

Revision to the Terms and Conditions for Pay with Points and Points Exchange

As part of Citi's continuous effort to enhance and improve the delivery of services, kindly note that revisions made on the following Terms and Conditions will take effect starting 30 April 2020.

- [Pay With Points Terms and Conditions](#)
- [Points Exchange Terms and Conditions](#)

Please refer below for the key changes:

Terms and Conditions	Summary of Revision					
Pay With Points Terms and Conditions	<p>1. Citi PremierMiles American Express® Card removed from the list of cards eligible for Pay with Points via SMS and Online.</p> <p>2. Under PAY WITH POINTS via SMS, clause 5 has been amended to the following:</p> <table border="1" data-bbox="489 996 1368 1404"> <tr> <td data-bbox="489 996 928 1404"> A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You. </td> <td data-bbox="928 996 1368 1404"> A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You <u>save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).</u> </td> </tr> </table> <p>3. Under PAY WITH POINTS on Samsung Pay, clause 6 has been amended to the following:</p> <table border="1" data-bbox="489 1524 1368 1933"> <tr> <td data-bbox="489 1524 928 1933"> A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You. </td> <td data-bbox="928 1524 1368 1933"> A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You <u>save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).</u> </td> </tr> </table>		A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You.	A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You <u>save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).</u>	A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You.	A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You <u>save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).</u>
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	<p>4. Under PAY WITH POINTS Online, clause 9 has been amended to the following:</p> <table border="1" data-bbox="491 509 1366 880"> <tr> <td data-bbox="491 509 929 880"> <p>Once redeemed, it CANNOT be revoked, cancelled or be exchanged. Once You have redeemed Your Points / Miles, they will be considered extinguished and STRICTLY CANNOT be reinstated</p> </td> <td data-bbox="929 509 1366 880"> <p><u>Save for fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries)</u> once redeemed, it CANNOT be revoked, cancelled or be exchanged. Once You have redeemed Your Points / Miles, they will be considered extinguished and STRICTLY CANNOT be reinstated</p> </td> </tr> </table>	<p>Once redeemed, it CANNOT be revoked, cancelled or be exchanged. Once You have redeemed Your Points / Miles, they will be considered extinguished and STRICTLY CANNOT be reinstated</p>	<p><u>Save for fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries)</u> once redeemed, it CANNOT be revoked, cancelled or be exchanged. Once You have redeemed Your Points / Miles, they will be considered extinguished and STRICTLY CANNOT be reinstated</p>
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<p>Points Exchange Terms and Conditions</p>	<ol style="list-style-type: none"> 1. Citi PremierMiles American Express® Card removed from the list of cards eligible for Points Exchange. 2. Under “POINTS EXCHANGE on AirAsia BIG Loyalty Mobile App”, clause 4 (bullet point no. 3) has been amended to the following: <table border="1" data-bbox="491 1123 1366 1529"> <tr> <td data-bbox="491 1123 929 1529"> <p>A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You.</p> </td> <td data-bbox="929 1123 1366 1529"> <p>A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You <u>save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries)</u>.</p> </td> </tr> </table> 	<p>A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You.</p>	<p>A submitted request for a Pay with Points transaction is a final and cannot be changed, cancelled or refunded. The Points or Miles in a submitted request may not be returned to You <u>save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries)</u>.</p>
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For the full terms and conditions, please click [here](#)