred under the latest fund transfer program (after it has been reflected in your Citi Credit Card statement of account) first, notwithstanding that you may have unpaid balance transfer balances from earlier fund transfer programs.
19. Citi reserves the right at our absolute discretion to vary, delete, add to or in any way amend these Terms in its discretion from time to time with reasonable notice.
20. Our decision on all matters relating to the Program shall be final and no correspondence shall be entertained.
21. You agree that we may use third parties in connection with the offer and processing of your application/instruction to participate in the Program.