



## CITIBANK 2018 CREDIT CARDS ONLINE ACQUISITION CAMPAIGN

Terms and Conditions ("these Terms and Conditions")

(Appended with these Terms and Condition, are the 1-year Annual Fee Waiver for all Cards (except Citi Prestige Card and Simplicity+ Cards) and 3-year Annual Fee Waiver for Citi Rewards and Citi Clear Cards Terms and Conditions)

### Campaign Period

1. This campaign, organized by Citibank Berhad (Co. No. 297089-M) ("**Citibank**") called the "Citibank 2018 Credit Cards Online Acquisition Campaign" ("**Campaign**") will run from **1 February 2018 to 31 December 2018** both dates inclusive ("**Campaign Period**").

**NOTE:** Go Shop CNY Offer (see Clause 5 below) is a limited offer, commencing on **15 January 2018 to 28 February 2018**.

### Eligibility

2. Subject to these Terms and Conditions, the Campaign is open to all **new-to-bank**<sup>1</sup> individuals who are residents of Malaysia, who do not have any credit card issued by Citibank in Malaysia and, who has attained the age of 21 years ("**Eligible Persons**" or each, an "**Eligible Person**") at the time of making an application for any one or more of the following Citibank credit card(/s) as a **principal cardmember** during the Campaign Period via Citibank Online at [www.citibank.com.my](http://www.citibank.com.my) ("**Website**"):-
  - a) Citi PremierMiles Visa Credit Card;
  - b) Citi Rewards Visa Credit Card;
  - c) Citi Clear Visa Credit Card;
  - d) Citi Simplicity+ Visa Credit Card;
  - e) Citi Cash Back Platinum Visa Credit Card;
  - f) Citi Cash Back Visa Credit Card;
  - g) Citi Business Platinum Visa Credit Card; and/or
  - h) Shell-Citi Visa Credit Card.

Each of the Citibank Credit Cards above shall be referred to as "**Card**" or "**Citibank Credit Card**" and collectively as "**Cards**" or "**Citibank Credit Cards**", depending on context.

3. To be eligible for this Campaign, an Eligible Person must apply for any one or more Citibank Credit Cards via the Website, accessible via [www.citibank.com.my](http://www.citibank.com.my) by completing an electronic online Citibank credit card application form and uploading all required supporting documents to Citibank. For the avoidance of any doubt, the online Citibank credit card application must be accessed via the Website.

Eligible Persons who applies for any one or more Citibank Credit Cards under this Campaign shall hereinafter be referred to as "**Applicants**" or each, an "**Applicant**".

4. The following persons are **NOT** eligible to participate in this Campaign:
  - a) permanent and/or contract employees of Citibank (including its subsidiaries and related companies) and their respective immediate family members;

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<sup>1</sup> "New-to-bank" also include individuals or Citibank customers, who falls under Clause 4(c) in these Terms and Conditions. They will not be qualified as an Eligible Person.

- b) representatives and/or agents (including advertising and campaign agents) of Citibank and their respective immediate family members;
- c) any Applicant or persons who had cancelled any of his/her Citibank credit card within six (6) months before the date of application and is re-applying for any Citibank Credit Card under the Campaign;
- d) present holders of any Citibank credit card(s) whether issued in Malaysia or otherwise; and/or
- e) any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their Card account(s), any facility, service or accommodation granted by Citibank, including Citibank Online (Website).

### The Campaign

5. Subject to these Terms and Conditions, each Applicant whose application has been submitted during the Campaign Period and successfully approved by Citibank **on or before 1 February 2019** will be entitled to choose either one of the gift options in the table below provided such Applicant fulfills any of the qualifying Retail Spend or Go Shop Retail Purchases (defined below):

Offers	Fulfillment Criteria: "Qualifying Period" is defined as first 60 days from the date the Card has been successfully approved.	Acquisition Gift ("Gift")
<b>Offer 1</b> <b>(1 February 2018 to 31 December 2018)</b>	<b>Tier 1</b> Minimum Retail Spend (inclusive Easy Pay Plan "EPP") <sup>2</sup> of <b>RM2,000 to RM4,999</b> made using your successfully approved Citibank Credit Card under this Campaign within the Qualifying Period.	RM200 Cashback
	<b>Tier 2</b> Minimum Retail Spend (inclusive EPP) of <b>RM5,000 and above</b> made using your successfully approved Citibank Credit Card under this Campaign within the Qualifying Period.	RM500 Cashback
<b>Offer 2</b> <b>(1 March 2018 to 31 December 2018)</b>	<b>All</b> Go Shop purchases via Astro TV Channels 118HD, 120SD and/or 303HD or via online website at <a href="http://www.goshop.com.my">www.goshop.com.my</a> and/or via mobile site at <a href="http://m.goshop.com.my">m.goshop.com.my</a> (" <b>Go Shop Retail Purchase</b> ") made using your successfully approved Citibank Credit Card under this Campaign within the Qualifying Period will be entitled to the Gift.	20% cash back up to RM200 on all Go Shop Retail Purchase(s) made within the Qualifying Period.

