



## Citi Credit Cards Secretlab Chairs Social Contest Terms and Conditions 2022

By participating in Citi Credit Cards Secretlab Chairs Social Contest (“Contest”), participants shall be deemed to have read, understood and accepted these Terms and Conditions. This Contest is not valid with other promotions and is subject to change at our sole discretion without notice.

### Terms and Conditions

#### 1. Definitions:

- a) **“Citi”** or **“Citibank”** refers to Citibank Singapore Limited.
- b) **“Citi Credit Card Secretlab Chairs”** refers to the Citi Credit Card Secretlab Chairs Social Contest.
- c) **“Contest”** refers to the Citi Credit Cards Secretlab Chairs Social Contest.
- d) **“Contest Period”** refers to 12 September to 31 October 2022, 2359 hours (SGT).
- e) **“Eligible Cardmember”** refers to an individual who:
  - i. has successfully applied for the Eligible Card via Citibank website or the Citi Mobile® App between 12 September and 31 October 2022; and
  - ii. does not have an \*existing Citi Credit Card (as a main cardmember) at the time of his/her application for the Eligible Card; and
  - iii. prior to being issued the Eligible Card during the Promotion Period, did not previously have a Citi Credit Card (as a main cardmember) that was terminated/closed (whether by the individual or by Citibank) in the last twelve (12) months immediately prior to his/her application for the Eligible Card; and
  - iv. has not already submitted an application for a Citi Credit Card as a main cardmember, which is pending approval, at the time of his/her application for the Eligible Card; and
  - v. is not an employee of Citibank and its affiliates; and
  - vi. is residing in Singapore with a Singapore residential address; and
  - vii. 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; and
  - viii. is not 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.

\*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.
- f) **“Eligible Card”** refers to Citi Prestige Card, Citi PremierMiles Card, Citi Cash Back+ Card, Citi Rewards Card, Citi Cash Back Card, Citi SMRT Card, Citi Lazada Card and Citi M1 Card only.

- g) **“Participant”** refers to an individual who is an Eligible Cardmember and submits a Participant Post during the Contest Period.
- h) **“Participant Post”** refers to a written entry in English by commenting on Citi Singapore’s Facebook Contest post at [www.facebook.com/CitiSingapore](https://www.facebook.com/CitiSingapore) (“Citi Singapore’s Facebook page”) during the Contest Period, stating their creative entries to “What is your favourite HBO GO show and state two reasons why?” Each Participant can only make one (1) Participant Post.
- i) **“Prize”** refers to a Secretlab TITAN Evo 2022 Series (Neo™ Hybrid Leatherette), worth S\$649. Subject to availability, the Winner can select any of the 5 variants under the Secretlab Signatures series in either size S or R in either color of Stealth, Classic, BLACK, Ash or Royal. Citibank reserves the right to change the Prize to another gift of similar value.

### Eligibility Criteria

- 2. To be eligible to participate in the Contest, Participants must fulfill the following eligibility criteria (**“Eligibility Criteria”**):
  - i) be an Eligible Cardmember who applies for one (1) main Eligible Card within the Contest Period via Citibank website or the Citi Mobile® App and such application for the Eligible Card must be approved and the Eligible Card account successfully opened within 30 days from the date of application; and
  - ii) make a Participant Post (as defined above) on Citi Singapore’s Facebook page during the Contest Period, giving his/her most creative entries to “What is your favourite HBO GO show and state two reasons why?”; and
  - iii) is successfully verified by Citibank to have satisfied the above criteria in accordance with these terms.
- 3. The 6 Participants which fulfill the Eligibility Criteria and which, in Citibank’s opinion, have the most creative entries to “What is your favourite HBO GO show and state two reasons why?” will be selected by Citibank as the winners of the Contest (“Winners”). For avoidance of doubt, each Participant can only stand a chance to win one (1) Prize in this Contest.

### Requirements of Participant Posts

- 4. Each Participant can only make one (1) Participant Post. Citibank reserves the right to disqualify any Participant who has made multiple entries under different Facebook user-names. If a Participant has made multiple edits to his/her Participant Post, the Participant’s submission carrying the LATEST timestamp prior to 2359 hours (SGT) on 31 October 2022 will be treated as the final entry.
- 5. By participating in the Contest, Participants understands that the Citi Singapore Facebook page is public and their Participant Post is public.
- 6. Participants are solely responsible and liable for comments made under their name, username, email address and/or their Facebook profile and Participants have to strictly comply with Facebook’s terms of use/guidelines/policies. Citibank reserves the right to delete or edit, without notice to any Participant, any posts (including the Participant Post), comments, entries or content that we deem, in our sole discretion, inappropriate or in violation of Facebook’s term of use/guidelines/policies.
- 7. Citibank reserves the right to disqualify any Participant and delete any Participant Post if any Participant:
  - i) does not meet the Eligibility Criteria and/or is ineligible to participate in the Contest;

- ii) does not, in Citibank's opinion, comply with any of these terms;
- iii) makes any Participant Post which, in Citibank's opinion, is not an answer to "What is your favourite HBO GO show and state two reasons why?" or otherwise posts irrelevant content; or
- iv) posts a Participant Post, the content of which is in Citibank's discretion, inappropriate, including where the Participant Post content is of an offensive or controversial nature.

