

Citi Travel Account Terms and Conditions (effective 1 September 2021)

These are the terms and conditions governing the legal relationship between Citibank Berhad (Registration No: 199401011410 (297089-M)) (“**Citibank**”) and you in respect of the Citi Travel Account issued by Citibank at your request. You are required to read and understand these terms and conditions thoroughly before using the Citi Travel Account. Do reach out to us if you need clarification on these terms and conditions.

We may vary, revise or change this terms and conditions from time to time and at any time. If we do so, we will give you adequate prior written notice. 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. You are deemed to have unconditionally accepted such changes if you retain or use your Card after the effective date of such changes.

1. Definitions and interpretations

1.1. In these terms and conditions headings and boldings are only for convenience and do not affect interpretation and, unless the context requires otherwise, the following definitions apply:

The words “**Account(s)**” means any one or more accounts which you open (or which we open on your behalf) and maintain with us from time to time (being any type of category, and whether opened in a single or joint name(s) or in trust and where the context indicates or so permits, include the Card Account, the Supplementary Account and/or Other Bank Accounts) and “**Account**” means any of them.

The word “**Authorities**” means any competent regulatory, prosecuting, tax or governmental authorities in any jurisdiction, domestic or foreign.

The words “**Authorized Signatory**” mean any person nominated by you in the application form or by written instruction to Citibank from time to time as authorized to give any Communication to Citibank, to receive any Communication from Citibank and to perform all administrative duties on your behalf.

The word “**BNM**” means Bank Negara Malaysia, a body corporate established under the Central Bank of Malaysia Act, 2009.

The word “**Card**” means the Citi Travel Account Card issued by us to the Cardholder under the Principal Account.

The word “**Cardholder**” means you or the person to whom the Card is to be issued.

The word “**CBOL**” means Citibank Online Internet Banking service, accessible via www.citibank.com.my.

The word “**CCRIS**” means the Central Credit Reference Information System.

The word “**CitiPhone**” means the Citibank Telephone Banking service. The number to call is

03-2383 3388.

The word “**Communication**” includes any query, request and instruction given electronically, documentarily or orally and any document which includes any statement, certificate, notice, demand, Legal Process and any other communication.

The word “**Citigroup**” includes the Bank, the Bank’s head office, branches, representative offices and any subsidiaries, affiliate, associated companies of or any related entities controlled directly or indirectly by Citigroup Inc and any of their respective branches and offices, wherever situated.

The words “**Citigroup Organisation**” means any affiliate or subsidiary of Citigroup Inc, present and/or future including any branches and/or representative officers of such affiliate and/or subsidiary.

The words “**Credit Limit**” mean the spending limit applicable to the Principal Account, and may include all Supplementary Limit, where applicable, granted by us to you.

The words “**Current Balance**” mean all amounts due and owing to us for the material month and include all Transactions, Late Payment Charges, Past Due Balance and any other fees and taxes.

The word “**Data**” means public and non-public information from any source about:

- a) you;
- b) your beneficial owners;
- c) any security providers;
- d) persons under the trust;
- e) partners, committee members, directors and officers (where applicable);
- f) authorised signatories;
- g) the subsidiaries, affiliated or associated companies of, or related entities controlled directly or indirectly by you and any of their respective branches and offices, wherever situated and their respective beneficial owners, security providers, persons under the trust, partners, committee members, directors, officers or authorised signatories; and
- h) any of your and/or security provider’s accounts, transactions and dealings with Citigroup or any other party.

The word “**DCHEQS**” means the Dishonored Cheques Information System.

The words “**Event of Default**” mean any one of the events as set out in clause 20.

The words “**Late Payment Charges**” mean the applicable fees charged or imposed on the Current Balance (except any Late Payment Charges carried forward) as shown in the Master Statement of Account if you do not pay the Current Balance (except any Late Payment Charges carried forward) in full by the expiry of the Payment Due Date.

The words “**Legal Process**” mean all pleadings, all forms of originating process, interlocutory

applications of whatever nature, affidavits, orders and such other documents and notices as may be required to be given or served to you under these terms and conditions, and under any legislation or subsidiary legislation.

The words “**Master Statement of Account**” mean a consolidated statement of account issued by us to you stating the Credit Limit, the Payment Due Date, the Current Balance under the Principal Account and will include all the items in the Statement of Accounts for all the Supplementary Accounts.

The word “**Merchant**” means the firms and organizations accepting the Card as payment for goods or services.

The word “**MEPS**” means the Payment Network Malaysia Sdn. Bhd., an interbank network service provider providing ATM network for banks and financial institutions.

The words “**Past Due Balance**” mean any unpaid portion of the balance due from the previous months.

The words “**Payment Due Date**” mean the date the payment for the Current Balance is to be received by us in full.

The words “**Payment Infrastructure Provider**” means a third party that forms part of the global payment system infrastructure, including without limitation communications, clearing or payment systems, intermediary banks and correspondent banks.

The word “**PIN**” means the Personal Identification Number selected by you for use with a Card.

The words “**Principal Account**” mean the Card account that you maintain with us.

The words “**Shared Limit**” mean the Credit Limit under the Principal Account which will be shared among the Cardholders when you do not assign a Supplementary Limit for the Cardholder.

The word “**SMS**” means the short messaging service message.

The words “**Statement of Account**” mean the statement of account stating the Supplementary Limit or the Shared-Limit, the Payment Due Date and the Current Balance under the Supplementary Account.

The words “**Supplementary Account**” mean the account supplemental to the Principal Account, which is assigned to each Cardholder nominated by you.

The words “**Supplementary Limit**” mean the spending limit you assign for each Supplementary Account, if applicable.

The words “**Other Bank Accounts**” mean one or more of your other accounts with us apart from the Principal Account and include any of your other card account, deposit account and any account with us for any banking facility granted.

The word “**T-Pin**” means the unique telephone identifying code issued by the Bank.

The word “**Taxes**” means all taxes, levies, imposts, charges, assessments, deductions, goods and services tax, value added taxes, tax on the sale or disposition of any property, duties, withholdings and related liabilities, including additions to tax, penalties and interest imposed on or in respect of any products and/or services you have taken from the Bank; provided that “taxes” does not include income or franchise taxes imposed on or measured by the net income of Citibank or its agents.

The words “**Third Party Service Provider**” means a third party selected by Citigroup Inc, Citigroup Organisation, we and/or their/our officers, directors, employees, agents, representatives and/or professional advisers, to provide services to them/it and who is not a Payment Infrastructure Provider. Examples of Third Party Service Providers include technology service providers, business process outsourcing service providers and call centre service providers.

The word “**Transaction**” means any payment made by the Cardholder using the Card for goods or services and includes all transactions made over the counter, internet, telephone, mail and any other channel

The words “**Visa**” or “**Visa International**” mean VISA International Service Association, an association incorporated in the State of Delaware, United States of America with its registered office at 900, 901, 800, Metro Centre Boulevard, Foster City, CA 94404-2172, United States of America, of which we are a member institution and include its successors-in-title and assignees.

The words “**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.

The words “**we**”, “**us**”, “**our**”, “**the Bank**” or “**Citibank**” mean Citibank Berhad (Registration No: 199401011410 (297089-M)), the issuer of the Card.

- 1.2. In these terms and conditions, words in singular include the plural and the other way around.
- 1.3. In these terms and conditions, if a word is defined another grammatical form of that word has a corresponding meaning.
- 1.4. Any right, entitlement, discretion, liberty or power which may be exercised or any determination which may be made under this Agreement by us (including any opinion of, requirement by, and matter or circumstances acceptable to us, any determination of any period or duration of time by us and any objection issued by you) must be reasonably exercised by us or made in our reasonable discretion. To the fullest extent permitted by law, we are not obliged to give any prior written notice or reasons for such exercise or determination.

Where required by law, any notice to be given by us shall be given adequately in advance and in writing.

2. Authorized Signatory

- 2.1. We will require you to assign at least one (1) Authorized Signatory to give or receive Communication, to execute all necessary documents and to do all acts and perform all administrative duties on your behalf in relation to the Principal Account. You may assign up to two (2) Authorized Signatories subject to the Bank's approval.
- 2.2. We are authorized, but not obliged, to rely upon and act in accordance with any Communication which may from time to time be, or purported to be, given by the Authorized Signatory on your behalf without making any additional inquiry or verification as to the identity or authority of the person making or purporting to make such Communication beyond the verification process outlined in clause 17.10 below.
- 2.3. We are entitled, but not obliged, to treat any written Communication from the Authorized Signatory as authentic and validly authorized by you and binding upon you. To the fullest extent permitted by law, we may in good faith and without liability to us for anything not ordinarily within our reasonable control, rely on such Communication as we may consider appropriate, whether such Communication –
 - 2.3.1. is to pay money or otherwise to debit or credit the Principal Account;
 - 2.3.2. relates to disposition of any security or document, if applicable;
 - 2.3.3. relates to the change of your, the Authorized Signatory's or the Cardholder's contact details; or
 - 2.3.4. to commit you to any arrangement whatsoever, regardless of any error or misunderstanding or lack of clarity or details in the terms of such Communication.
- 2.4. The Bank may refuse to act on any instructions given by the Authorised Signatory and/or you if such instructions are inconsistent with any applicable law, rule or other regulatory requirement of any jurisdiction, domestic or foreign, or any agreement entered into with and between Authorities or if we (or Citigroup Inc, Citigroup Organisation or our or their Third Party Service Providers) reasonably believe that by carrying out the instructions we (or Citigroup Inc, Citigroup Organisation or our or their Third Party Service Providers) might violate or breach any law or regulation or other duty that applies to you or them as well as block the Principal Account and/or Supplementary Account, as the case may be, and any payments and/or transactions.
- 2.5. If we decide not to act on any such Communication, to the extent permitted by law, we will promptly notify the Authorized Signatory our reason for not acting on such Communication.
- 2.6. If you wish to replace any Authorized Signatory, you must give us your written instruction, your board of directors' resolution in the format acceptable to us and any such document as may be reasonably requested by us. Any change of Authorized Signatory will only take effect after our receipt of all the relevant documents required by us.

- 2.7. We may, as we reasonably deem fit, for security reason and identification purposes, provide for additional verification process including but not limited to verification via telephone, electronic mail or SMS confirmatory authorization, or more than one of the above.
- 2.8. You must communicate to us immediately upon your awareness or knowledge of any Communication which is unauthorized, unclear, incomplete or given in error, forged or fraudulently.
- 2.9. We will use reasonable efforts to comply if you wish to recall, cancel or amend an earlier Communication that you have given.

3. Evidence of Acceptance

You accept our offer to enter into this Citi Travel Account terms and conditions, and agree to the terms and conditions, by:

- (a) activating your Card Account or Card; or
- (b) by retaining and using the Card (including for Auto Billing Service /recurring payments), (whichever comes first).