<sup>2</sup> EPP or Easy Pay Plan means an instalment plan available for Citibank Credit Cardmembers who make purchases of goods and/or services using the Card from selected and approved merchants, to pay for such purposes, whether wholly or partly by such instalments. For more information, please visit : <https://www.citibank.com.my/english/existing-cardmembers/cardmembers-ep.htm>

<p><b>Offer 2</b></p> <p><b>Go Shop Chinese New Year (CNY) Offer</b></p> <p><b>(15 January 2018 to 28 February 2018)</b></p>	<p>If you apply before <u>28 February 2018</u>, all Go Shop Retail Purchase(s) made within the Qualifying Period will be entitled to the Gift.</p>	<p>20% and additional 8.88% cash back up to RM200 on all Go Shop Retail Purchase(s) made within the Qualifying Period.</p>
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6. **"Retail Spend"** means the purchase of any goods or services (local or international) with the use of the Card and may, at Citibank discretion, include any card transaction as may be determined by Citibank except for the following transactions:
  - a) Instalments paid under Citibank's FlexiPayment Plan, EPP transactions registered and commenced before the Campaign Period, Credit Shield Plus, Dial For Cash, Balance Transfer, Balance Transfer via Installment Plan and Cash Advance. For the avoidance of any doubt, EPP is not exempted under the Offers in the table above;
  - b) Any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
  - c) Payment of annual Citi Credit Card membership fees;
  - d) Interest payments, late payment fees, charges for cash withdrawals, Goods and Service Tax or other taxes and any other form of service/miscellaneous fees; and
  - e) Transactions made by the Citibank cardmembers with any merchant associated with or controlled by them (whether as employee, employer, shareholder or director). i.e. transactions by a Citibank cardmembers with any corporation or business entity in which he is an employee or employer or works with or has shares or interest in or is a director of.
  
7. **"Go Shop Retail Purchase"** means the purchase or accumulation of purchases of any goods or services (local or international) with the use of the Card and may, at Citibank discretion, including any card transaction at **Go Shop's designated platforms** as may be determined by Citibank subject to Clause 6 (a) to (e) above, whichever is applicable.
  
8. **Applicants are required to elect the Gift of their choice at the point of application.** No changes to the Gift options after application will be entertained.
  
9. For the avoidance of doubt:
  - a) If your application or supporting documents are dispatched by facsimile, proof of transmission does not mean proof of receipt by Citibank;
  - b) If your application or supporting documents are dispatched by courier, Citibank will not be responsible for any mishandling or misdirection of any courier;
  - c) all relevant conditions under these Terms and Conditions must be fulfilled, including the Card account of the Successful Applicant in good standing, in order for to be eligible for any of the Gifts or other privileges, waivers and benefits under this Campaign.
  
10. The following additional terms and conditions shall apply for **Offer 1**:
  - a) The Successful Applicant upon meeting their Retail Spend criteria in **Clause 5** above will be informed via SMS (Short Messaging System) notification on Gift eligibility and estimated fulfillment timeline;
  - b) The Gift will be credited to the Card Account of the Successful Applicant within twelve (12) weeks after the fulfillment of criteria for Offer 1 in Clause 5 above. If the Applicant

has more than one (1) Card approved under this Campaign, Citibank reserves the right to elect any of the Successful Applicant's Cards to credit the Gift/ Cash Back into.

