



Citi Cash Back Card Frequently Asked Questions (FAQs)

1. How do I earn cash back?

Simply spend a minimum of S\$888 based on posted transactions per statement month to earn the below cash back:

Cash Back	Categories	Cap
8%	<ul style="list-style-type: none">DiningGroceryPetrol	S\$25 per category
0.25%	<ul style="list-style-type: none">All other retail spend	No cap

2. What is excluded from the computation of the minimum S\$888 spend per statement month?

The following transactions are excluded without limitation:

- i. Annual fees, interest charges, late payment charges, GST, cash advances, instalment/easy/extended/equal payment plans, preferred payment plans, balance transfers, cash advances, quasi-cash transactions, all fees charged by Citibank or third party, miscellaneous charges imposed by Citibank (unless otherwise stated in writing by Citibank);
- ii. funds transfers using the card as source of funds;
- iii. bill payments (including via Citibank Online or via any other channel or agent);
- iv. payments to educational institutions;
- v. payments to government institutions and services (including but not limited to court cases, fines, bail and bonds, tax payment, postal services, parking lots and garages, intra-government purchases);
- vi. payments to insurance companies (sales, underwriting, and premiums);
- vii. payments to financial institutions (including banks and brokerages);
- viii. payments to non-profit organizations;
- ix. betting or gambling (including lottery tickets, casino gaming chips, off-track betting, and wagers at race tracks) through any channel;
- x. any top-ups or payment of funds to payment service providers, prepaid cards and any prepaid accounts;
- xi. transit-related transactions; and
- xii. transactions performed at establishments/businesses/merchants that fall within an excluded Merchant Category or a merchant that has been excluded by the bank, as set out in www.citibank.com.sg/rwdexcl

3. What is the difference between transaction date and posting date?

Transaction date refers to the date when a purchase is made.

Posting date refers to the date the transaction is received by the card issuer. Merchants may make a settlement a few days after the transaction has been made so posting date may be a few days later than the transaction date. As such, the bank has no control over when the merchant records the transaction.

The cash back computation is based on the posting date of the transactions.



4. Where can I earn my cash back for Dining, Grocery and Petrol transactions?

In order to earn the cash back for Dining, Grocery and Petrol transactions, the customer must spend at merchant establishments which have their credit card terminal set up with Merchant Category Codes (MCCs) that are classified as dining, grocery or petrol activities.

The following are identified MCCs (with effect from 15 May 2019):

Dining:

- MCC 5811 (Caterers)
- MCC 5812 (Eating Places, Restaurants)
- MCC 5814 (Fast Food Restaurants)

Grocery:

- MCC 5411 (Grocery Stores, Supermarkets)

Petrol:

- MCC 5541 (Service Stations)
- MCC 5542 (Automated Fuel Dispensers)

For more information on MCCs, please refer to Paragraph 5 below.

6. What is a Merchant Category Code (MCC) and who determines the classification?

A Merchant Category Code (MCC) is a four digit number assigned to a merchant/business by the merchant's acquiring bank. The acquiring bank provides the credit card payment facilities used by the merchant and it determines and applies (with respect to the account), the MCC which in its view best describes the merchant's activity. Unless Citibank is the merchant acquiring bank, Citibank does not determine the merchant's MCC. Only card transactions which are classified under the MCCs as highlighted under Paragraph 4 will qualify for cash back under the relevant categories.

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