

## Frequently Asked Questions (FAQs) about My Vouchers

### General Information

#### What is "My Vouchers"?

1. My Vouchers" is an integrated e-voucher wallet in the Citi Mobile® App, designed to provide Citi Credit Cardmembers-promotions and offers, and enabling them to securely store and manage these e-vouchers for use with their Citi Credit Card
2. **Who is eligible for "My Vouchers"?**  
Primary and supplementary Citi Credit Cardmembers are eligible.

### Management of "My Vouchers"

#### 1. How can I find the e-vouchers on the Citi Mobile® App?

You can find and save the e-vouchers under the "Hot Deals" section via these various ways on the Citi Mobile® App:

- **Main Home screen:** Look for the dedicated rewards widget and tap on "My Vouchers" Wallet.
- **Credit Card Home screen:** Select your credit card from the home screen, tap on the "View Rewards" icon.
- **Settings Menu:** Navigate to the "Settings" menu, select the 'Rewards Miles and Cash Rebate' section. Tap on "Rewards".
- **"For You Section:** Tap on "For You" section at the bottom of the Citi Mobile® App, tap on the "Hot Deals" tab. Under the "Hot Deals" section, scroll to "Discover New Vouchers" and tap "View all" for all available e-vouchers.

#### 2. Where are my saved e-vouchers?

Log in to your Citi Mobile® App, navigate to the "My Vouchers" wallet. All your active e-vouchers are located in the "Awarded" tab.

#### 3. How can I track the status of my e-vouchers?

The "My Vouchers" wallet is organised into three tabs:

- **Awarded:** All your active, unused e-vouchers
- **History:** A record of all the e-vouchers that you have successfully used
- **Expired:** E-vouchers that have passed their validity period

Please note that records in the "History" and "Expired" tabs are retained for one year from the last modified date of the voucher (i.e., when it was used or when it expired). Alternatively, when the total number of records in the "Awarded", "History" or "Expired" tab reach a maximum capacity of 190 records of vouchers, the oldest existing record in that tab will be systematically replaced by the most recent one.

#### 4. What does it mean when an e-voucher states "Fully redeemed"?

Some e-vouchers have a limited quantity. "Fully redeemed" means all available vouchers have already been claimed.

#### 5. Why did my e-voucher disappear from the "Awarded" tab?

Your e-vouchers move for two reasons:

- After use: Once you have successfully used the e-voucher, it will automatically move to the "History" tab
- After expiry: An unused e-voucher that passes its validity period will move to the "Expired" tab

#### 6. What is the validity period for the e-vouchers?

Each e-voucher has a different and specific validity period. Expired e-vouchers are moved to the "Expired" tab and can no longer be used. Please be sure to check the validity period before use.

### **7. How do I use the e-vouchers online?**

Upon checking out on the merchant's website, enter the voucher code in the promo code field and make your payment with a Citi Credit Card.

Note: Redemption steps vary by offer. Please refer to the "How to Use" section on your e-voucher for detailed instructions.

### **8. How do I use the e-vouchers in-store?**

- At point of sale, present the e-voucher on your Citi Mobile® App to the merchant
- The merchant will provide you with a merchant code
- Enter the code into the app to unlock and display the unique voucher code for the merchant to apply
- Make your payment with a Citi Credit Card

Note: Redemption steps vary by offer. Please refer to the "How to Use" section on your e-voucher for detailed instructions.

### **9. What should I do if my e-voucher code does not work?**

If you encounter an issue, please contact our CitiPhone Hotline for assistance.

## **Security and Privacy**

### **1. Is the "My Vouchers" feature secure?**

Yes. "My Vouchers" is protected by the same advanced encryption and robust security measures that Citi Mobile® App uses to keep your financial information and transactions safe.

### **2. Will my personal data be shared with merchants when I use an e-voucher?**

Citi adheres to strict privacy policies. Personal data is not shared with merchants unless it is necessary for the voucher's redemption, as detailed in the specific e-voucher's terms and conditions and Citi's privacy policy.

## **Contact and Support**

### **1. Where can I find the terms and conditions for the e-voucher?**

You can find the terms and conditions on the details screen for each e-voucher. Simply tap on the respective e-voucher to view them. We recommend reviewing the information before use of voucher.

### **2. Who can I contact for more support?**

For any further questions, please contact our CitiPhone Hotline or via the Citi Mobile® App. To contact us, please go to the Citibank Singapore website and click on "Contact Information" at the bottom of the page