

## Revision to Citi ThankYou<sup>SM</sup> Rewards Programme Terms & Conditions

As part of Citi's continuous effort to enhance and improve the delivery of services, kindly note that revisions made on Citi ThankYou<sup>SM</sup> Rewards Programme Terms and Conditions will take effect starting 7 August 2020.

Please refer below for the key changes:

Terms and Conditions	Summary of Revision					
<p>Citi ThankYou<sup>SM</sup> Rewards Programme Terms and Conditions</p> <p><b><u>-Delivery of Rewards</u></b> under the "MERCHANDISE, VOUCHERS &amp; CASH" tab</p>	<p>For more details on the revision, please refer below:</p> <table border="1" data-bbox="482 791 1359 1688"> <thead> <tr> <th data-bbox="482 791 921 845">Clause</th> <th data-bbox="921 791 1359 845">Changes</th> </tr> </thead> <tbody> <tr> <td data-bbox="482 845 921 1688"> <p><i>For delivery of Rewards, You must provide a valid address in Malaysia to Us so that We can arrange for delivery of the Rewards to You or Your authorized representative or recipient. You must ensure that You or Your authorised representative or recipient is at the delivery address furnished by You, if not, You will also be responsible to bear any taxes or any other charges, fees or costs imposed by any government agency, if any.</i></p> </td> <td data-bbox="921 845 1359 1688"> <p>For delivery of Rewards, You must provide a valid address in Malaysia to Us so that We can arrange for delivery of the Rewards to the address as provided by you. You must ensure that You or Your authorised representative or recipient is at the delivery address furnished by You. <b><u>It is deemed that you have received the goods once we have received such confirmation/acknowledgement of receipt from our appointed third (3rd) party vendor(s) or service provider that handle the fulfillment or making available the Reward(s) and delivery of the Rewards to You. The delivery will be made against written acknowledgment or receipt of the redemption items by (any) occupant at the given address.</u></b> You will also be responsible to bear any taxes or any other charges, fees or costs imposed by any government agency, if any.</p> </td> </tr> </tbody> </table>		Clause	Changes	<p><i>For delivery of Rewards, You must provide a valid address in Malaysia to Us so that We can arrange for delivery of the Rewards to You or Your authorized representative or recipient. You must ensure that You or Your authorised representative or recipient is at the delivery address furnished by You, if not, You will also be responsible to bear any taxes or any other charges, fees or costs imposed by any government agency, if any.</i></p>	<p>For delivery of Rewards, You must provide a valid address in Malaysia to Us so that We can arrange for delivery of the Rewards to the address as provided by you. You must ensure that You or Your authorised representative or recipient is at the delivery address furnished by You. <b><u>It is deemed that you have received the goods once we have received such confirmation/acknowledgement of receipt from our appointed third (3rd) party vendor(s) or service provider that handle the fulfillment or making available the Reward(s) and delivery of the Rewards to You. The delivery will be made against written acknowledgment or receipt of the redemption items by (any) occupant at the given address.</u></b> You will also be responsible to bear any taxes or any other charges, fees or costs imposed by any government agency, if any.</p>
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	<p>Clause</p> <p><i>If You provide Us with a valid address in East Malaysia, reasonable delivery or courier charges will be borne by You and will be debited from the Card or Card Account. In any case, You must be aware that delivery and courier charges may be revised by Our third (3<sup>rd</sup>) party service provider(s) from time to time.</i></p>	<p>Changes</p> <p>Delivery to any valid address situated in <b><u>West Malaysia or East Malaysia is without any additional charges, unless We inform You otherwise. Normally, delivery of any Reward(s) will be carried out by our third (3<sup>rd</sup>) party service provider or appointed courier service company unless We inform You otherwise. If we decide to charge You with a delivery charges, We will notify you, or publish on our website, from time to time with adequate prior written notice to you and such amount will be debited from the Card or Card Account</u></b></p>
	<p><i>Proof of delivery of Rewards must be in the form written acknowledgement of receipt of the Rewards by You, your authorized representative or recipient. If Your delivery address is an office address, an acknowledgment by any office staff will be treated as good acknowledgement of Your receipt of the Rewards.</i></p>	<p>Proof of delivery of Rewards must be in the form written acknowledgement of receipt of the Rewards by You, your authorized representative or recipient. <b><u>If Your *delivery address is an office address, please indicate your full delivery address by including the name of the company, level, unit no and your department in addition to the address of the building. An acknowledgment by any office staff will be treated as good acknowledgement of Your receipt of the Rewards. *Note : We reserve the right to reject any delivery request without the complete address.</u></b></p>

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For the full terms and conditions, please click [here](#)