

Frequently Asked Questions (FAQs) for Citi ThankYouSM Rewards Pay with Points (PWP) Promotion 2025

1. What are the eligible cards for this promotion?

25% off Points/Miles promotion is only applicable to eligible cards such as Citi Platinum, Citi Rewards, Citi Clear Platinum, Citi Gold, Citi Classic, Citi Clear Classic, Citi Clear, Citi PremierMiles, Citi Business, Citi Corporate, Citi Prestige and Citi ULTIMA Cards.

2. I just made a transaction at a merchant and wish to make a redemption via Pay with Points. Why is the discounted rate not reflected on Citi Mobile App?

The 25% off Points/Miles promotion is only applicable to Pay with Points (PWP) redemptions for transactions that have already been posted transactions to your account and were made via the Citi Mobile[®] App during the Promotion Period. This is not applicable to pending transactions. Kindly note that pending transaction can take up to 15 days to become a posted transaction.

3. Is the offer applicable for supplementary card?

No, this offer is only applicable to principal/primary Cardholder of the eligible cards.

4. Does this offer apply to Samsung Pay and Pay with Points via Merchants (e.g AXS m-station mobile app)

No, this does not apply for Samsung Pay and Pay with Points via Merchants (e.g AXS m-station mobile app).

5. Does this offer apply to Always Pay with Points?

Yes, this offer is applicable to "Pay with Points Online" and "Always Pay with Points".