Your confirmation on any transaction record, sales draft, credit vouchers, cash withdrawal slip, charge record and/or return of acknowledgement of receipt slip with or without your signature will be conclusive evidence of your acceptance of this terms and conditions.

4. Card, Supplementary Account and Principal Account

- 4.1. At your request, we may issue Cards to the Cardholders subject that the total number of Cards to be issued must not exceed ninety-nine (99) at any point in time.
- 4.2. Subject to clauses 11 and 12 below. upon receipt of the Card,
 - 4.2.1. You must deliver the Card to the Cardholder together with these terms and conditions;
 - 4.2.2. You must ensure that the Cardholder reads and understands these terms and conditions before using the Card; and
 - 4.2.3. You must ensure that the Cardholder signs on signature strip at the bank of the Card.
 - 4.2.4. You will be prompted to activate the Card;
 - 4.2.5. You must create a PIN within the time prescribed by us, via interactive voice response (IVR) channel, secured online channels or any other secured channels specified by us and within the period notified by us.
 - 4.2.6. **You must and must ensure that the Cardholder must treat the PIN as strictly**

confidential and you must not and must ensure that the Cardholder must not disclose the PIN to any person under any circumstances or by any means, whether voluntarily or otherwise.

- 4.3. At all times, the Card remains our property and must be returned to us immediately upon our or our authorized agent's reasonable request (for example if we discovered unauthorized use on the card).
- 4.4. Upon expiry of the Card, you must ensure that the Cardholder cuts the expired Card in several pieces across the magnetic strip and the microchip embedded in the Card. Upon your request, we may at our discretion, issue a new Card to the Cardholder which such discretion will be exercised reasonably.
- 4.5. You must ensure that the Card must not be –
 - 4.5.1. used by any person other than the Cardholder;
 - 4.5.2. pledged as security for any purpose;
 - 4.5.3. used for any unlawful activity; or
 - 4.5.4. used for gambling or online betting.
- 4.6. Your responsibilities include that you and the Cardholder must, at all times:
 - 4.6.1. abide by these terms and conditions;
 - 4.6.2. take reasonable steps to keep your Card and PIN secure, including at your place of residence – please refer to Clause 11 below on your obligation to keep your Card and PIN secure;
 - 4.6.3. notify us immediately if you discover that the Card is lost, stolen, an unauthorized transaction has occurred, and/or your PIN may have been compromised;
 - 4.6.4. notify us immediately upon receiving short message service (SMS) transaction alert if the transaction was unauthorized;
 - 4.6.5. communicate to us immediately upon your awareness or knowledge of any Communication which is unauthorized, unclear, incomplete or given in error, forged or fraudulently;
 - 4.6.6. check that the goods or services you intend to purchase, its description and the transaction amount(s) is correct before you proceed to complete any Transaction when you use your Card.
 - 4.6.7. notify us immediately of any change in your contact information;
 - 4.6.8. use the Card responsibly, including not using the Card for unlawful activity;

- 4.6.9. check the monthly statement or statement of accounts and report any discrepancy or inaccuracy without undue delay;
 - 4.6.10. make prompt payment of the Current Balance by the Payment Due Date;
 - 4.6.11. ensure that the total amount charged to your Card Account does not exceed your Credit Limit and/or Supplementary Limit (except where you have pre-arranged or agreed for such exceeding of the Credit Limit and/or Supplementary Limit);
 - 4.6.12. notify all merchants and cancel any existing standing instructions prior to or upon termination of your Card;
 - 4.6.13. notify us immediately upon the Cardholder's termination of the Auto-Billing Service with the Merchant;
 - 4.6.14. notify any relevant merchant of any new replacement Card or issuance of new Card and update your existing standing instructions; and
 - 4.6.15. provide us with written confirmation or a copy of the police report for the loss or theft of your Card or disclosure of the PIN to any person within seven (7) days (or as soon as practicable) from the occurrence of such loss theft, unauthorised use of the Card and/or disclosure of the PIN (if required by us).
- 4.7. Each Cardholder will have a Supplementary Account and all Transactions, Late Payment Charges and any other fees or taxes charged to a Cardholder will be charged to the respective Supplementary Account.
- 4.8. The Supplementary Account will be linked to the Principal Account and all items charged to the Supplementary Account will be charged to the Principal Account. You must pay us for all charges made by the Cardholder(s), including charges for which you may not have intended to be responsible for. For avoidance of doubt, the Cardholders will not be jointly or severally liable for the debts of the Principal Account or the other Cardholders.
- 4.9. **The Card must not be used for any unlawful activities such as gambling or illegal online betting.** We do not owe you any obligation to monitor and block the use of the Card for any unlawful activities. If it has come to our knowledge that any of the Cardholder uses the Card for these activities, we are entitled to block the authorization for the use of the Card for such activities and we will **immediately terminate the use of the Card**. Credit of any winning, unspent chip, or other value which may be used for gambling transactions will not be credited into the Supplementary Account.
- 4.10. You remain liable for any amount effected through the use of the Card before the termination of the Card but posted to the Supplementary Account after the termination of the Card.

5. **Liability for the Current Balance**

You are solely liable to the Bank for the Current Balance under each Supplementary Account and under the Principal Account.

6. Credit Line and Excess of Credit Limit

- 6.1. We will determine the Credit Limit on the Principal Account based on your application or any credit assessment we may conduct on you.
- 6.2. You may give us your written instruction to assign a Supplementary Limit on certain or all Supplementary Accounts by identifying the Cardholder and the Supplementary Limit which is to apply, provided that the aggregate of all the Supplementary Limit does not exceed the Credit Limit.
- 6.3. If you do not assign any Supplementary Limit on the Cardholder, the Credit Limit under the Principal Account will be shared among all the Cardholders (“**Shared Limit**”).
- 6.4. The initial Credit Limit and the Shared Limit or the Supplementary Limit, where applicable, will appear on the respective Card carrier pack.
- 6.5. Increase in Credit Limit and Supplementary Limit may be effected at your request subject to our approval and credit assessment (if applicable). Our decision to approve the increase in Credit Limit will be at our discretion in accordance with our policies, the laws of Malaysia and applicable regulations and/or guidelines by relevant regulatory authorities including Bank Negara Malaysia guidelines.
- 6.6. We reserve the right to effect any decrease in Credit Limit or Supplementary Limit (for example upon periodic review or assessment of the conduct of your Account) with prior adequate written notice to you. You may request that your Credit Limit and/or Supplementary Limit be reduced by:
 - 6.6.1. contacting us through CitiPhone Banking or CBOL (as the case may be); or
 - 6.6.2. way of written instruction to us to the address or channel designated by us.
- 6.7. We reserve the right to refuse authorization for any Transaction at any time if the Shared Limit, the Supplementary Limit or the Credit Limit has been or will be exceeded.
- 6.8. It is your responsibility to ensure that each Cardholder does not exceed the Shared-Limit or Supplementary Limit, as the case may be, and the aggregate amount owing to us under the Principal Account does not exceed the Credit Limit (“**Overlimit**”) without obtaining our prior written approval. For avoidance of doubt, subject to our approval, Transactions which exceed the Credit Limit will only be processed if you have expressly consented to the Overlimit.
- 6.9. Notwithstanding that you have not agreed to any Overlimit, your account may still go Overlimit in the case of the following transactions:
 - 6.9.1. stand-in processing transaction;
 - 6.9.2. interest or fees imposed by us; and

6.9.3. auto-debit transaction (or recurring card instructions).

6.10. If the Cardholder carries out any Transaction which results in the Shared-Limit, the Supplementary Limit or the Credit Limit being exceeded, whether with or without our prior written approval, you must pay us upon demand, the excess amount in full, failing which we may suspend or terminate the relevant Supplementary Account or the Principal Account, as we reasonably deem fit having regard to the circumstances, by giving you prior adequate written notice

7. Transactions with the Merchant

7.1. You agree and consent and will ensure that the Cardholder agrees and consents to us disclosing the account number of the Card and any other necessary information, including your or the Cardholder's last known address to any Merchant or any interested person whom the Card may be presented to or to any member institution of VISA to facilitate the use of the Card or to process the Transaction.

7.2. We are not responsible for any Merchant or any member institution of VISA's refusal to honor the Transactions or accept the Card.

7.3. Citibank is an issuer of credit and charge cards and will not be responsible for the goods and services purchased with the Card from the Merchant whether over the counter, internet, telephone, mail or any other channel of sales made available by the Merchant. Citibank is also not responsible for any defect or deficiency in the goods or services supplied to the Cardholder by any Merchant.

7.4. All disputes relating to the condition, defects or deficiencies in any good or service shall be dealt with directly between you or the Cardholder and the Merchant or any member institution of VISA.

7.5. When using any Card, you are responsible to check that the goods or services you intend to purchase, its description and the transaction amount(s) is/are correct before you proceed to input your PIN at a merchant terminal or sign the sales slip or transaction records given to you by merchants or a financial institution or otherwise complete any transaction (including through any computer or mobile device) when you use your Card and before you enter your PIN or other identifying number (for example, the 3-digit CVV, CVC or CSC number(s) found near the signature strip at the back of your Card) or password through any electronic banking facility or internet (including through any computer or mobile device). By signing a voucher, slip or transaction report or by entering your PIN or other identifying number or password at an electronic banking facility or internet (including through any computer or mobile device), you are deemed to have accepted that the purchase and transaction amount is correct.

8. Internet Transactions

8.1. You agree that the Cardholder is solely responsible for the security for using the Card for Transaction over the internet.

8.2. Other than our verification process outlined in clause 17.10, we are not obliged to further verify

the identity or authority of the person using the Card for Transaction over the internet.

- 8.3. Subject to Clause 11.7 below, you agree to pay us the amount charged for such Transaction.
- 8.4. We reserve the right to reasonably refuse authorization for any Transaction over the internet if we have any reason to doubt its authenticity or if in our reasonable opinion it is unlawful or otherwise improper to do so or for any other reason.