- c) Each Successful Applicant is only entitled to one (1) Gift throughout the Campaign Period regardless of the number of Citibank Credit Cards applied. For example, if the Successful Applicant choose to expend Offer 1 Tier 1, he/she cannot enjoy Offer 1, Tier 2 or Offer 2;
  - d) Supplementary Citibank Credit Cardmembers are not entitled or eligible to receive the Gift.
11. The following additional terms and conditions shall apply for **Offer 2**:
- a) The Successful Applicant upon meeting their Go Shop Retail Purchase criteria in **Clause 5** above will be informed via SMS (Short Messaging System) notification on Gift eligibility and estimated fulfillment timeline;
  - b) The Gift will be credited to the Card Account of the Applicant within twelve (12) weeks after the fulfillment of criteria for Offer 2 in Clause 5 above. If the Applicant has more than one (1) Card approved under this Campaign, Citibank reserves the right to elect any of the Cards to credit the Cash Back into.
  - c) Each Successful Applicant is only entitled to one (1) Gift throughout the Campaign Period regardless of the number of Citibank Credit Cards applied. For example, if the Successful Applicant choose to expend Offer 2, he/she cannot enjoy Offer 1 Tier 1 or Tier 2;
  - d) Supplementary Citibank Credit Cardmembers are not entitled or eligible to receive the Gift;
  - e) To fulfill Go Shop Retail Purchase, purchases must be done at Go Shop's designated online platforms during the Campaign Period. Go Shop will be solely responsible for the ordering and fulfillment of items purchased. **Total cashback for Offer 2** is capped at **RM500,000.00, i.e. when the cap is exhausted or expiry of the Campaign Period, whichever comes first**; and
  - f) Cashback amount fulfilled will be subject to the actual spending of the Successful Applicant on his/her Citibank Credit Card.  
For example, If a merchandise purchased on Go Shop has a list price of RM 200, the Successful Applicant will be entitled to a 10% discount (i.e. RM 20) from Go Shop exclusively for Citibank Credit Card Cardmembers (excluding digital electronic items, see **CITIBANK GO SHOP Usage Campaign 2018 Terms and Conditions**. **For more details, please visit [www.citibank.com.my/goshop](http://www.citibank.com.my/goshop)**), and hence will be required to pay just RM 180. If the Cardmember were to only make that single purchase from Go Shop within the Qualifying Period (defined above), Citibank will fulfill a cashback of 20% on RM 180 paid (i.e. RM 36) into Successful Applicant's Credit Card Account.
12. Citibank is not an agent of Astro GS Shop Sdn Bhd, their subsidiaries or affiliated companies. Citibank does not warrant in any way whatsoever, any fitness for any purpose of any merchandized ordered or purchased via Go Shop online. All disputes, claims or warranties must be addressed with the supplier or the manufacturer. Successful Applicants will be solely responsible to bear any taxes, charges or fees attributable to such purchases.
13. For the avoidance of any doubt, "**successfully approved**" means an Applicant's online Card application that is applied during the Campaign Period and approved by Citibank **on or before 1 February 2019** and a conditional approval of a Card application is not a "successfully approved" application. An Applicant whose Application is successfully approved in accordance with these Terms and Conditions is hereinafter referred to as a "**Successful Applicant**".

14. Citibank reserves the right at its absolute discretion to approve or reject any application and/or the supporting documents as requested by Citibank. For the avoidance of doubt, Citibank reserves the right, as it deems fit to determine if the supporting documents are valid or sufficiently clear for purposes of the approval.
15. An Applicant may enquire the status of the Application by contacting Citibank at the following telephone numbers: 03-2383 0000 (Kuala Lumpur), 04-296 0000 (Penang), and 07-268 0000 (Johor Bahru), 06-852 0000 (Melaka) or 1800-82-1010 (Sabah & Sarawak) ("Citiphone").
16. An Applicant may also be participating in more than one Citibank credit card promotions organised for or in conjunction with the acquisition of new credit card customers where the Applicant may also be similarly entitled to gifts or rewards. In the event that the promotion periods for such other promotions overlap with the Campaign Period, then the **Applicant understands that he/she shall only be entitled to receive the gifts or rewards from the first Citibank credit card approved by Citibank via the channel that the Applicant had applied from, regardless of the number of successfully approved applications in such other promotions and/or this Campaign.**

#### Miscellaneous

17. Citibank's decisions on all matters relating to the Campaign will be final and binding.
18. Citibank reserves the right to disqualify an Applicant /Successful Applicant (as the case may be) from participating in the Campaign and/or from receiving the Gift:
  - a) where the minimum payment or any amounts due and payable under any of the Successful Applicant's Citibank Credit Card account(s) are not settled on or before its due date;
  - b) If any of the Successful Applicant's Citibank Credit Card account(s) is cancelled, closed, or terminated by any reason whatsoever, either voluntarily or involuntarily;
  - c) is not eligible to participate in the Campaign and/or receive the Gift; and/or
  - d) has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.
19. Citibank shall not be liable for any default in respect of the Campaign due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, epidemic or pandemic, technical or systems failure or any event beyond the reasonable control of Citibank.
20. Citibank reserves the right to cancel, terminate or suspend the Campaign or any individual offer(s) in the Campaign with notice. In such an event, Citibank also reserves the right to replace any of the individual offer(s) with another similar offer in the Campaign. For the avoidance of doubt, any cancellation, termination or suspension by Citibank of the Campaign (or any individual offer(s) in the Campaign) shall not entitle any Applicant or Successful Applicant to any claim or compensation against Citibank for any and all loss or damage suffered or incurred by the Applicant, or Successful Applicant whether as a direct or indirect result of the act of cancellation, termination or suspension of the Campaign or any individual offer(s) in the Campaign.
21. Citibank reserves the right as it deems fit to vary or change any of these terms and conditions with notice. These terms and conditions may be varied or changed by Citibank by way of posting on Citibank Facebook Webpage or in any other manner deemed suitable by Citibank. Applicants



and Successful Applicants who had participated in the Campaign are deemed to have accessed Citibank Facebook Webpage and/or Citibank’s website at [www.citibank.com.my](http://www.citibank.com.my) (Website) and to have knowledge of and to have agreed to any changes or variations to these terms and conditions. Applicants and Successful Applicants agree that their continued participation in the Campaign will constitute their acceptance of these terms and conditions (as varied or changed).

