

CITI BUSINESS SIGNATURE (FULL CORPORATE LIABILITY) AND CITI TRAVEL ACCOUNT – CASH BACK TERMS AND CONDITIONS (effective 6 November 2020)

- 1) The following terms and conditions govern the use of Citi Business Signature Card (Full Corporate Liability) and Citi Travel Account with cash back or rebates features issued by Citibank Berhad (Company No. 199401011410 (297089-M)) ("Citibank"). These terms and conditions are not applicable to Citi Business Signature Card (Full Corporate Liability) and Citi Travel Account not issued in Malaysia. Do reach out to us if you need clarification on these terms and conditions.
- 2) These terms and conditions are read in conjunction with the Citi Business Signature (Full Corporate Liability) Terms and Conditions and Citi Travel Account Terms and Conditions (accessible via www.citibank.com.my (the "Website")) and if there is any conflict or discrepancy between the two in respect of the Citi Business Signature Card (Full Corporate Liability) or Citi Travel Account Card, these terms and conditions will prevail. Unless stated otherwise, definitions used in these terms and conditions will carry the same meaning as definitions found in the Citi Business Signature (Full Corporate Liability) Terms and Conditions and Citi Travel Account Terms and Conditions. Further, these terms and conditions may be superseded by variations, revisions or changes from time to time and at any time, subject to adequate prior written notice to you. If, after notice of such variation, revision or changes, you decide you no longer wish to use these services, you must notify us by contacting CitiPhone Banking or giving prior written notice to us, before the effective date of such proposed variation, revision or changes. To the fullest extent permitted by law, your retention or use of your Citi Business Signature Card (Full Corporate Liability) or Citi Travel Account after the effective date of such variations, revisions or changes will constitute your acceptance of such variations, revisions or changes by you without any reservation.

Definitions

- 3) In addition to those words and expressions already defined in the Citi Business Signature Card (Full Corporate Liability) Terms and Conditions and Citi Travel Account Terms and Conditions:

"Cardholders" means unless stated otherwise, means any individual or individuals who have or have been issued a Card or Cards under the Card Account.

"Cash Back" means the Cash Back a Cardholder earned through the use of the Citi Business Signature Card (Full Corporate Liability) or Citi Travel Account.

"Citi Business Signature Card" means the Business Signature Card (Full Corporate Liability) issued by Citibank, and includes a supplementary card, if applicable.



“Citi Business Signature Card Account” means the Citi Business Signature Card (Full Corporate Liability) Account of the Principal Cardholder maintained with Citibank.

“Citi Business Signature Card Features” means the features offered under the Citi Business Signature Card, which is subject to change from time to time with adequate prior written notice to you.

“Citi Travel Account Card” means the Travel Account Card issued by Citibank, and includes a supplementary card.

“Citi Travel Account” means the Citi Travel Account of the Principal Cardholder maintained with Citibank.

“Citi Travel Account Features” means the features offered under the Citi Travel Account, which is subject to change from time to time with adequate prior written notice to you.

“Transaction” means any retail transactions made using Citi Business Signature Card or Citi Travel Account card, excluding any transactions as specified in clause 9 in these terms and conditions.

“We”, “Ours”, “Us” or “Citibank” means Citibank Berhad (Company No. 199401011410 (297089-M)), the issuer of your Citi Business Signature Card and/or the issuer of your Citi Travel Account Card.

“You”, “Your” or “Yours” means a corporation, firm, partnership, limited liability partnership, association, governmental agency, sole proprietorship or other business entity, where applicable, all persons responsible for complying with these terms and conditions, including the person who applied to open and whose Principal Account and/or Supplementary Account is maintained with us, at whose request a Card is issued to a Cardholder, the person to whom we address the Statement of Account to and will, where the context so permits, include the Authorised Signatory

Eligibility

- 4) Notwithstanding anything else stated in these terms and conditions, the following persons are NOT eligible for the Citi Business Signature Card Features or the Citi Travel Account Features:

- (a) Any Cardholder who has committed an event of default in or whose Citi Business Signature Card Account or Citi Travel Account has been cancelled or terminated;
- (b) Any Cardholder who has committed an event of default in relation to any Card or Card Account or Other Bank Accounts; or
- (c) Any Cardholder or person who has committed any fraudulent or wrongful act or transactions in relation to the use of the Card, Card Account or Other Bank Accounts