9. “PIN & PAY” Transactions, “Contactless” Transactions, ATM Transactions and Electronic Banking Services

- 9.1. For the purposes of effecting any cash advances or withdrawals via ATMs, you must dip your Card into the ATM slot, followed by entering your PIN. For purposes of transactions at merchant terminals or any point-of-sale (POS) at which your Card is used, to permit you to receive authorisation for a Card transaction to purchase goods or services from a merchant, you are required to enter your PIN, where applicable. In this respect, when you use your PIN:-
 - 9.1.1. you agree that the PIN may be used to identify you and for authorising transaction(s); and
 - 9.1.2. you are deemed to have agreed to the transaction(s) and have verified that the purchase(s) and the transaction amount(s) performed at the POS is/are correct and accurate.
- 9.2. You should not keep any written record of your PIN at any place or manner which may enable a third party to have access and/or make use of your Card. Failure to comply with this requirement will expose you to the consequences of theft and/or unauthorised use of your Card, for which we will not be in any way liable. To the fullest extent permitted by law, we will also not be liable for any claims from any party and/or liabilities arising from the use of your PIN, regardless whether such use is authorized where such claim arise from anything ordinarily outside our reasonable control.
- 9.3. Some Cards may have “contactless” features and can be used make payment for goods or services with contactless readers, terminals or POS devices, by waving the Card or bringing the Card in proximity with such devices. These Cards and related devices may carry Visa PayWave or Mastercard “PayPass” logos and branding or such logos or brands which the Bank or Visa or Mastercard may decide from time to time. Unless informed otherwise, contactless transactions may not require:-
 - 9.3.1. your signature on any sales slips, terminal or POS device;
 - 9.3.2. the microchip embedded in the Card, if any, to be read by such devices; or
 - 9.3.3. a PIN to authorise such transaction(s).
- 9.4. Notwithstanding that, you agree that we can, where reasonable, choose not to process a contactless transaction(s) (for example where the Card Account have insufficient credit

limit) even if such transaction(s) does not exceed an amount reasonably specified by us or prescribed by Bank Negara Malaysia from time to time.

10. Citibank GIRO Service

10.1. The terms and conditions in this section govern the use of the Citibank GIRO Service (as defined below) which are to be read together with these Citi Travel Account Terms and Conditions, as well as any other rules and regulations binding on us, including the rules, regulations, manuals and/or guidelines of any funds transfer system to which we belong. Please visit our website at www.citibank.com.my for more information.

The following terms and expressions will have the following meanings unless the context requires otherwise:-

- (a) “**Account(s)**” means any one or more accounts held by you with us (including checking, savings, time deposit, investment, loan, or Other Bank Accounts, and/or Card Account) to participate or transact through the Inter-bank GIRO system in accordance with the applicable terms and conditions governing them, and as determined by us from time to time with adequate prior written notice to you; which expression will include all joint holders of the Account(s).
- (b) “**Funds Account**” means an account held by you or any third parties maintained with any Participant.
- (c) “**Funds Transfer Instruction**” means the instruction given by you via any Mode to debit funds from either your checking, saving accounts or Card Account maintained with us and to credit into a Funds Account through the Inter-bank GIRO System.
- (d) “**GIRO**” means the Citibank Inter-bank GIRO service effected through the Inter-bank GIRO System.
- (e) “**Inter-bank GIRO System**” means a funds transfer payment system operated by Payment Network Malaysia Sdn. Bhd. (including its successors in title and assigns) to allow you to request your bank to make inter-bank payments or collect payments to either your own account or any third party account(s) maintained with a Participant.
- (f) “**Mode**” means any mode including over-the counter, Citibank Online, CitiPhone or such other mode as may be prescribed and made available by us from time to time.
- (g) “**Participant**” means any bank or financial institution (other than Citibank) licensed under the Financial Services Act, 2013 (as may be amended or superseded from time to time) carrying on banking business or banking and finance company business in Malaysia which is a participant to the Inter-bank GIRO System.
- (h) “**Statement of Account**” means the consolidated statement of account, or statement of account, issued by us every month to you setting out transactions of your Account(s).

10.2. You will be able to access the GIRO service via any Mode and in accordance with the

procedures and terms and conditions as may be prescribed by us.

- 10.3. The minimum and maximum amount of funds that may be transferred through GIRO will be as prescribed by us and may vary from one Mode of GIRO to another Mode of GIRO through your facilities.
- 10.4. To use GIRO, you must complete and submit to us the Funds Transfer Instruction in such form as we may prescribe and will include all such information as required by us. Upon submission of the Funds Transfer Instruction, such Funds Transfer Instruction will be deemed fixed, finalized, effective and binding on you save for fraud or manifest error.
- 10.5. The duly completed Funds Transfer Instruction received by us will be processed at such designated times on the Business Day on which the instruction was issued, or by the next Business Day, or such other day as at our reasonable discretion with prior notice to you. "**Business Day**" refers to any day on which banks are open for business in Malaysia other than Saturday, Sunday and gazetted public holidays in Malaysia.
- 10.6. You are responsible to pay for all service charges, transaction fees and/or any other amounts imposed by us in respect of the GIRO service. We are entitled to vary such service charges, transaction fees and/or impose additional fees or charges from time to time as we reasonably think fit by giving you adequate prior written notice.
- 10.7. The processing of the Funds Transfer Instruction by us is also subject to the terms and conditions and/or approval of the Participant with which the Funds Account is maintained.
- 10.8. You are responsible to nominate and ensure that the Funds Account is a designated account capable for the receiving, payment and/or collection of funds via GIRO. It will be your responsibility and not ours to ensure the accuracy of the particulars of the Account(s) given to any Participant either by you or a third party so as to enable a successful transfer of funds from the relevant Funds Account into the relevant Account(s).
- 10.9. You are responsible to ensure that your Account(s) have the available funds (and where the context indicates, available credit limit) for transfer at the time of processing of the Funds Transfer Instruction. We are not obliged to carry out any payment instructions unless the Account(s) have sufficient funds (and where the context indicates, available credit limit).
- 10.10. We are not obliged to inform you of any rejection (if any) of any Funds Transfer Instruction. The onus lies with you to ensure that all details and particulars of the Funds Account are accurate and complete.
- 10.11. We are not obliged to inform you of any receipt of funds through GIRO in your Account(s) upon receipt of the funds or the outcome of any remittance of funds from the Account(s) to the Funds Account. Such information may be obtained by you through Citiphone Banking or Citibank Online or your statement of account.
- 10.12. By providing the GIRO service:
 - 10.12.1. to the fullest extent permitted by law, we will not be responsible or liable for any

loss, claim, cost, action or damage incurred or suffered by you and/or any third party as a consequence of the use of the GIRO service save where such loss, claim, cost, action or damage is caused by any breach or negligence by us; and

10.12.2. To the fullest extent permitted by law and without limiting the generality of the preceding sub-paragraph, we will not be responsible for, and you will indemnify us against, any loss, damage or embarrassment caused by you and/or anything ordinarily within your reasonable contemplation or control, including the following situations:

- (i) Where the other Participant to which the Funds Transfer Instruction has been made to, has delayed, rejected, refused or is otherwise unable to accept such Funds Transfer Instruction; if such delay, rejection, refusal or inability is due to your act, omission, default or negligence and/or us acting upon your instructions.
- (ii) Where you failed to maintain sufficient funds in the Account(s) to give effect to the Funds Transfer Instruction;
- (iii) Where you failed to provide us with the timely, complete and correct information for the Funds Transfer Instruction including the particulars of the Funds Account(s);
- (iv) Where an order of court, governmental directive or regulation or legal requirement directs us to prohibit withdrawals from the relevant Account(s);
- (v) The occurrence of any other circumstances (such as force majeure or improper handling of payments by a third party) preventing the processing of the Funds Transfer Instruction save where any loss or damage is caused by any breach, error, omission, or negligence by us;
- (vi) Where there is any destruction or alteration of the Funds Transfer Instruction by you through no fault of ours; or
- (vii) Where there is any failure to credit the Account(s) with funds arising from instructions received from a Participant through the Inter-bank GIRO System.

10.13. We reserve all rights to amend these terms and conditions, and to cancel, terminate or suspend the GIRO service from time to time as we reasonably deem fit by giving you adequate prior written notice, where possible. See clause 29 below for further information on how any changes to these terms and conditions may be affected.

10.14. Our decision on all matters relating to the GIRO service will be final and binding on you save for fraud or manifest error.

11. Disclosure of Pin, or Loss, Theft or Unauthorized Use of Card

11.1. Save as provided below, you shall be and shall remain liable to us for all transactions effected

for all goods and services by any merchants and all cash advances or withdrawals, effected through the use of your Card whether or not such usage is authorised by you.

- 11.2. You must ensure that the Cardholder takes all reasonable steps and precautions to keep the Card and PIN secured at all times, including at the Cardholder's place of residence. These include (but are not limited to) not:
 - 11.2.1. disclosing your and/or the Cardholder's Card details or PIN to any other person;
 - 11.2.2. writing down your and/or the Cardholder's PIN on the Card, or on anything kept in close proximity with the Card, which could be lost or stolen with the Card or on anything and anywhere which could be understood by any other person as the PIN to your and/or the Cardholder's Card;
 - 11.2.3. using a PIN selected from your and/or the Cardholder's birth date, identity card, passport, driving licence or contact numbers;
 - 11.2.4. allowing the Card to be out-of-sight; and/or
 - 11.2.5. allowing any person to use the Card and/or PIN
- 11.3. You must notify us by contacting us via CitiPhone (please see clause XX on Contact Us):
 - 11.3.1. immediately upon receiving an SMS transaction alert if the transaction was unauthorised; or
 - 11.3.2. as soon as reasonably practicable after having discovered that the Card is lost, stolen, an unauthorised Transaction had occurred and/or there has been a disclosure of your PIN.
- 11.4. In the event of any loss, theft of the Card, and/or disclosure of the PIN to any person, you must, if so requested by us, provide us with your written confirmation of such event and/or forward us a copy of the police report made by you of the loss, theft of the Card and/or disclosure of the PIN to any person no later than seven (7) days or as soon as practicable from the occurrence of such loss theft, unauthorised use of the Card and/or disclosure of the PIN.
- 11.5. All charges arising from transactions carried out through the Card, whether authorised or not, including all cash withdrawals and advances, are deemed to have been made by the Cardholder. You are liable for all such charges once the Card has been delivered to you or your Cardholder. For the purposes of this Clause 11, until you or the Cardholder have reported loss, theft, unauthorised use of your Card and/or disclosure of your PIN immediately to us or as soon as reasonably practicable to us upon discovering such loss, theft or unauthorised use and/or disclosure of your PIN, the Bank's records of any transaction effected through the use of your Card is conclusive and binding on you save for fraud or manifest error (for example, or fraudulent or wrong entries).
- 11.6. If the lost or stolen Card is recovered subsequently, you must ensure that the Cardholder does not use the Card so recovered. The Card must be cut into several pieces across the magnetic

strip and the microchip embedded in the Card.

