

FAQs

Frequently Asked Questions on the “Discontinuation of Citibank Ready Credit”

Q1: Will I be able to continue using Citibank Ready Credit after 30 June 2018?

No, you will not be able to use Citibank Ready Credit, including the Ready Credit Visa Debit & ATM card and cheque book(s) after 30 June 2018. Any cheques drawn from your Citibank Ready Credit account after 30 June 2018 will be rejected.

Q2: What will happen to my current outstanding balance in Citibank Ready Credit account after 30 June 2018?

Repayment of your Citibank Ready Credit outstanding balance (if any) can continue as per the existing terms. You can either pay off your balance in full or continue to make the minimum payment under Citibank Ready Credit Customer Terms and Conditions. Your Citibank Ready Credit account will be closed once your outstanding balance has been paid off.

Q3: What will happen to my Citibank Ready Credit account’s direct debit/auto billing/standing instructions after 30 June 2018?

You should make alternative arrangements with your auto-billing/auto debit service merchants before the discontinuation date of 30 June 2018 to avoid any delay in payments to your respective merchants or payees.

Q4: Do I need to return my cheque book(s) and Ready Credit Visa Debit & ATM card?

You do not need to return your Ready Credit Visa Debit & ATM card. However, unused cheque book(s) can be returned to Citibank by 30 June 2018 for a refund of stamp duty. Please note that refund of stamp duty is prorated based on unused cheque leave(s).