Citi Business Signature Card Features and Citi Travel Account Features

- 5) Subject to clause 9 below, you are entitled to earn Cash Back in the manner set out below:
 - (a) Citi Business Signature:
 - (i) 0.20% cash back on utilities spend;
 - (ii) 0.75% cash back on other spend;
 - (b) Citi Travel Account: 0.75% cash back on any spend allowed under the Card.
- 6) The merchants and rates for Cash Back are subject to change and periodical review by Citibank as it deems fit by giving adequate prior written notice to Cardholders.
- 7) Subject to periodic review and change at Citibank's discretion as it deems fit by giving prior adequate notice to Cardholders, for both Citi Business Signature and Citi Travel Account:
 - (a) Any Cash back earn or accumulated will be reflected in the Principal Account's statement of account, upon which, the Cardholders can either choose to accumulate the cash back or redeem the cash back. Cash back will not be automatically credited to the Principal Account;
 - (b) Cash back must be accumulated to at least RM200 to be eligible for redemption of the cash back earned. The minimum cash back redemption allowed is RM200. Unredeemed cash back amounts will be carried forward to the following month until the minimum redemption amount is met;
 - (c) When cash back is redeemed (whether in full or partially), the value of the cash back will be credited into the Principal Account. The redemption may only be performed by the authorized representative or Authorised Signatory of the Business, as the case may be;
 - (d) To redeem the cash back, the authorized representative or Authorized Signatory of the Business must call CitiPhone at 03-2383 3388 (Kuala Lumpur), 04-370 3388 (Penang), 07-277 3838 (Johor Bahru) or 1800 82 1010 (Sabah & Sarawak).
- 8) (a) Any collected cash back, including cash back which have yet to be credited into the Principal Account, as the case may be, will become invalid upon the occurrence of any one of the following:
 - i) any cancellation, termination or suspension of the Citi Business Signature Card (Full Corporate Liability) and Citi Travel Account for any reason whatsoever; or

- ii) where an Event of Default has been committed by you, including being overdue in payment of any sums due and payable to us.
 - (b) for avoidance of doubt, no refund , extension or compensation will be given.
- 9) (a) The cash back can only be earned through purchases made with Citi Business Signature Card (Full Corporate Liability) or Citi Travel Account only. The following transactions are not eligible for cash back (whichever is applicable):-
- i) Balance Transfer (BT), Balance Transfer via Instalment Plan (BTI), Flexi Payment Plan (FPP), Citibank Easy Pay (EPP), Balance Conversion (BC), Quick Cash, Credit Shield or any other credit insurance, if available to Cardholders;
 - ii) purchase of fuels at any petrol or gas stations;
 - iii) refunded, disputed, unauthorized or fraudulent retail transactions;
 - iv) cash withdrawals or cash advance;
 - v) transactions made on JomPAY;
 - vi) payment of annual card membership fees, interest payments, late payment fees, charges for cash withdrawals, government service tax and any other form of service/miscellaneous fees;
 - vii) payment of rates, charges, fines to Governmental, statutory and judicial bodies;
 - viii) catering and out-call food and beverage services;
 - ix) donations and contributions to charitable, community or social service organizations (including charitable organizations approved by the Inland Revenue Board for tax relief);
 - x) fees or charges to any education establishments or institutions (including professional and vocational training centers);
 - xi) child care services; and
 - xii) special events/ categories (including funeral and crematoria services, clothing rental, photographic or video-graphic studios and florists).
- (b) Unless expressly stated in these terms and conditions or otherwise informed by Citibank, Cardholders are not entitled to earn cash back from any other categories of transactions.
- 10) The assignment of Merchant Category Code / Merchant Description (as defined below) for each merchant is performed by the respective merchant's acquiring bank and it is the responsibility of the particular acquiring bank to assign the correct Merchant Category Code/Merchant Description. In the event that Cash Back are not credited to your Citi Business Platinum Card Account due to the incorrect assignment of Merchant Category Code/Merchant Description by the acquiring bank:
- (i) you may contact Business Service Line at **03-2383 3388** to request for an investigation and rectification; and
 - (ii) You agree that Citibank shall not be held responsible for such discrepancies which are ordinarily beyond the reasonable control of Citibank

“**Merchant Category Code**” is the code assigned to a merchant by Visa or MasterCard or other card associations when the merchant accepts a card from them as form of payment. The code classifies type of goods or services provided by the merchant.

“**Merchant Description**” is a name or description assigned by the respective acquiring bank to differentiate merchants.