- 11.7. You will not be liable to us if for lost or stolen Cards or unauthorized Transactions unless -
- 11.7.1. You or the Cardholder(s) have acted fraudulently (such as by being involved in the procurement of goods or services supplied by any merchant, cash advances or ATM transactions effected through the use of your Card and/or PIN by any person); or
 - 11.7.2. you or the Cardholder(s) have delayed or failed to inform us as soon as discovering that your Card has been lost, or stolen, or used for purposes unauthorised by you and/or your PIN was disclosed.
 - 11.7.3. you or the Cardholder(s) have recorded your PIN on the Card, or on anything kept in close proximity with the Card (which could be lost or stolen with the Card) or you or the Cardholder(s) are using a PIN selected from your or the Cardholder(s)'s birth date, identity card, contact number or passport;**
 - 11.7.4. you or the Cardholder(s) have left the Card or an item containing the Card unattended in places visible and accessible to others (even at the Cardholder's place of residence, the Cardholder is expected to exercise due care in safeguarding the Card); or**
 - 11.7.5. you or Cardholder(s) have voluntarily allowed another person to use the Card or disclosed your or your Cardholder(s)'s PIN to another person.**
- 11.8. In the event of unauthorized use of the Card, save where clause 11.7 above applies, we reserve the right to suspend or terminate the Cardholder's use of the Card at any time with reasonable notice to you, whereupon if we exercise the right to terminate the Cardholder's use of the Card, the clauses in relation to termination in these terms and conditions will apply.
- 11.9. We are not obliged to issue a replacement Card following its loss or theft. Any issuance of a replacement Card will be subject to our reasonable discretion and the handling fee for the replacement Card at such rate we may reasonably determine. For details, please visit www.citibank.com.my to view the Fees and Charges table.
- 11.10. Upon any loss, theft and/or unauthorised use of your Card or upon discovery that any person or persons have acquired knowledge of the PIN, you must immediately create a new PIN to replace your existing PIN and you may request us to issue a replacement Card. We have the right to accept or to refuse such request and if we refuse, to give you reason for such refusal (where possible).
- 12. Prevention of Unauthorised Usage of Replacement of Damaged Card, Renewal of Expiring Card and Upgrading of Existing Card**
- 12.1. Upon the expiry of the validity period of the Card or sooner, we may issue you a new replacement Card. For security reasons, any new replacement Card(s) dispatched to you is not active. To use the Card at any card terminals, ATMs or any other point-of-sale (POS) at which

the Card is used, you must first activate your new replacement Card and create a PIN (if required) via interactive voice response (IVR) channel, secured online channels or any other secured channels reasonably specified by us.

- 12.2. For the avoidance of doubt, non-activation of your new replacement Card does not constitute any waiver, indulgence nor cessation of your obligations to pay all outstanding balances, nor would it constitute a revocation of any existing standing instructions (for example, auto billing Facilities) or all other transactions (including transactions which have been performed but not posted, or otherwise have been incurred by you) unless you the Card or Card Account has been terminated by you pursuant to Clause 21 below.
- 12.3. **You are under a duty to use all reasonable care, precaution and diligence to prevent the loss, theft or unauthorised use of your unexpired old Card upon replacement of damaged Card, early renewal of expiring Card and upgrading of existing Card.** All charges arising from transactions carried out through the use of your Card when it has been carelessly disposed, including all cash advances or withdrawals, are deemed to have been made by you and you are liable for all such transactions.
- 12.4. Without affecting our rights and even if you have exercised all reasonable care, precaution and diligence to prevent the loss or theft or unauthorised use of your Card, you will still remain liable to us if you have acted fraudulently in that you were involved in the procurement of goods or services supplied by any merchant, cash advances or ATM transactions effected through the use of your unexpired old Card.

13. Conversion for Overseas Transactions

- 13.1. All Transactions made in foreign currency will be converted into Ringgit Malaysia using United States Dollars as the base currency on which the Transaction is received and processed by VISA or the relevant card payment network (“Payment Network”).
- 13.2. The currency conversion will be based on Citibank’s prevailing foreign exchange rate and/or an exchange rate determined by the relevant Payment Network. This currency conversion will include any charges levied by the Payment Network for overseas transactions and foreign exchange conversion markup by Citibank on the converted Ringgit Malaysia amount, or such other rate as reasonably determined by Citibank and notified to you. For details, please visit www.citibank.com.my to view the Fees and Charges table.
- 13.3. You agree that in the event of any disputes on the conversion rates determined by the relevant Payment Network on any Transactions made in foreign currency, Citibank will not be responsible for resolving such disputes on your behalf.

14. Fees and Charges

- 14.1. You must pay the following fees charged to the Supplementary Account, where applicable, at such rate we may reasonably determine and notify to you in advance (where possible):
 - 14.1.1. Service tax or any other taxes imposed by law.

- 14.1.2. The handling fee for the issuance of replacement Card.
 - 14.1.3. The handling fee or any such name the fee may be referred to for handling the foreign currency payment to us.
 - 14.1.4. The transaction fee for the use of the Card outside Malaysia (including for cash advances conducted overseas);
 - 14.1.5. The statement request fee for our provision of a statement of account in the event you or the Cardholder requests for any retrieval of Master Statement of Account or Statement of Account, as the case may be, which is more than two (2) months prior to the date of request;
 - 14.1.6. The service and administration fees for our provision of copies of sales drafts or any other document, and for carrying out any of your requests relating to the Supplementary Account.
 - 14.1.7. Such other charges and fees not stipulated above as may be reasonably determined by us by giving you adequate prior written notice
- 14.2. The information on the applicable fees and charges is available at Citibank Online, accessible via www.citibank.com.my (which may be revised from time to time with adequate prior written notice)
- 14.3. To the fullest extent permitted by law, all fees paid to us in relation to the Card, the Supplementary Account or the Principal Account are non-refundable.

15. Statement of Account

- 15.1. We will provide you with a Master Statement of Account monthly by ordinary mail, unless you choose to receive statements via our e-statement facility, under clause 50 below. .
- 15.2. Upon your request, we will also provide the Cardholder with the Statement of Account monthly by ordinary mail subject to a statement request fee at such rate we may reasonably determine and notify to you in advance.
- 15.3. Each Master Statement of Account will set out, amongst other things:
 - 15.3.1. the Current Balance under the Principal Account;
 - 15.3.2. other applicable fees and charges;
 - 15.3.3. the Payment Due Date
 - 15.3.4. an itemized list of current charges, payments and credits in the Statement of Accounts for all the Supplementary Accounts and other important information.

- 15.4. Upon your receipt of the Master Statement of Account, it is your responsibility to examine all entries in the Master Statement of Account.
- 15.5. You must also ensure that the Cardholder examines all entries in respect of his Supplementary Account as stated in the Master Statement of Account or the Statement of Account, as the case may be.
- 15.6. You must inform us in writing within fourteen (14) days from the date of your receipt or deemed receipt of the Master Statement of Account in the event that you or the Cardholder query any such entries in the Master Statement of Account. Unless we receive any written query from you within fourteen (14) days from the date of your receipt or deemed receipt of the Master Statement of Account, you are deemed to have accepted the entries in the Master Statement of Account and such entries will be the conclusive evidence of your liability in respect of the amounts stated therein save where there is fraud or manifest error (for example, unauthorized Transactions or fraudulent or wrong entries). This clause does not affect our rights to make good, correct or reverse any entry including reversing any money mistakenly credited into the Account (whether by a third party or by us).
- 15.7. Upon our receipt of your written query, we may, as we reasonably deem fit, conduct an investigation in which case the following will apply:
 - 15.7.1. In the event that our investigation outcome reveals that the Cardholder is liable for such entries, you will pay us for such entries and we may levy an investigation charge at such rate we may reasonably determine based on the cost incurred for such investigation, as well as the applicable Late Payment Charges for such entries.
 - 15.7.2. In the event that our investigation outcome reveals that the Cardholder is not liable for such entries, you will not be required to pay for such entries and we will not levy any investigation charge nor any Late Payment Charge for such entries.
- 15.8. All our decisions in relation to the investigation, the Master Statement of Account or the Statement of Account and the Supplementary Account or the Principal Account are conclusive, final and binding on you save where there is fraud or manifest error.

For the avoidance of doubt, you may contact the Ombudsman for Financial Services should you wish to continue pursuing a claim on a disputed transaction.

16. Late Payment Charges

If we do not receive the Current Balance specified in the Master Statement of Account in full before the expiry of the Payment Due Date, you will be charged with a Late Payment Charge on the Past Due Balance remained unpaid. For details, please visit www.citibank.com.my to view the Fees and Charges.

17. Communication

- 17.1. The Bank may send any Communication to you by leaving it at, or by sending it by ordinary post to your last known address.

- 17.2. The Bank may also contact you via telephone, electronic mail (whether encrypted or not), SMS, or such other means, to provide you with account related information.
- 17.3. To the fullest extent permitted by law, every Communication is deemed to have been received by you –
 - 17.3.1. in the case of personal delivery, on the date of delivery;
 - 17.3.2. in the case of ordinary post, the day after the date of posting,; and
 - 17.3.3. in the case of electronic or digital transmission, on the day of transmission.
- 17.4. You must notify the Bank in writing if there is any change or proposed change in the particulars which you have given to the Bank including yours, the Authorized Signatory's or the Cardholder's mailing, registered, business, home or electronic mail address, telephone or mobile number, where applicable, and you must immediately provide the Bank with any other information and documents as the Bank may reasonably require from time to time.
- 17.5. You must inform us by calling CitiPhone or providing us with written notice –
 - 17.5.1. at least seven (7) days prior notice if the Authorized Signatory or any Cardholder is going to be absent from Malaysia for more than one (1) month;
 - 17.5.2. at least fourteen (14) days prior notice if the Authorized Signatory or any Cardholder is leaving Malaysia to reside elsewhere;
 - 17.5.3. at least fourteen (14) days prior notice if the Authorized Signatory or any Cardholder ceases employment with you;
 - 17.5.4. not later than fourteen (14) days after a the Authorized Signatory or Cardholder ceases employment with you without notice; or
 - 17.5.5. not later than fourteen (14) days after a the Authorized Signatory or Cardholder passes away or becomes bankrupt, and we reserve the right to terminate the Card or the relevant Supplementary Account upon occurrence of any of the above.
- 17.6. The Bank relies on this information being kept up-to-date and complete. To the fullest extent permitted by law, you cannot make any claim against the Bank if the Bank's records are out-of-date, incomplete or inaccurate because the Bank was not advised of the change, and we will not be responsible for any errors or losses associated with a change in your details if we do not receive adequate notice of the change.
- 17.7. The Bank has given the Principal Account to you based on the financial information that you disclosed to the Bank. You must tell the Bank immediately of any change to your financial situation which will affect your ability to meet your obligations under the Principal Account.
- 17.8. To the fullest extent permitted by law,if it shall become unlawful for the Bank to perform any

of its obligations under these terms and conditions, the Bank shall notify you to this effect whereupon you shall, upon receipt of such notice, pay to the Bank all sums which you owe to the Bank.