22. By participating in the Campaign, Applicants and Successful Applicants agree to be bound by these Terms and Conditions (as modified and varied from time to time) and any decisions of Citibank. Successful Applicants hereby consent to and authorize Citibank to disclose their particulars to the third party service providers engaged by Citibank for purposes of the Campaign. Citibank warrants that the disclosure of such particulars to any third party service providers shall be limited to the Successful Applicants’ names, addresses and telephone numbers and shall be used only in relation to and for purposes of the Campaign.
23. To the fullest extent permitted by law, by participating in the Campaign, each and every Applicant and Successful Applicant is agreeing that he/she will not hold Citibank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers that Citibank may engage for the purposes of this Campaign) liable for any loss or damages that he/she may incur, in connection with the Campaign.
24. Any term or condition applicable to this Campaign which is illegal, prohibited or unenforceable under any law or regulation shall be ineffective to the extent of such illegality, voidness, prohibition or unenforceability without invalidating the remaining provisions.
25. These terms and conditions are governed by and construed under the laws of Malaysia.

**1-year Annual Fee Waiver for all Cards (except Citi Prestige Card and Simplicity+ Cards) and 3-year Annual Fee Waiver for Citi Rewards and Citi Clear Cards (“Fee Waiver Promotion”) Terms and Conditions**

1. In addition, each new-to-bank Eligible Person whose application is successfully approved by Citibank **on or before 1 February 2019** will also be eligible to enjoy a 1-year or 3-year annual fee waiver (depending on which card type; see table below) **(except for Citi Prestige Card and Citi Simplicity+ Visa Credit Card) PROVIDED** that the Successful Applicant activates the Citibank Credit Card within sixty days (60) from the date the Card has been successfully approved (“Qualifying Period”).

Citibank Credit Card	Annual Fee Waiver
Citi PremierMiles Visa Credit Card	<p style="text-align: center;"><b>1 year</b></p> <p style="text-align: center;"><b>(except for Citi Prestige Card and Citi Simplicity+ Visa Credit Card)</b></p>
Citi Cash Back Platinum Visa Credit Card	
Citi Cash Back Visa Credit Card	
Citi Business Platinum Visa Credit Card	
Shell-Citi Visa Credit Card	
Citi Rewards Visa Credit Card	<b>3 years</b>

Citi Clear Visa Credit Card	<b>(<u>except</u> for Citi Prestige Card and Citi Simplicity+ Visa Credit Card)</b>
Citi Simplicity+ Visa Credit Card	<i>Annual Fee Waiver Not Applicable</i>
Citi Prestige Card	

2. Subject to these Fee Waiver Promotion Terms and Conditions, this Fee Waiver Promotion is open to any Eligible Person applying for any Citibank Credit Card (except Citi Prestige or Simplicity+ Card) during the Promotion Period. "Promotion Period" for purposes of these Fee Waiver Promotion Terms and Conditions shall mean the period commencing **1 January 2018 to 31 December 2018**, both dates inclusive.
  
3. To qualify for the annual fee waiver, both principal and supplementary cardholders whose card application is successfully approved by Citibank using a designated campaign source code must activate their respective principal and supplementary Card within the **Qualifying Period**. In the event any of the Applicants do not meet this activation requirement, Citibank reserves the right to charge the annual fee. For the avoidance of further doubt, if **both** principal and supplementary Applicants want to enjoy the annual fee waiver each, they must have **both** applied for any Citibank Credit Card except for the Prestige card and the Simplicity+ card **in one application/** together and must **each** perform card activation within the Qualifying Period.

## Privacy

At Citi, the security of personal information about you is our priority. We protect this information by maintaining physical, electronic, and procedural safeguards that meet applicable law. We train our employees in the proper handling of personal information. When we use other companies to provide services for us, we require them to protect the confidentiality of personal information they receive.

Please refer to our Notice and Choice Principle Statement accessible via [https://www.citibank.com.my/privacyEng/PDPA\\_Eng.pdf](https://www.citibank.com.my/privacyEng/PDPA_Eng.pdf) which outlines how we intend to deliver all the rights and protections you are entitled to in respect of your personal data.

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