



Important Update

Rewards Redemption: Discontinuation of Citi Travel Portal Booking Services on Citibank Online – Citi ThankYouSM Rewards Page

Please be informed that with effect from 1 September 2022, the Citi Travel Booking Service on Citibank Online – Citi ThankYou Rewards page will be discontinued. In addition, with effect from 26 June 2022, we will also no longer be accepting new travel reservations for travel dates beyond 31 August 2022.

You can continue to redeem your Points/Miles into 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.

We regret any inconvenience caused.

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

Please refer to **Annex A** for frequently asked questions and refer to **Annex B** if you would like to check on the status or itinerary of your travel redemptions that you've made through Citi ThankYou Rewards.

Annex A: Frequently Asked Questions

S/N	Question	Response
1	What is the last day for me to make a new travel booking via the Travel Portal?	The Citi Travel Booking Service will be discontinued from 1 September 2022. Effective 26 June 2022 you will no longer be able to book new travel reservations for travel dates beyond 31 August 2022.
2	I need to edit/cancel an upcoming travel reservation after Travel Portal is discontinued. How can I do so?	<p>For hotel, car, and activity bookings, you can continue to log onto the Citi ThankYou Rewards portal on Citibank Online to edit/cancel your bookings via My Trips. Currently, you can edit/re-book these reservation types as per current terms until 31 August 2022. After August 31, any future bookings can only be cancelled via My Trips.</p> <p>For Air Travel, contact our CitiPhone Banking hotline at 6225 5225 from 8am to 8pm for assistance.</p> <p>Please note there may be a penalty or change fee for travel reservation edits or cancellations. The Travel Portal representative will advise you of all fees for changes or cancellations when you call to edit or cancel your reservation.</p>
3	I have an ongoing request to edit/cancel a travel booking. How will I receive updates or follow up after Travel Portal is discontinued?	<p>Please be rest assured that you will continue to receive updates/follow ups through your travel completion.</p> <p>If you have questions regarding an existing booking, please be rest assured that you can continue to contact our CitiPhone Banking hotline at 6225 5225 from 8am to 8pm.</p>
4	I have misplaced my travel reservation after Travel Portal is decommissioned, how do I now obtain details of my travel reservation?	You can contact our CitiPhone Banking Hotline who will transfer you to the Travel Centre.
5	I've previously booked a travel reservation, but my travel completion date is after 31 August 2022, is my travel booking still valid?	Yes, the travel booking is still valid.
6	Who can help me with my Travel Portal-related enquiries after 31 August 2022?	<p>Please be rest assured that you can continue to contact our CitiPhone Banking hotline at 6225 5225 from 8am to 8pm.</p> <p>You will continue to receive support until your trip completes.</p>
7	What can I still use my Points/Miles after 31 August 2022?	<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>

Annex B: How to check on the status or itinerary of your travel redemptions on Citi ThankYou Rewards

Step 1: Go to www.citibank.com.sg

CITIBANK SINGAPORE LOCATIONS IMPORTANT NOTICES CONTACT US

Home Sign On ...

Create User ID **Register Now**

SIGN ON to Citibank Online

User ID

Password

We recommend you to change your password regularly.

Remember my User ID **SIGN ON**

▶ Bank with Citi Mobile® App
▶ Forgot User ID or Password?
▶ Activate Your Card
▶ Maintenance Schedule

Learn how to guard against scams that lead to financial loss by completing the National Crime Prevention Council's anti-scam quiz.

You can soon message us via the Citi Mobile® App.

With the new messaging feature on the Citi Mobile® App, the Citi Live Chat function on Citibank Online will no longer be available with effect from 5 December 2021.

LEARN MORE

Hi, can I check what is my rewards balance for my Citi PremierMiles Card?

Good Afternoon Mr. Tan, your rewards balance is 88,888 miles. You can also refer to the top rewards tab once you log in to the Citi Mobile® App.

Discontinuation of Citibank Online Live Chat.

Book your loan via Citi Mobile App and get up to \$400 GrabFood Voucher*

Get up to 22.88% p.a.* on a 3-month SGD or USD Time Deposit & reward vouchers*.

Lower your electricity bills with Citi Credit Cards.

Step 2: Select "Rewards & Offers"

CITIBANK SINGAPORE LOCATIONS IMPORTANT NOTICES CONTACT US

citibank

My Citi Payments & Transfers Wealth Management Services **Rewards & Offers** Sign Off

Welcome to Citibank Online! | Last Login: 25 Jan 2022 at 4:42 PM | My Profile | 0 Messages

IMPORTANT NOTICE: Authenticate your Citibank Online session securely with the Citi Mobile® Token. Set it up by tapping on 'Manage Citi Mobile Token' under Profile & Settings in the Citi Mobile® App. If you do not have the Citi Mobile® App, download the app on your mobile phone and you will be guided to set up the Citi Mobile® Token on your first login.

ACCOUNTS

▶ Nickname your Account ▶ GVA Registration

Expand All Collapse All

Checking Accounts (1)

Account Name	Account Type	Amount
Checking :	Checking	Available Now: SGD 0.00

QUICK TASKS

What would you like to do?

- Pay Bills
- Transfer Funds
- View Electronic Statements
- View E-Advices
- Review rewards balance now

FINANCIAL TOOL

- FX Rates
- Daily Currency Updates

Step 3: Complete your OTP verification. Select which card to redeem with and select "Redeem Now" and you will be redirected to Citi ThankYou Rewards page.