17.9. Notwithstanding anything to the contrary in these terms and conditions, it is agreed that any Communication given or required to be given to you may be computer generated in which case it –

17.9.1. need not bear any signature; or

17.9.2. may contain a printed signature.

17.10. The Bank may rely upon and act in accordance with any Communication given by or on behalf of you provided that –

17.10.1. in the case of Communication via CitiPhone or telephone, the person making or purporting to make such Communication has –

(i) quoted or keyed in –

(a) the title or number of the relevant account with the Bank and T-PIN for such account; or

(b) such information or particulars as may be required by the Bank;

or

(ii) satisfied such requirements as may be required by the Bank; and any combination of the above.

17.10.2. in the case of Communication via electronic or digital transmission, the person making or purporting to make such Communication has satisfied such requirements as may be required by the Bank.

17.11. Subject to the provisions on indemnity, to the fullest extent permitted by law, you agree and undertake to indemnify the Bank and to keep the Bank indemnified against all expenses, claims, legal actions and liabilities incurred or sustained by the Bank in connection with our reliance on such Communication given by you via telephone or via electronic or digital transmission.

17.12. Notwithstanding anything to the contrary contained in these terms and conditions, where you have assigned more than one (1) Authorized Signatory –

17.12.1. any Communication given or required to be given to you in these terms and conditions is deemed to be given to you when given to any one of the Authorized Signatory; and

17.12.2. the Bank is entitled, but not bound, to treat any Communication given or required to

be given to the Bank in these terms and conditions by any one of your Authorized Signatory as having been given by you. Such Communication is deemed to have been given by you, and is binding on you, and you hereby confirm and declare that each Authorized Signatory is individually authorized to receive and/or give any and all such Communication from and/or to the Bank on behalf of you.

- 17.13. Any written Communication to be given under these terms and conditions by you to us may be sent by hand or registered post that we may notify to you in the Master Statement of Account sent to you or by any other means reasonably deemed suitable by us set out below:

By Mail

Customer Correspondence Unit
Citibank Berhad
P.O.Box 11725
50754 Kuala Lumpur

By Hand

Customer Correspondence Unit
Citibank Berhad
No. 165, Jalan Ampang
50450 Kuala Lumpur

Reminders

- 17.14. We are entitled, at any time as we reasonably deem fit, to send you reminders in respect of the Current Balance and the Payment Due Date each month (“**Reminder**”) whether or not you have requested for the same, and you may be notified of each Reminder via telephone or SMS whereby you may be subject to charges imposed by the relevant service providers or telephone operators.
- 17.15. You are fully aware that your receipt of each Communication or Reminder may be delayed by factors affecting the relevant service providers, telephone operators and any other relevant entity. We will not be liable to you or anyone else for losses or damages arising from anything ordinarily outside our reasonable control or the control of service providers engaged by us including –
- 17.15.1. any non-delivery, delayed or wrongful delivery of each Communication or Reminder;
 - 17.15.2. inaccuracy of the content of each Communication or Reminder; or
 - 17.15.3. your use or reliance on the contents of any Communication or Reminder for any purpose.
- save where such loss or damage is caused by any breach, error, omission, or negligence by us.
- 17.16. We are entitled to cease sending you Reminder at any time with adequate prior written notice to you.

18. Cheque Return Handling Fee

We are entitled to levy cheque return handling fee at such rate we may reasonably determine if any cheque presented for payment is dishonored due to insufficient funds or ambiguous

amount, or any other reason not caused by us which results in the cheque being faulty.

For details, please visit www.citibank.com.my to view the Fee and Charges table.

19. Payment to and from Citibank

- 19.1. You must pay us the Current Balance and all monies, interest, fees and charges for which you may become liable in the billing currency, which is Ringgit Malaysia, unless otherwise determined by us. We reserve the right to terminate your Card if you continue to default in the payment of the Current Balance by the Payment Due Date (including as a result of any payment being dishonoured).
- 19.2. Your payments to us are not considered made until all relevant funds have been received in full by us and entered into our records on the day following our receipt of such payments. For the avoidance of any doubt, your payments may not be entered into our records on a Saturday, Sunday or gazette public holidays in Malaysia.

For the avoidance of further doubt:-

- (a) any transactions via cash deposit, cheques or other negotiable instrument shall be deemed as having been made:
 - i. if by a deposit of cash, upon verification by our designated personnel of the deposit and the amount and when the amount is entered into our records; or
 - ii. if by a deposit of cheques or other negotiable instruments, upon verification by our designated personnel of the deposit, the amount and the Cardholder or drawer's title to such cheques and other negotiable instruments, and when the amount of such deposit in cleared funds is entered into our records.
 - (b) the return slip generated automatically by our Cash Deposit Machine and Cheque Deposit Machine only confirms the deposit has been transacted but not the amount deposited, hence will not be treated as received for value until the amount transferred is entered into our records; and
 - (c) any payments made by debit instruction or fund transfers, for example, Interbank GIRO, Citibank Online or CitiPhone Banking, shall be deemed as having been made, if the transfer on the day following cleared funds, our receipt of the same and/or when the amount is entered into our records.
- 19.3. Payments can be made by cash, cheques, direct transfer from your Other Bank Accounts, through the Inter-Bank GIRO system or through the MEPS shared ATM network.
 - 19.4. We may reasonably debit your Account(s) with the full amount of any charges, fees (including legal fees on a full indemnity basis and stamp duty), costs and expenses, custody charges, interest, Taxes, commission (including brokerage commission) and penalties (collectively, "**Charges**") payable to us whether in respect of:-

- 19.4.1. your Account(s);
 - 19.4.2. any liability of any nature arising (whether in Malaysia or elsewhere) in respect of your Account(s) or otherwise;
 - 19.4.3. any financing facilities, loans or overdrafts granted to you and any of its outstanding advances;
 - 19.4.4. any overdrawn sums on your Account(s); or
 - 19.4.5. any investment(s) which we quote to or transact for you. We may include such Charges in the price or rate for such investment(s) which we quote to you. You consent to our retaining for our benefit any reasonably Charges, commissions, rebates and other forms of payment or benefit from any party (including any broker, underwriter or counterparty) in respect of your transactions as notified to you, unless prohibited by any relevant regulatory or statutory authority, or any relevant stock exchange approved by us.
- 19.5. All such monies and Charges are payable by you in full without any set-off or counterclaim or any restriction or condition, and free and clear of and without deduction for present or future taxes or any other excise or property taxes, levies, charges, or withholdings, and all liabilities with respect to the same (if any). If you are obliged by law or regulation of any jurisdiction, domestic or foreign, or any agreement entered into with and between Authorities, to deduct or withhold (whether for payment of any Taxes or otherwise) any sum from any payment to us, you must increase the amount of the payment so that the net amount received by us will equal the amount due to us.
- 19.6. Where such monies and charges are payable whether or not in connection with your Principal Account, any other products and/or services taken by you from the Bank, including any financing facilities, loans or overdrafts, the Bank is requested and authorised to debit all such payments from your Account(s) (if any) and you must ensure that there are sufficient monies readily available in your Account(s). In the event you specifically permit payment to be made by check, you must issue the check made payable to Citibank Berhad for [Customer Name] and marked "A/C Payee Only". In no circumstances will cash cheques be issued.
- 19.7. In particular, all such monies and charges payable by you are exclusive of any services tax or other value added tax (whether imposed in Malaysia or any other jurisdiction) which will, where applicable, be paid by you in addition to any sums otherwise payable, at the rate in force at the due time for payment or such other time as is stipulated under the relevant legislation.
- 19.8. (a) If Citigroup Inc, Citigroup Organisation and/or the Bank are obliged by law or regulation of any jurisdiction, domestic or foreign, or any agreement entered into with and between Authorities, to deduct or withhold (whether for payment of any Taxes or otherwise) any sum from any payment payable by us to you, you authorise us to withhold and to pay the net sum over to you or to place such sum in any of your other Bank Account(s) with us or such other Account(s) as you will instruct (unless at such time there are any monies owing by you to us, in which case we are entitled to deduct the amount of monies owing).

- (b) Any such deductions or withholdings shall be timely paid to the relevant Authority in accordance with the relevant requirement. You will be notified of any such deductions or withholdings as soon as reasonably practicable. You hereby acknowledge that the Bank will not be required to reimburse you for any amount withheld or deducted any paid by us or a Payment Infrastructure Provider to the relevant Authority. Further, to the extent Citigroup Inc, Citigroup Organisation, we or any of, their and our Third Party Service Providers pays or has paid from its own funds or is or will become required to make a payment to an Authority in respect of an amount that should have been, but was not, Taxes and any other amounts collected, you shall indemnify us for such payments, plus any interest and penalties on such payments. You understand that the Bank is not required to contest any demand made by an Authority for such payments. You hereby represent that you have provided to and secured from any person that will own a beneficial interest in a payment from the Bank any notices, consent or waiver necessary to permit Citigroup Inc, Citigroup Organisation, we or any of its, their and our Third Party Service Providers to carry out the actions described in this paragraph.

19.9. Except otherwise agreed, we may convert at such rate we reasonably deem fit (which determination will be in accordance with clause 13 above) any payment received for any of your Account(s) (in a currency different from that of such Account(s)) into the currency of that account(s), and you will bear the cost of such conversion.

19.10. If your Principal Account has a credit balance at or above a certain limit for any period of time, you agree that the Bank may at its discretion as it reasonably deems fit, choose to refund to you all or part of the credit balance by sending you a cheque (or other method determined by us) for all or part of that credit balance (excluding unclear funds).

20. Event of Default

20.1. Each one of the following constitutes an Event of Default:

20.1.1. If you fail or default in payment for any Current Balance under the Principal Account and under these terms and conditions.

20.1.2. If you default in payment for any of the Other Bank Accounts.

20.1.3. If any Card is used for any unlawful activity such as online betting or gambling.

20.1.4. If you have given any Data, statement, representation or warranty (implied or express) in relation to you under the Supplementary Account, the Principal Account and these terms and conditions or any other agreement or arrangement with us which is or of which we reasonably believe that is incorrect, untrue or misleading in any material aspect when made.

20.1.5. If any Card is used by any person other than the Cardholder whose name appears on the Card.

20.1.6. If any Cardholder uses the Card for any Transaction that contravenes the laws of any

jurisdiction.

