

## e-Ang Bao Promotion Terms & Conditions

### 1. Definitions

- a. **“Citi”** or **“Citibank”** refers to Citibank Singapore Limited.
- b. **“Eligible Customer”** refers to a customer who receives an invitation from Citibank to participate in this promotion (be it in the form of SMS, Push Notification, or such other channels available).
- c. **“Promotion”** refers to the e-Ang Bao Promotion.
- d. **“Promotion Period”** refers to the period commencing on 21 Jan 2023 and ending on 27 Jan 2023 (both dates inclusive) during which time the Qualifying Criteria must be met.
- e. **“Qualifying Transaction”** refers to the transaction below:
  - (i) **Sending e-Ang Baos via the Citi Mobile® App** – Eligible Customer performs a total of 3 e-Ang Bao transactions of at least S\$18 per transaction from his/her account as the primary holder during the Promotion Period.
- f. **“Qualifying Criteria”** refers to an Eligible Customer who is one of the first 500 customers to perform the above Qualifying Transaction within the Promotion Period.
- g. **“Gift”** refers to the S\$18 Lazada voucher code to be awarded to the Eligible Customer who meets the Qualifying Criteria. The S\$18 Lazada voucher code will be in the form of a promo code which is valid for 6 months from the date of issuance and is subject to the following conditions:
  - i. Available for payment using Citi Credit/ Debit card only
  - ii. Voucher code is only redeemable on Lazada orders, excluding RedMart orders.
  - iii. Voucher code is only available for use ONCE during checkout and any remaining balance will be forfeited.
  - iv. Voucher code will not be replaced/reimbursed if lost, stolen, damaged or expired.
  - v. Voucher code is non-stackable with another voucher code or any other promotional vouchers.
  - vi. Voucher code is NOT redeemable for cash or credit.
  - vii. Voucher code will be invalidated once order is cancelled.
  - viii. Voucher code is available for use on Lazada iOS and Android only. Enter voucher code into “enter voucher code” field within mobile application on checkout page.
  - ix. Voucher code is applicable to all items on Lazada, except toddler formula (0 – 12 months), digital goods, gold/jewellery and shipping fees.
  - x. Lazada reserves the right to cancel suspicious orders without prior notice. This includes voucher abuse, including vouchers redeemed using multiple accounts or multiple checkouts associated with the same customer or group of customers; and vouchers used in bad faith.



- xi. If your voucher code has an error, please reach out to Lazada's customer service via the Lazada app.
- h. An Eligible Customer will only be entitled to receive **one Gift** under this Promotion.
- i. This Promotion is solely offered and sponsored by Citibank. Any merchants listed in these terms and conditions have no agreement or affiliation with, and have not authorized or endorsed, Citibank in relation to this Promotion. All queries relating to the Promotion should be directed to Citibank.

## 2. Promotion Mechanics

- a. The **first 500** Eligible Customers who successfully perform the Qualifying Transaction during the Promotion Period will be awarded the Gift.
- b. Subject to para 3 c below, an Eligible Customer will receive a notification sent via Push Notification containing redemption details of the Gift within three (3) months from the end of the Promotion Period. The Gift will only be available on the Citi Mobile® App and Eligible Customers will be required to login to retrieve the Gift from the Notification Inbox. Any failure to redeem the Gift by the time period specified by the Bank will lead to forfeiture of the Gift and no extensions will be entertained. The Eligible Customer's relationship with the bank must still be valid and not closed at the time the Notification regarding the Gift is sent. The Gift is non-exchangeable and not redeemable for cash. Citibank will not be responsible for the non-receipt of Push Notification and the Push Notification cannot be resent.
- c. Eligible Customers are required to have access to their Citi Mobile® App and have both in-app and device level Push Notifications enabled to redeem the Gift. No other form of fulfilment will be provided. If Eligible Customers have any technical issues with the Citi Mobile® App, they can contact Citibank hotline for assistance.
- d. Eligible Customers may refer to <https://www.citibank.com.sg/MOB> for details on downloading and navigating Citi Mobile® App.
- e. An Eligible Customer whose relationship with the bank is not in good standing or is otherwise closed/terminated and/or suspended (whether closed/terminated/suspended by the Eligible Cardmember or Citibank or for any reason whatsoever) at any time before the fulfilment of the Gift will not be entitled to receive the Gift on or after the date on which the Eligible Card is closed/terminated/suspended.
- f. This Promotion offer shall not be transferrable to any other Citi Customers during said Promotion Period.



### 3. General Terms and Conditions

- a. Citibank reserves the right at its reasonable discretion to terminate or amend the Promotion or vary, delete or add to any of these terms and conditions from time to time including varying the Gift or offering a replacement for the Gift of a similar value at any time, without having to give any prior notice.
- 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 Customer for any loss or damage or expense arising out of or in connection with the Promotion, including without limitation, from any late or non-receipt of Push 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 Promotion 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 promotional material relating to the Promotion, these terms and conditions will prevail.