### **Verification process**

- 8. Citibank will send a notification to Participants which Participant Posts have the best creative entries on or before 18 November 2022 via Facebook private message ("Notification").
- 9. Within 7 calendar days from the date of the Notification, each Participant who has received the Notification ("Notified Participant") will need to provide their full name and email address/mobile number via private message to Citi Singapore's Facebook Page so that Citibank can verify that the Notified Participant has satisfied paragraph 2(i) of the Eligibility Criteria.
- 10. If the Notified Participant does not respond with the information as required by Citibank, to Citibank's satisfaction, within 7 calendar days from the date of Notification, the Notified Participant will be determined not to have met the Eligibility Criteria and will not be entitled to receive the Prize.
- 11. Once Citibank has verified that the Notified Participant has met the Eligibility Criteria, such Notified Participant will be declared by Citibank as the Winner and Citibank will reply to the Facebook Contest Post on Citi Singapore's Facebook Page.

### **Details of Prize**

- 12. Each of the 6 Winners will receive a Secretlab TITAN Evo 2022 Series (Neo™ Hybrid Leatherette), worth S\$649 ("Prize"). Subject to availability, the Winner can select any of the 5 variants under the Secretlab Signatures series in either size S or R in either color of Stealth, Classic, BLACK, Ash or Royal. Citibank reserves the right to change the Prize to another gift of similar value.
- 13. Winners will have to log in to the Citi Mobile® App, Get More Tab to receive their unique promo code. Winners have to redeem the Prize within 2 months (strictly no extension) via the Secretlab website. The instructions on how to redeem the Prize will be separately communicated by Citibank to the Winner via the Citi Mobile® App and the Winner will need to follow these instructions to redeem the Prize. Delivery of the Prize is strictly to addresses in Singapore only and may be subject to additional fees depending on time, day and location of delivery or if there is a failed delivery attempt/redelivery. Additional fees are also required for Assembly Service or Express Delivery of the Prize. Any application for warranty will have to be made by the Winner in accordance with the instructions given by Secretlab SG Pte Ltd and Citibank bears no responsibility in this regard.

### **General**

- 14. In the event that a Winner is determined to be ineligible, disqualified, or does not claim the Prize within 2 months, is un-contactable for any reason with 7 calendar days, he/she would be deemed to have forfeited all rights to the Prize, Citibank at its sole discretion may decide if a replacement Winner should be selected.
- 15. Citibank is not an agent of Secretlab SG Pte Ltd or any other merchant and assumes no liability or responsibility for the quality, merchantability or the fitness for any purpose or any other aspect of the products and/or services provided by any participating merchant, site or service provider or other



authorised agent. Notwithstanding anything herein, Citibank shall not at any time be responsible or held liable for any loss, injury, damage or harm suffered by the Participant in connection with the products and/or services provided by any participating merchant, site or service provider or other authorised agent, and the Participant should seek redress from and direct any complaints or comments, in respect of such goods and services, to Secretlab SG Pte Ltd.

16. Citibank shall not be liable for any delay in reward fulfilment due to inaccurate or incomplete information or due to system constraints and errors.
17. The Prize is non-transferable and non-exchangeable for cash, credit or kind and may be subject to availability. Citibank reserves the right, at its absolute discretion, to terminate or vary the terms and conditions applicable to the Prize, including varying, removing or adding to any of these Terms and Conditions from time to time without notice or assigning any reason.
18. This Contest is not valid with any other discounts, privileges, promotions or redemptions except for any welcome promotions available at [www.citibank.com.sg/leadtheway](http://www.citibank.com.sg/leadtheway)
19. This Contest is no way sponsored, endorsed or administered by, or associated with Facebook. By participating in this Contest, Participants agree to a complete release of Facebook from any claims.
20. Citibank's decision on all matters relating to this Contest will be at its sole and absolute discretion and will be final, conclusive and binding on all clients. In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional material relating to or issued in connection with this Contest, these terms and conditions prevail.