- 20.1.7. If any Card is used to pay the Current Balance.
- 20.1.8. If you or the Cardholder commit or threaten to commit a default or breach of any agreement, covenant, stipulation, term or condition set out in these terms and conditions.
- 20.1.9. If any of your indebtedness with us or with any other financial institution becomes capable, in accordance with the relevant terms, of being declared due prematurely by reason of a default by you in any of your obligations, or if due on demand when demanded or the security for any such indebtedness becomes enforceable or any loan, advance or credit made available to you is withdrawn. For these purposes, "indebtedness" includes any obligation (present or future, actual or contingent, direct or indirect, secured or unsecured, several or joint, as principal or otherwise) for the payment and repayment of money.
- 20.1.10. If you are wound-up or dissolved.
- 20.1.11. If any order is made by any court of competent jurisdiction, or any other appropriate authority or any step is taken for any of your winding-up, liquidation or for the appointment of a judicial manager, or a trustee, or a similar officer is appointed of all or a substantial part of any of your assets.
- 20.1.12. If you are unable to pay any of your debts as they fall due and if you suspend payment of these debts, enter into composition or arrangement with any of your creditors.
- 20.1.13. If a distress, execution or other process of a court of competent jurisdiction is levied upon or issued against any of your properties and such distress, execution or other process, as the case may be, is not satisfied by you within twenty-one (21) days of such order.
- 20.1.14. If a receiver is appointed in respect of any of your assets or a meeting for an appointment of a receiver (whether formal or informal) is called by any of your creditors.
- 20.1.15. If a judgment debt obtained against you remains unsatisfied for a period of seven (7) days from the date of the order (other than judgment debt on which you may have obtained a stay of execution and filed a Notice of Appeal within the time prescribed by law).
- 20.1.16. If there is any material change in your company nature or scope in the constitution, composition, management, control, shareholding or the structure of your company, which change has not been notified and/or approved by us, which approval shall not be unreasonably withheld (as the case may be).
- 20.1.17. If there is a material adverse change in any of your businesses, assets or financial position.

- 20.1.18. If the whereabouts of you, your Authorized Signatory or the Cardholder becomes unknown to us.
 - 20.1.19. If in our reasonable opinion, the Principal Account or any one of the Other Bank Accounts has not been operated satisfactorily.
 - 20.1.20. If it becomes illegal or impossible or if BNM or other governmental or judicial authority asserts that it has become illegal or impossible for you to perform any of your obligations or for it has become impossible for us to enforce any right under these terms and conditions, any security document or any other agreement, document, instrument or arrangement between you and Citibank.
 - 20.1.21. If an event or events have occurred or a situation exists which should or might in our reasonable opinion affect your ability to perform any of your obligations under these terms and conditions.
 - 20.1.22. the performance of any obligation under these Terms and Conditions becomes illegal, impossible or could not be continued due to any requirements on Citigroup Inc and Citigroup Organisation including the Bank, to comply with the laws or regulations of any jurisdiction, domestic or foreign, or any agreement entered into with or between Authorities that Citigroup is subject to.
- 20.2. On occurrence of Event of Default, we will send you a written notice stating that you are in default under this agreement and specifying the consequences of such default. If you do not remedy the Event of Default before the expiry of the time specified in the notice given to you or specified under these terms and conditions OR if there is an Event of Default that cannot be remedied, we are entitled to take the following action as we reasonably deem fit depending on the circumstances and significance of the default –
- 20.2.1. transfer, set off against, combine or consolidate any of the Other Bank Accounts with us in the manner set out in clause 27 below towards repaying the outstanding balance or any sum owing by you under these terms and conditions;
 - 20.2.2. suspend the use of any Supplementary Account or Principal Account, or both;
 - 20.2.3. reduce the Credit Limit, Shared Limit or Supplementary Limit, where applicable;
 - 20.2.4. terminate any Supplementary Account or the Principal Account, or both; or.
 - 20.2.5. Institute any legal claim, proceedings or actions against you.

21. Termination

- 21.1. You may terminate any Card at any time by giving us your written instruction.
- 21.2. We may at any time, terminate any Card by giving adequate prior written notice to you –

- 21.2.1. if we have good reason to do so such as a change in law or where any of the events in clause 20.1 above applies); or
 - 21.2.2. on occurrence of any Event of Default and if the default is not capable of being remedied; or
 - 21.2.3. on occurrence of any Event of Default and if the default is capable of remedy, the default is not remedied within the notice period given by us to you under these terms and conditions requiring you to remedy the default.
- 21.3. Upon termination of the Card, the whole outstanding balance on the relevant Supplementary Account will become immediately due and payable to us and all further monies charged to the Supplementary Account after the date of such termination including all interests, fees and charges shall become due and payable upon its entry into the Supplementary Account.
- 21.4. You acknowledge that your obligations under that relevant Supplementary Account will only be discharged upon our receipt of your payment for the Current Balance under that relevant Supplementary Account, in full.
- 21.5. Upon termination of the Card, the relevant Card must be cut in several pieces across the magnetic strip and microchip embedded in the Card.
- 21.6. You may terminate the Principal Account anytime by written instruction.
- 21.7. We may at any time, terminate your Principal Account by giving adequate prior written notice to you –
- 21.7.1. if we have good reason to do so (for example, when there is any change in law or change in your risk assessment following periodic review or assessment of the conduct of your Account);
 - 21.7.2. on occurrence of any Event of Default and if the default is not capable of being remedied; or
 - 21.7.3. on occurrence of any Event of Default and if the default is capable of remedy, the default is not remedied within the notice period given by us to you under these terms and conditions requiring you to remedy the default.

We reserve the right to terminate your Principal Account if you continue to default in the payment of the Current Balance by the Payment Due Date.

- 21.8. Upon termination of the Principal Account, the whole outstanding balance on the Principal Account will become immediately due and payable to us and all further monies charged to the Principal Account after the date of such termination including all interests, fees and charges shall become due and payable upon its entry into the Principal Account.
- 21.9. Your obligations under the Principal Account and these terms and conditions will continue notwithstanding the termination of the Principal Account and will only be discharged upon our

receipt of the total amount due and owing by you to us under the Principal Account and these terms and conditions.

- 21.10. Upon termination of the Principal Account, all Cards must be cut into several pieces across the magnetic strip and the microchip embedded in the Cards and returned to us (at your own costs and expenses), for our cancellation.
- 21.11. If you have any credit balance in your Principal Account after termination of your Card or Account, we shall refund to you such credit balance within 30 days from the date on which you requested for termination of your Card or Account.
- 21.12. To the fullest extent permitted by law, if we obtain judgment from any court for any amount due and owing under these terms and conditions, any Late Payment Charge and any other charges payable will continue to be payable from the date of judgment until the date of full payment of the sum of money which has been adjudged as payable to us.

22. Review, Suspension, Withdrawal of any Facility or Use of Card

- 22.1. Without derogation of the provisions in clause 21 above:-
 - 22.1.1. We reserve the right to review any facility, request for additional supporting documents from time to time, or prescribe any other condition(s) or requirement(s) (“**Prescribed Requirements**”) in such circumstances as we reasonably deem fit and with adequate prior written notice to you (if possible), in respect of the provision or continued provision by us of the card to you or to any Cardholder including any or all of the facilities provided by us in relation to the Card at any time; and
 - 22.1.2. If any Prescribed Requirements have not been satisfactorily met in our reasonable opinion, we reserve the right to suspend, restrict, withdraw or terminate any Card, or the Principal Account or Supplementary Account with adequate prior written notice to you.
 - 22.1.3. For the avoidance of doubt, following notice of the proposed review of the facility, you may decide you no longer wish to use your Principal Account in which case you must terminate the use of the Card(s) by contacting CitiPhone Banking or giving prior written notice to us, before the effective date of the proposed variation to the facility. The provision relating to termination above will subsequently apply, including that you must ensure that you and/or the Cardholder(s) cut your and/or the Cardholder(s)’s Card it into halves or several pieces across the magnetic strip and the microchip embedded in the Card(s) (if any) so that those components are completely damaged.
- 22.2. For the avoidance of any doubt, if any Card is cancelled or terminated by any reason whatsoever, we reserve the right to demand immediate payment of the full outstanding balance from you (including amounts not yet reflected on the Statement of Account) whereupon all such amounts shall become immediately due and payable, and avail ourselves of all rights and remedies we may have under contract or in law, including our right of set-off or enforcing any collateral, guarantee or security in relation to your indebtedness or liabilities accrued on the Card, Principal Account and/or Supplementary Account, as the case may be.

23. Right to Restrict or Refuse Credit

- 23.1. We are entitled at any time (by giving you notice) to restrict or limit the credit to you or refuse and withhold credit as we reasonably deem fit (due to reasons such as non-performance of Principal Account or legal action instituted against you)..
- 23.2. If we detect any unusual or suspicious activity on a Card or a Supplementary Account, we may temporarily suspend the use of the Card until we can verify the activity.

24. Our Right to Check Credit Standing

You agree that we may check your credit standing from any source, including credit reference agencies like BNM, any credit bureau, the CCRIS and the DCHEQS established by BNM at any time as we reasonably deem fit, without your further consent.

25. Telephone Monitoring and Recording

- 25.1. You authorize us to contact you by calling the Authorized Signatory via telephone for matters in relation to the Supplementary Account or the Principal Account.
- 25.2. You agree and will ensure that the Cardholder authorizes us to contact the Cardholder by calling the Cardholder for matters in relation to the Supplementary Account.
- 25.3. You agree and will ensure that the Cardholder agrees that we may place such telephone calls using an automatic dialing and that such calls are not unsolicited calls.
- 25.4. We may monitor our telephone calls to the Authorized Signatory or the Cardholder by recording the telephone calls between the Authorized Signatory or the Cardholder, where applicable, and Citibank.
- 25.5. You agree –
 - 25.5.1. and will ensure the Authorized Signatory and the Cardholder agree that the recording may be done and that no additional approval from you, the Authorized Signatory or the Cardholder will be required;
 - 25.5.2. that the contents of the telephone calls will be binding on you save where there is fraud or manifest error; and
 - 25.5.3. that the Bank may produce the telephonic or electronic recordings (or any transcript of the recording) or computer records as evidence in any proceeding brought in connection with the Card, Supplementary Account or Principal Account.

26. Liens

In addition and without prejudice to any other remedy, right or security which we may have, so long as the Principal Account has not been closed or any money remained owing or payable

under these terms and conditions, we have a general lien on all of your securities and other assets which are now or which may from time to time be deposited with or in or come into our possession, custody or control of or held in our name or to our order or for our account or our nominee's account, or both accounts, whether for safe custody or security or otherwise or for any specific purpose or generally.

27. Consolidation of Accounts and Set-Off

27.1. On occurrence of any Event of Default, we may, at any time with adequate prior written notice –

27.1.1. combine or consolidate any or all of the Other Bank Accounts with us (whether located in or outside of Malaysia and whether in Ringgit Malaysia or in any other currency); or

27.1.2. transfer or set-off any sum standing in credit in the Other Bank Accounts, towards discharging all amounts due and owing by you to us under the Principal Account even if the credit balances and the liabilities in any or all of the Other bank Accounts may not be expressed in the same currency.

