



Citi Great Giveaways Terms and Conditions
15 February 2023 to 31 May 2023

1. Definitions

- a. **"Citi"** or **"Citibank"** refers to Citibank Singapore Limited.
- b. **"Eligible Cardmember"** refers to an individual who:
 - (i) Must be at least 18 years of age,
 - (ii) is an existing Citi Credit Card Customer who owns one or more Citi Credit Cards and he/she must be a main cardmember;
 - (iii) is residing in Singapore with a Singapore residential address; and
 - (iv) is not a United States ("U.S.") Citizen, U.S. Resident, or U.S. Green Card holder. 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

For clarity, an existing Citi Credit Card account includes an application to upgrade an existing Citi Credit Card as well as an application for a Citi Credit Card that has been approved by Citibank even if the physical Citi Credit Card has not been received by the customer and/or has not been activated or utilized by the customer.

- c. **"EU Customer"** refers to an individual who is an individual resident of the European Union, European Economic Area (EEA), Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican, The Isle of Man or the UK.
- d. **"Eligible Card"** refers to all Singapore Issued Citi Credit Cards except Citi Supplementary Cards and Citi Commercial Cards.
- e. **"Campaign"** refers to the Citi Great Giveaways.
- f. **"Campaign Period"** refers to the period commencing on 15 February 2023 and ending on 31 May 2023 (both dates inclusive).
- g. **"Qualifying Spend"** refers to any retail transactions (including online purchases) which do not arise from:
 - (i) any Equal Payment Plan (EPP) purchases;
 - (ii) refunded/disputed/unauthorised/fraudulent retail purchases;
 - (iii) Quick Cash and other instalment loans;
 - (iv) Citi PayLite/Citi Flexibill/cash advance/quasi-cash transactions/balance transfers/annual card membership fees/interest/goods and services taxes;
 - (v) bill payments made using the Eligible Card as a source of funds;
 - (vi) late payment fees; or
 - (vii) any other form of service/ miscellaneous fees.

Any Qualifying Spend on any supplementary card(s) shall be consolidated under the main Eligible Cardmember's account.



- h. **“Qualifying Criteria”** refers to an Eligible Cardmember who:
- (i) successfully enrolls for this Campaign in accordance with Clause 2 below; and
 - (ii) charges a minimum amount of S\$2,000 in Qualifying Spend across his/her main Eligible Card(s) within the Campaign Period.
- i. **“Prize”** refers to a S\$10,000 Trip.com Travel Gift Card. The Prize will be in the form of a voucher code and is subject to the following conditions:
- Gift cards can only be used on the Singapore Trip.com website or the Trip.com mobile application to purchase Eligible Products and Services (as defined in Trip.com’s terms and conditions available for viewing at the link below) provided by the Trip Group
 - Valid for one (1) year from the date of issuance (“Validity Period”).
 - No replacement, compensation or refund will be made if the voucher code has expired.
 - Trip Group reserves the right to change the scope and type of the Eligible Products and Services at any time
 - Gift Cards cannot be refunded for cash
 - For any issues with the Gift Card, you may contact Trip.com’s customer service through the Trip.com mobile application or web via live chat, call or email. Contact details can be found on trip.com/pages/support/
 - For Trip.com’s full terms & conditions and applicable definitions, please visit pages.trip.com/giftcard/guideline-en-sg/index.html

2. Participation and Enrollment

- a. To participate in this Campaign, enrolment will be required during the Campaign Period via the following methods:
- (i) Eligible Cardmember:
Enrol via the Citi Mobile® App and click on the enrolment button found on the Citi Great Giveaways banner in the “Get More Tab” on the Citi Mobile® App.
- (ii) Eligible Cardmember who is an EU Customer:
Enrol by sending a Short Message Service (“SMS”) in the format specified below from his/her registered mobile number in Citibank’s records:

SMS in the prescribed format below to 72484 CITISW <space>Last 4 digits of their Citi Credit Card number (e.g CITISW 1234)
--

- b. Any enrolment by the Eligible Cardmember will only be accepted during the Campaign Period.
- c. An Eligible Cardmember is only deemed to be successfully enrolled if he/she receives a Push notification or SMS from Citibank confirming that his/her enrolment request has been successful.
- d. Eligible Cardmembers are only allowed to enroll for this Campaign once. Additional enrolment (if any) under the same cardmember will have Qualifying Spends considered



under a single participation.

- e. By enrolling for the Campaign, an Eligible Cardmember consents to Citibank sending notifications relating to the Campaign via SMS and/or email to him/her. An Eligible Cardmember 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.