- 11) Subject to these terms and conditions, the total cash back earned each month will be reflected in the monthly statement of account.
- 12) Citibank has the right to cancel, terminate or suspend any cash back features by giving prior adequate notice to you. For avoidance of doubt, any such cancellation, termination or suspension by Citibank of the cash back or any features will not entitle the Cardholder to any compensation from Citibank for any loss or damage suffered by the Cardholder, whether directly or indirectly, as a result of such cancellation, termination or suspension where such loss or damage is caused by anything not ordinarily within Citibank’s reasonable control.
- 13) A Cardholder’s card account must be in good standing in order to be entitled to earn the cash back. This includes not being overdue in payment and not exceeding the credit limit.
- 14) Whilst Citibank endeavours to credit the Cash Back into your Citi Business Signature Card (Full Corporate Liability) and /or Citi Travel Account as soon as possible, there may be a lapse of time between a Transaction made or usage of the Citi Business Signature Card (Full Corporate Liability) and/or Citi Travel Card (as the case maybe) and the crediting of the Cash Back into your Citi Business Signature Card (Full Corporate Liability) and/or Citi Travel Account. Cash Back may not be immediately reflected in the Cardholder’s Card Account or the Cardholder’s monthly statement.
- 15) If the cash back is awarded to persons who have committed or are suspected of committing any fraudulent or wrongful acts in the use of their Citi Business Signature Card (Full Corporate Liability) and Citi Travel Account and/or any other Citibank facilities or services, including Citibank Online, Citibank has the right to disqualify such persons from earning, using or making any redemption with the cash back earn and the total cash back earned will be cancelled subsequently. Such acts may result in forfeiture of any Cash Back earned as well as cancellation or termination (whether voluntary or involuntary) of the Cardholder’s Card Account (s) and/or Citi Business Signature Card(s) or Citi Travel Account.
- 16) Citibank may at its reasonable discretion take into account any other transactions in the calculation of Cash Back or to otherwise vary the basis of calculation of Cash Back by giving you adequate prior written notice.

- 17) Citibank may rectify any errors in the calculation of Cash Back or otherwise adjust such calculation with notice to you.

Miscellaneous

- 18) To the fullest extent permitted by law, Citibank is not liable for any default in respect of the Citi Business Signature Card or Citi Travel Account due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, epidemic, pandemic, technical or system failure or any event beyond the reasonable control of Citibank.
- 19) Citibank is an issuer of cards and therefore is not responsible for the quality, merchantability or fitness for any purpose or any other aspect of the products and/or services purchased using Citi Business Signature or Citi Travel Account.
- 20) Citibank's decisions on all matters regarding the Citi Business Signature Card or its features or Citi Travel Account or its features, Cash Back, including determining the Cash Back and categories of Cash Back, are conclusive and binding on the Cardholders save for fraud or manifest error (for example, or fraudulent or wrong entries).
- 21) Citibank reserves the right to cancel, revise, terminate or suspend the Citi Business Signature Card Features or Citi Travel Account Features or to revise any of the clauses in these terms and conditions with adequate prior written notice to the you and/or the Cardholders by way of posting on Citibank Online accessible via www.citibank.com.my or in any other manner reasonably deemed suitable by Citibank. You and/or the Cardholders agree to log-on to Citibank Online, accessible via www.citibank.com.my from time to time Cardholder to view and understand these terms and conditions, and to ensure that the Cardholders are kept up-to-date with any made. Cardholders agree that their continued usage of the Citi Business Signature Card (Full Corporate Liability) and Citi Travel Account constitutes their acceptance of these terms and conditions (as changed or varied from time to time by giving adequate prior written notice to Cardholders).
- 22) To the fullest extent permitted by law, any cancellation, revision, termination or suspension of the Citi Business Signature Card Features or Citi Travel Account Features by Citibank will not entitle any Cardholder to any claim or compensation against Citibank for any loss or damage suffered or incurred by any Cardholder as a direct or indirect result of the act of cancellation, revision, termination or suspension where such loss or damage is caused by any breach or negligence by us.
- 23) To the fullest extent permitted by law, neither Citibank nor any of its officers, servants, employees, representatives or agents, (including but not limited to any third parties service

providers that Citibank may engage for the purpose of carrying out services in relation to the Citi Business Signature Card Features or Citi Travel Account Features) will be liable for any losses, damages, costs or expenses which arises in connection with the Citi Business Signature Card Features or Citi Travel Account Features, except where it is due to any breach or negligence by us.

- 24) To the fullest extent permitted by law, if any clause of these terms and conditions is invalid or unenforceable in any jurisdiction, it is to be read down or severed in that jurisdiction to the extent of the invalidity or unenforceability, and that fact does not affect the validity or enforceability of that clause in another jurisdiction or the enforceability of the remaining clauses.
- 25) These terms and conditions are governed by and construed in accordance with the laws of Malaysia.