27.2. You authorize us to make any necessary conversion as we reasonably deem fit, at our prevailing exchange rates at the rate we may reasonably determine (which determination will be in accordance with the clause 13 above if the balances in any or all of the Other Bank Accounts and the amounts due and owing by you to us is not expressed in the same currency. The consequence of accounts being combined will be that one balance remains and if that is a debit balance, you will be liable to us for that amount.

27.3. We may not give you any notice prior to setting off or consolidating your accounts, unless we intend to set-off a credit balance in your deposit account against a debit balance in your Principal Account or the Other Bank Accounts, or such notice is required by law.

27.4. Where monies are to be set-off by us following the exercise of our rights, you will not without first obtaining our prior written consent, withdraw or cause any act that would result in the withdrawal of such monies. Where we have given you notice of setting-off, we reserve the right to earmark such monies before the setting-off.

28. Suspense Account

To the fullest extent permitted by law, to enable the Bank to preserve the liability of any party, including yourself, once a writ or summons or any originating process has been issued or to prove in your bankruptcy or insolvency or for other reasons as the Bank reasonably thinks fit or necessary for such purpose, any money received under these terms and conditions may be placed and kept in the credit of a non-interest bearing suspense account for as long as the Bank reasonably thinks fit or necessary, without any obligation to apply the money (in whole or part) to discharge any money or liability due or incurred by you.

29. Changes to the Card features or these terms and conditions

- 29.1. In line with our commitment to enhance the Card's features, we may cancel, revise, add, terminate or suspend any feature to the Card or to revise any clause in these terms and conditions with adequate prior written notice to you by either –
 - 29.1.1. displaying our notice at any of our offices or branches nationwide;
 - 29.1.2. including the revised terms and conditions in the Master Statement of Account;
 - 29.1.3. sending a notice and the revised terms and conditions to you;
 - 29.1.4. advertising the notice and the revised terms and conditions in a daily national newspaper addressed to the general public;
 - 29.1.5. posting on Citibank Online, accessible via www.citibank.com.my; or
 - 29.1.6. notifying you in any other manner as we reasonably deem fit in accordance with the applicable laws and BNM guidelines.
- 29.2. Such cancellation, revision, addition, termination or suspension of such features or the revision of such terms and conditions applies on the effective date as specified by us in accordance with the applicable laws and BNM guidelines.
- 29.3. You agree to and will ensure the Cardholders to log-on to Citibank Online, accessible via www.citibank.com.my from time to time to view and understand these terms and conditions and to ensure that you and the Cardholders are kept up-to date with any changes made.
- 29.4. To the fullest extent permitted by law, our cancellation, revision, addition, termination or suspension of any Card feature or our revisions of any clause in these terms and conditions will not entitle you to any claim or compensation against Citibank for any loss or damage suffered or incurred by you or the Cardholders as a direct or indirect result of such changes save where such loss or damage is caused by any breach, error, omission, or negligence by us.
- 29.5. If you do not wish to continue with the Principal Account pursuant to the changes we propose to make, you must give us written notice to terminate the Principal Account before the effective date of such proposed changes. For the avoidance of doubt, the absence of notice of termination from you and the retention or use of your and/or your Cardholder(s)'s Card after the effective date of any changes to the terms and conditions is deemed to constitute acceptance of such changes by you without any reservation.

30. Change in Constitution

The covenants and undertakings under these terms and conditions will remain in full force and effect regardless of any change in your constitution or composition or by any change by dissolution, winding-up, incapacity, insolvency or otherwise in you and no change of any sort whatsoever in relation to or affecting you will in any way affect the security, liabilities or obligations created hereunder in relation to any transaction whether past, present or future.

31. Disclosure of Data/ your information

31.1. You expressly agree:-

31.1.1. the Bank;

31.1.2. the Bank's head office, branches, representative offices; and

31.1.3. Citigroup, any agents and persons to whom Citigroup outsources the performance of its operational functions (including, without limitation, any Third Party Service Provider) and/or who provides any services, whether within or outside Malaysia and any Payment Infrastructure Provider, are permitted to process including but not limited to disclose, collect, use, store, transfer and share Data.

31.2. The purposes for which Data is collected and further processed depends on the nature of your relationship with Citigroup and the products and services you obtain from Citigroup. Purposes for which Data may be used include the following:

31.2.1. To verify your identity and background;

31.2.2. To establish a relationship between you and Citigroup;

31.2.3. To assess and process applications for products and services;

31.2.4. To conduct credit checks, evaluate and monitor credit worthiness;

31.2.5. For evaluation and due diligence purposes;

31.2.6. For servicing you and provision of products and services to you, including processing of receipts and payments, ATM services, Debit & ATM cards, credit cards, charge cards and other payment instruments;

31.2.7. For communicating and fulfilling marketing offers to you and to allow Citigroup and selected parties to promote their products and services, but for purposes of disclosing your personal data to our strategic alliance partners for marketing and promotional purposes, we will only do so if you expressly consent to us doing so;

31.2.8. To manage our business and your relationship with us including managing and maintaining your Account(s) with us;

31.2.9. For data processing purposes;

31.2.10. To evaluate and monitor provision of products and services;

31.2.11. To respond to inquiries, requests and complaints from you;

31.2.12. For deposit insurance purposes;

31.2.13. To understand your needs and offering products and services to meet those needs;

- 31.2.14. For research and development of products and services for your use;
 - 31.2.15. For debt collection purposes;
 - 31.2.16. For enforcement of our rights and obligations of other parties to us and/or Citigroup;
 - 31.2.17. For assessing, processing and investigating insurance risks and claims;
 - 31.2.18. To enable a party to evaluate any actual or proposed assignment, participation, sub-participation, or novation of the Bank's rights or obligations;
 - 31.2.19. To meet legal and regulatory requirements;
 - 31.2.20. To maintain and protect the Bank's offices and ATMs;
 - 31.2.21. For risk management including prevention, detection and investigation of crime, including fraud and any form of financial crime;
 - 31.2.22. To maintain records of instructions, whether through phone recording, via electronic, hardcopy or soft copy documents etc.;
 - 31.2.23. For such other purposes as permitted or required by applicable law or with your consent; and
 - 31.2.24. For all other purposes incidental or associated with the above.
- 31.3. You understand and agree that the Data may be transferred to, used and stored in other jurisdictions, the laws of which may not offer the same level of protection as the laws of the jurisdiction from which the Data originates. The Data may also become subject to the legal disclosure requirements of other jurisdictions.
- 31.4. You understand and agree that Citigroup, any agents and persons to whom Citigroup outsources the performance of its operational functions (including, without limitation, any Third Party Service Provider) and/or who provides any services, whether within or outside Malaysia and any Payment Infrastructure Provider are permitted to transfer, share and disclose the Data, for confidential use, for the purposes set out above to –
- 31.4.1. and among Citigroup;
 - 31.4.2. to any agent, contractor, vendor, service provider, professional advisers (such as lawyers and financial advisers), valuers, auctioneers, auditors, brokers, communications, clearing or payment system or intermediary banks, merchants and other parties which we, Citigroup or such parties above may use in connection with our, Citigroup or their businesses;
 - 31.4.3. debt collection agencies;

- 31.4.4. BNM and any credit bureau, CCRIS and DCHEQS maintained by BNM, such body or authority of any jurisdiction, domestic or foreign having jurisdiction over Citigroup, credit reporting agencies and any credit reference agencies;
 - 31.4.5. any financial institutions, card associations and issue of charge cards, credit cards, debit cards or other payment instruments;
 - 31.4.6. a drawee bank providing a copy of a paid cheque (which may contain information about the payee) to the drawer;
 - 31.4.7. any actual or proposed assignee, participant, sub-participant or transferee of any of our rights or obligations;
 - 31.4.8. to Citigroup and selected parties for the purpose of informing you of products and services which we believe will be of interest to you;
 - 31.4.9. our strategic alliance partners for marketing and promotional purposes but this will be subject to your express consent;
 - 31.4.10. any party giving or proposing to give any guarantee, indemnity or security to secure your obligations to Citigroup and/or us;
 - 31.4.11. any person intending to settle any moneys outstanding under any of your Account(s) with us;
 - 31.4.12. any liquidator, receiver, official assignee or any person appointed under applicable law or court order relating to bankruptcy, liquidation, winding up in respect of any individual or company;
 - 31.4.13. to such parties as the Bank or Citigroup may be required by legal process or pursuant to any other foreign or domestic legal, regulatory, stock exchange, clearing house or self-regulatory body obligation or request, or agreement entered into by any of them and any governmental authority, domestic or foreign, or between or amongst any two or more domestic or foreign governmental authorities or other authorities, including disclosure to courts, tribunals, legal, regulatory, tax and government authorities, stock exchanges, clearing houses and self-regulatory bodies;
 - 31.4.14. any parties authorized by you; and
 - 31.4.15. to such parties as may be permitted or required under the laws of Malaysia, whether within or outside Malaysia, for any of the purpose set out in this clause 31.
- 31.5. You agree that Citigroup, any agents and persons to whom Citigroup outsources the performance of its operational functions (including, without limitation, any Third Party Service Provider) and/or who provides any services, whether within or outside Malaysia and any Payment Infrastructure Provider may give your (and if applicable, your security provider's, including guarantors) personal data, and, where applicable, that of your beneficial owners, persons under the trust, security providers, partners, committee members, directors, officers or

authorized signatories, your subsidiaries, affiliated or associated companies of, or related entities controlled directly or indirectly by you and any of their respective branches and offices, wherever situated and their respective beneficial owners, persons under the trust, partners, security providers, committee members, directors, officers or authorized signatories to other parties outside Citigroup, for any use as specified above, including for commercial purposes.