REWARDS & OFFERS

CREDIT CARD REWARDS


Citi ThankYouSM Rewards Home

Reward yourself with over 300 reward choices for your selection. There is always something for the fashionistas, foodies or the frequent travelers out there.

Please select the Credit Card Points 157,496


Discover the fresh look and feel, as well as the exciting new ways you can use your points. With Citi ThankYouSM Rewards the possibilities are endless, so start enjoying them now.

Citi ThankYouSM Rewards



REDEEM NOW >>

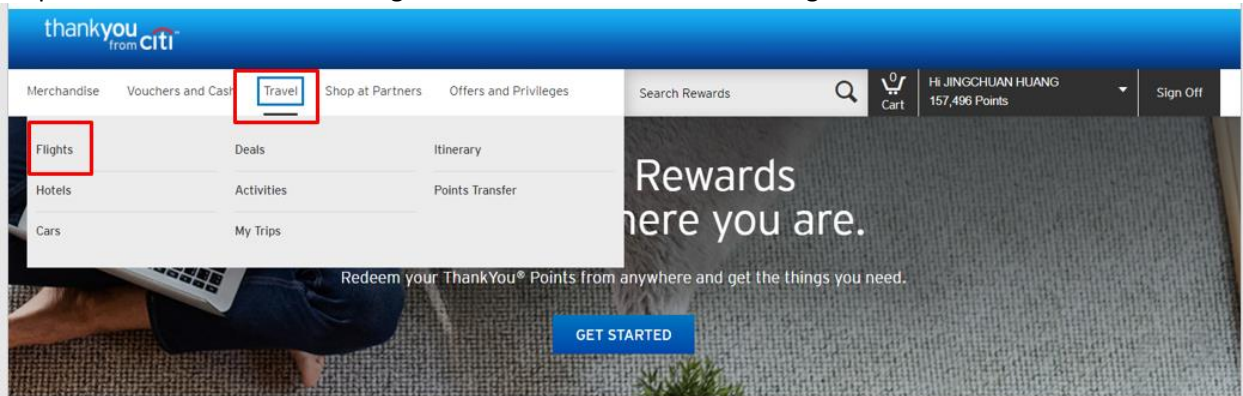
Pay with Points



REDEEM NOW >>

By clicking on "Redeem Now": (1) you acknowledge and understand that you will be leaving Citibank Online and entering the Citi ThankYou Rewards redemption website ("Rewards Website") which is operated and managed by third party service provider(s) ("Merchant(s)"); and (2) you agree that you have read and agree to the Citi ThankYou Rewards Terms and Conditions ("Terms") governing your redemption of rewards via the Rewards Website, which provide amongst others, that products and services made available on the Rewards Website for redemption ("Products") are NOT provided by Citibank, but are provided by Merchant(s) who are the seller(s), supplier(s) or provider(s) of Products under an individual contract entered between the Merchant and you.

Step 4: Hover over the main navigation and select "Travel" then "Flights".



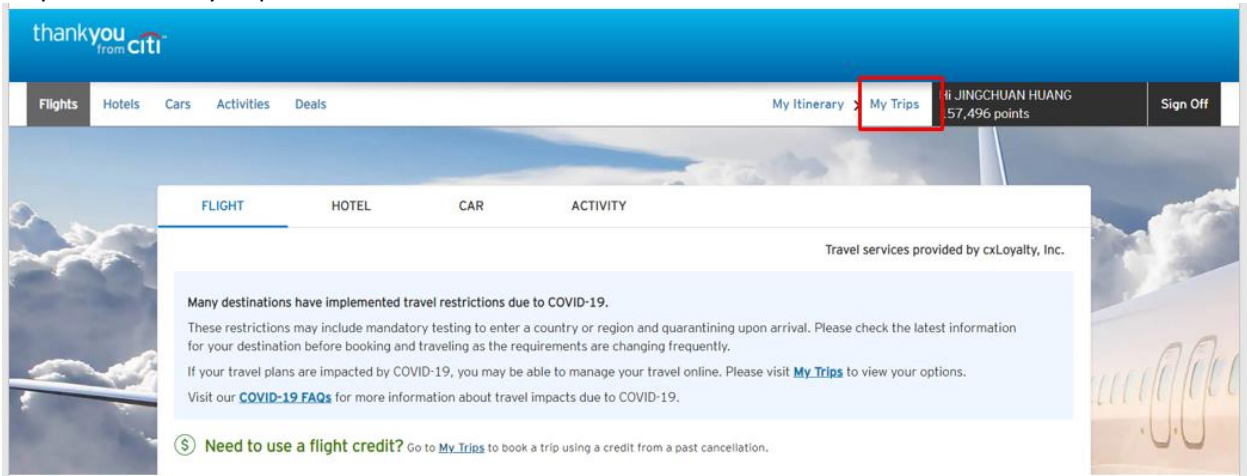
thankyou from citi

Merchandise Vouchers and Cash **Travel** Shop at Partners Offers and Privileges Search Rewards Cart Hi JINGCHUAN HUANG 157,496 Points Sign Off

Flights Deals Itinerary
Hotels Activities Points Transfer
Cars My Trips

Rewards where you are.
Redeem your ThankYou[®] Points from anywhere and get the things you need.
GET STARTED

Step 5: Select "My Trips".



Step 6: You will be able to see all your travel redemptions, travel dates, status and itineraries.

