



## **Important Update**

### **Rewards Redemption: Discontinuation of Rewards Redemption Options: Merchandise and Shop at Partners (Apple Products and Amazon.com)**

Please be informed that with effect from 19 November 2023, the 'Merchandise' (Apple Products) and 'Shop at Partners' (Amazon.com) redemption options in the Citi ThankYou Rewards portal located on Citibank website will be discontinued.

You can continue to redeem your Points/Miles for rewards you love. For more details on the rewards redemption options available, please visit the Citi Mobile® App or Citibank website – Citi ThankYou Rewards page ([www.citibank.com.sg/rewards](http://www.citibank.com.sg/rewards)).

We regret any inconvenience caused.

If you have questions regarding an existing redemption, please be rest assured that you can continue to contact our CitiPhone Banking hotline at 6225 5225 from 8am to 8pm.

## Frequently Asked Questions

S/N	Question	Response
1	What is the last day for me to make a new redemption for Merchandise, Apple Products or Amazon Shop with Points?	These redemption options will be discontinued from 19 November 2023. Effective 19 November 2023 you will no longer be able to make any redemptions for Merchandise, Apple Products or Amazon Shop with Points.
2	I need to edit/cancel my Merchandise/Apple Products/Amazon Shop with Points redemption. How can I do so?	<p>Once submitted, all redemptions for Merchandise/Apple Products on our Citi ThankYou Rewards Portal are final and may not be cancelled.</p> <p>If the Merchandise/Apple Product redeemed using your Citi ThankYou Rewards is damaged when you receive it, please contact us within 5 days to report the damage to organize a return of the merchandise reward. You may call the CitiPhone Banking hotline at 6225 5225 from 8am to 8pm for assistance.</p> <p>For redemptions made on Amazon, please reach out to Amazon directly.</p>
3	Where do I find my Order History for Merchandise/Apple Products/Amazon redemptions?	<p>For Merchandise/Apple Products redemptions:</p> <p>Your order history is located under the My Account section. There may be more than one status that applies to your order:</p> <p>In Process: Your order has been placed.</p> <p>Order Accepted: Your order was accepted and sent to the supplier.</p> <p>Shipped: Your order was shipped from the supplier.</p> <p>Cancelled: Your order has been cancelled or rejected by Citi ThankYou Rewards.</p> <p>Returned: Your order has been returned</p> <p>For assistance, you may call the CitiPhone Banking hotline at 6225 5225 from 8am to 8pm.</p>

		<p>For Amazon Shop with Points redemptions:</p> <p>For redemptions made on Amazon, please reach out to Amazon directly.</p>
4	Who can help me with my redemption-related enquiries after 19 November 2023?	You may call the CitiPhone Banking hotline at 6225 5225 from 8am to 8pm for assistance.
5	After 19 November 2023, what can I redeem my Point/Miles for?	<p>We offer many other options to turn your Points/Miles into rewards you would love.</p> <p>To explore more, visit the Citi Mobile App or Citi ThankYou Rewards website.</p>