3. Campaign Mechanics

- a. Eligible Cardmembers who meet the Qualifying Criteria will stand a chance to win a Prize. A total of 5 winners will be selected to receive **one Prize** each for this Campaign. Selection of winners will be conducted by Tan, Chan & Partners at 26 Eng Hoon Street Singapore 169776 on 28 June 2023 at 3pm (SGT). ("**Draw Date**").

Illustration 1 (With Citi PremierMiles Card only)

Eligible Cardmember successfully enrolled in Campaign		Citi Great Giveaways Draw		
Transaction type and date	Your Spend	Qualifying Spends?	Total Qualifying spends	Eligible Cardmember satisfies the Qualifying Criteria
18 Feb 2023 - Food Delivery	S\$80	Yes	S\$2,100	
27 Feb 2023 – Petrol	S\$180	Yes		
5 Mar 2023 – AXS payment	S\$100	No		
22 Mar 2023 – Dining	S\$140	Yes		
5 Apr 2023 – Grab Wallet Top Up	S\$80	No		
20 Apr 2023 – Flight tickets	S\$1,000	Yes		
2 May 2023 – Hotel Booking	S\$600	Yes		
20 May 2023 – Clothes	S\$100	Yes		

Illustration 2 (With Citi PremierMiles Card and Citi Rewards)

Eligible Cardmember successfully enrolled in Campaign		Citi Great Giveaways Draw		
Transaction type and date	Your Spend	Qualifying Spends?	Total Qualifying spends	Eligible Cardmember satisfies the Qualifying Criteria
Citi Rewards Card			\$2,300	
20 Feb 2023 - Food Delivery	S\$80	Yes		
5 Mar 2023 – Clothes	S\$100	Yes		
10 Apr 2023 – AXS payment	S\$100	No		
25 May 2023 – Dining	S\$240	Yes		
Citi PremierMiles Card				
1 Mar 2023 – Grab Wallet Top Up	S\$80	No		
20 Mar 2023 – Flight tickets	S\$1,000	Yes		
2 April 2023 – Hotel Booking	S\$700	Yes		
5 May 2023 – Petrol	S\$180	Yes		

- b. For the avoidance of doubt, the minimum accumulative amount of S\$2,000 in Qualifying Spend will be determined by “spend date” which is the transaction date based on



Singapore Timing (UTC+08:00). Citibank bears no liability for any late submission or transaction posting of any purchase by any merchant that might affect the Campaign.

- c. The 5 Eligible Cardmembers who are selected as the winners will be announced on the Citibank Singapore website within 7 calendar days after the Draw Date. Each Eligible Cardmember selected as the winner will be notified via SMS within 7 calendar days after the determination of the draw results. Winners consent to Citibank disclosing and/or publishing their full names and particulars in any manner which Citibank may deem fit for purposes of announcing the winners of the Campaign.
- d. Citibank will send a notification with the redemption details of the Prize via SMS to the selected 5 Eligible Cardmembers within 30 working days after the Draw Date. The Prize will only be available on the Citi Mobile® App and the selected Eligible Cardmembers are required to log in to the Citi Mobile® App to retrieve the Prize.
- e. Citibank will not be responsible for non-receipt of redemption SMS and the redemption SMS cannot be resent.
- f. Citibank also 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. If a selected Eligible Cardmember does not redeem the Prize within the Validity Period, the selected Eligible Cardmember shall be deemed to have forfeited all rights to the Prize. There will be strictly no extension of the Validity Period.
- h. Citibank reserves the right to deal with any unclaimed Prize(s) in a manner that it deems fit, including but not limited to drawing a reserve winner or reserving the unclaimed Prize(s) for future campaigns.
- i. An Eligible Cardmember whose account 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 on or before the fulfillment of the Prize will not be entitled to receive the Prize on or after the date on which the Eligible Cardmember's account is closed/suspended/terminated.
- j. The Prize is non-refundable, non-transferable, non-exchangeable and not redeemable for cash.
- k. Eligible Cardmembers are required to have access to their Citi Mobile® App to retrieve the Prize. No other form of fulfillment will be provided. If Eligible Cardmembers have any technical issues with the Citi Mobile® App, they can contact Citibank for assistance.
- l. Eligible Cardmembers may refer to Citibank Website for details on downloading and navigating the Citi Mobile® App. This Campaign is solely offered and sponsored 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.



4. General Terms and Conditions

- a. Citibank reserves the right to determine at its reasonable discretion whether an Eligible Customer has satisfied the Qualifying Criteria for the Campaign.
- b. 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, without having to give any prior notice.
- c. 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.
- d. Citibank shall not be liable in any way to any Eligible Cardmember 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.
- e. 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.