- 31.6. You understand and agree with the consequences of the giving of your personal data and those of the other persons mentioned above to parties outside Citigroup.
- 31.7. Citigroup does not guarantee the security of any information transmitted by or to it through any means of communication or correspondence (including mail, courier service, electronic mail or other electronic means (including short message service (SMS))).
- 31.8. You accept the risk that such information may be accessed by unauthorized third parties and/or disclosed by Citigroup and by its officers, employees or agents to third parties purporting to be the intended recipient.
- 31.9. Regardless of the above, you agree that Citigroup will transmit such information to the address or other relevant particulars specified by you and that such information may not be protected with encryption, password protection or any other form of security from disclosure to unauthorized third parties. You accept the risk that such transmission of information may be received, accessed or disclosed to third parties other than the intended recipient(s).
- 31.10. To the fullest extent permitted by law, Citigroup is not liable for any expense, claim, legal action and liability arising directly or indirectly in connection with any disclosure of Data to third parties by Citigroup in the course of it carrying out a transaction or an instruction transmitted by any means of Communication or correspondence, including where such disclosure arose through physical or electronic interference by a third party who is not our agent or representative.
- 31.11. To the fullest extent permitted by law, you will not hold Citigroup responsible or liable in contract, tort, equity or otherwise, for any such access or disclosure or for any expense, claim, legal action and liability suffered or incurred by you or any third party as a result of any such access or disclosure (save where caused by anything ordinarily within our reasonable control). Any such liability that we may have is limited to direct damages only. **“Direct Damages”** means actual damages or losses suffered by you or any other party (if caused by us) and shall not include any compensation for special, punitive, indirect, incidental or consequential damages or losses, including but not limited to loss of profits, business or value, whether or not foreseeable.
- 31.12. You agree to the terms of Citibank’s Notice and Choice Principle Statement, and that we may collect, use and disclose Data in the manner and for the purposes as described in the Citibank’s Notice and Choice Principle Statement (accessible via https://www.citibank.com.my/privacyEng/PDPA_Eng.pdf) and which is deemed to be incorporated into these terms and conditions.
- 31.13. You represent and warrant that you have obtained the agreement and consent of all relevant persons, including your beneficial owners, persons under the trust, partners, committee

members, security providers, directors, officers and authorized signatories, your subsidiaries, affiliated or associated companies of, or related entities controlled directly or indirectly by you and any of their respective branches and offices, wherever situated and their respective beneficial owners, persons under the trust, partners, committee members, security providers, directors, officers or authorized signatories to carry out the actions described in this clause 31. You have further provided to these parties the necessary notices and secured the necessary waivers to carry out the actions described in this clause 31 and will in the future provide the necessary notices and secure such necessary consents and waivers in advance of providing the information to Citigroup, any agents and persons to whom Citigroup outsources the performance of its operational functions (including, without any limitation, any Third Party Service Provider) and/or who provides any services, whether within or outside Malaysia and any Payment Infrastructure Provider.

- 31.14. You agree that your consent in these terms and conditions constitutes your consent for any such disclosure for the purposes of any requirement whether statutory, contractual or otherwise and whether or not having any force of law.
- 31.15. You expressly authorize the Bank at any time and from time to time to process, including but not limited to access, obtain, verify or use any Data from any source (including any credit reference agency, any credit reporting agencies, BNM, any credit bureau and/or CCRIS and such relevant authorities) for purposes of evaluating your credit standing in connection to you (including all the guarantors' and security providers', as may be applicable) and any facility, service or accommodation you have or may have (whether or not with the Bank) as the Bank may at its reasonable discretion deem fit. You understand that the opening, operation and conduct of your Account(s) and any future facility, service or accommodation applied for by you or granted by the Bank may be reported to DCHEQS maintained by BNM, CCRIS and such relevant authorities, as the case may be, as the Bank may at its reasonable discretion deem fit (such as where we are required by law or any agreement to do so)..
- 31.16. Your request, permission and authorization granted in these terms and conditions (including for the disclosure of the Data as provided in or contemplated by these terms and conditions) shall remain in full force and effect (regardless of whether any facility, service or accommodation have been utilized, cancelled or terminated) as long as it may be necessary or required by the Bank or any law and you confirm that no further request, permission or authorization (collectively referred to as "**Consent**") is necessary or required in relation to such disclosure.
- 31.17. Your Consent shall in addition to and shall not affect any other future of existing Consent that may or will be given by you, in relation to the same subject-matter or otherwise.
- 31.18. To the fullest extent permitted by law, the Bank is entitled (but not obliged) to:
- 31.18.1. verify or ensure that any Data/information is true, complete and accurate;
 - 31.18.2. update the Data/information; or
 - 31.18.3. notify any relevant person of any changes or updates to the Data/information.

31.19. To the fullest extent permitted by law, no liability to you will arise from any disclosure or transfer of any Data, as contemplated in this clause 31, under any circumstance or in any manner for any loss or damage (whether direct or indirect, foreseeable or unforeseeable) and howsoever arising (whether in contract, tort or otherwise), including any loss or damage resulting from –

31.19.1. the Bank or any other person’s disclosure or transfer of the Data;

31.19.2. the Bank or any other person’s reliance on the Data; or

31.19.3. the Data being inadequate, inaccurate, incorrect, untrue, erroneous or misstated for any reason, including –

(i) any act or omission of the Bank or any other person (including any delay in or failure to update or notify of any changes to the Data); or

(ii) any technical, hardware or software failure, interruption, breakdown or error.

save where such loss or damage is caused by any breach or negligence by us.

31.20. To the fullest extent permitted by law, you shall fully indemnify the Bank against any claim, legal action, proceeding, loss, damage, cost, charge, expense and liability (as to the amount of which may be incurred by the Bank in relation to any Data provided by you and/or caused by you or anything within your reasonable contemplation or control) regardless of whether any Supplementary Account or the Principal Account, as the case may be, has been utilized or terminated. This clause applies whether or not any facility, service or accommodation have been utilized, cancelled or terminated.

31A. Additional Terms about Data and Analytics

31A.1 So that we can open and administer your Card Account, manage your Card and improve our services and product offerings, we will collect, analyse and share with our partners and affiliates information which:

31A.1.1 you give to us in connection with a Card and the Card Account;

31A.1.2 we automatically collect as a result of the operation of a Card and the Card Account, This may be collected from a range of methods including cookies (small pieces of information that we send to your computer, tablet or mobile devices) and other similar tracking devices / tools. It includes information about how you manage and use your Card, your behaviours, actions or interests demonstrated across our digital platforms (if any);

31A.1.3 we collect as a result of customer interactions such as customer feedback, call recordings, surveys;

31A.1.4 we collect from Merchants and third parties from the purchases you make with the Card. This information includes the name of the payer and the merchant or

service supplier (for example, a shop) and the general nature of the goods and services paid for; and

31A.1.5 we obtain from outside sources such as survey agencies, social media agencies, marketing agencies, credit reference agencies, fraud prevention agencies or data aggregating agencies.

31A.2 You agree that subject to applicable law, we will use and disclose required information, to:

31A.2.1 perform analytics for the following purposes:

- (i) where applicable, applying differentiated interest rates and fees;
- (ii) where applicable, enrolling you on our digital apps in order to manage your Card and Card Account with a view to improve our service and offerings, including our mobile application, digital credit card statements, biometric authentication and biometric fraud detection solutions;

31A.2.2 share with our affiliates, vendors and data partners in order to prepare personalised offers of products, services, rewards, discounts and privileges that are available to your Card with a view to improve your customer experience; and

31A.2.3 share your information with our partners, affiliates and vendors, so that they can send you marketing messages and services that you may be interested in.

31A.3 Please see clause 31 “**Disclosure of Data/Your Information**” for further details about our collection, use and disclosure of your information.

32. Our Right to Appoint Agent

32.1. We may appoint agents to collect any amount due and owing by you to us under these terms and conditions and we may disclose to the agents the Principal Account and any other relevant information pertaining to the Principal Account to facilitate the collection of the amount due and owing by you to us.

32.2. We reserve the right to outsource our debt collection function in respect of any amount due and owing to us under these terms and conditions and/or sell your defaulted credit loan to a third party by giving adequate prior written notice.

32.3. Any notice of such outsourcing and/or sale of defaulted credit loan may be given to you at your last known address as notified to us.

33. Conclusive Evidence

Any admission or acknowledgement in writing by you or any person authorised by you of your amount of indebtedness to us, and any judgment recovered by us against you in respect of such indebtedness is binding and conclusive in all Courts of law in Malaysia and elsewhere save

where there is fraud or manifest error (for example, unauthorized Transactions or fraudulent or wrong entries).

34. Certificate of indebtedness

You expressly and irrevocably agree that a certificate of indebtedness issued by any one of our officers is conclusive and binding evidence as any money for the time being due and owing under the Principal Account and will be conclusive evidence against you in any legal proceeding save where there is fraud or manifest error (for example, unauthorized Transactions or fraudulent or wrong entries).

35. Costs and Expenses

You are liable to pay us all reasonable legal costs (including costs on a solicitor and client basis), charges and expenses which we may incur in enforcing or seeking to enforce any of these terms and conditions, or in obtaining or seeking to obtain payment of monies owing by you to us.

36. Indemnity

To the fullest extent permitted by law, you agree and you ensure that the Cardholder agrees to hold us harmless and you will indemnify us fully against any liability, loss, damage, cost and expense (legal or otherwise, including costs on a solicitor and client basis) we may incur as a result of us enforcing any of our rights under these terms and conditions where such enforcement is necessitated because of you and/or ordinarily within your reasonable contemplation or control.

37. Service and Legal Process

37.1. To the fullest extent permitted by law, any notice, request or legal process will be deemed to have been served on you if sent by prepaid ordinary post to your last known address (whether such address is a Post Office Box or is a place of residence or business) as may be provided to us or to our solicitors. Nothing in this clause will affect our rights to serve any legal process in any other manner permitted by law.

37.2. Such legal process or document is deemed to have been received by you on the fifth (5th) day from the date it is posted.

37.3. For the purposes of this Clause 37, “legal process” includes all forms of originating process, pleadings, interlocutory applications of whatever nature, affidavits, orders and such other documents and notices as may be required to be given or served under any legislation or subsidiary legislation.

38. Waiver

38.1. Even if we may have previously –

38.1.1. accepted late payments, partial payments, cheques or money orders which may have

constituted payment in full at any given time;

38.1.2. waived any of our rights; or

38.1.3. granted any indulgence, we are not prevented from enforcing our rights or collecting any amount due to us under these terms and conditions. In addition, such actions in this 38.1 do not in any way constitute our consent to change any term in these terms and conditions.

38.2. We may waive our rights under these terms and conditions in certain circumstances, without affecting our other rights. If we do waive any right, we do not waive the same right in other circumstances.

38.3. The rights and remedies provided in these terms and conditions are cumulative and not exclusive of any right or remedy provided by law.

39. Time of Essence

Time is of the essence under these terms and conditions.

40. Assignment, Transfer and Novation

40.1. You agree that the balance standing to the credit of your Principal Account, Supplementary Account and/or your Other Bank Accounts, as the case may be, cannot in any way be assigned, transferred or charged to any third party by way of security, except with the Bank's prior written consent and subject to such conditions as the Bank may reasonably prescribe. The Bank may make such assignment or transfer to a branch, related corporation or affiliate if it does not materially affect the provision of services to you or your rights by giving you prior written notice.

40.2. You agree to any novation of the Agreement made between us under these Terms and Conditions and under any related instrument(s), documents and/or guarantee in connection with it and with the Principal Account and/or Supplementary Account, as the case may be, or securing your obligations under the same (whether or not, due to what we consider reasonably necessary for us to comply with the laws or regulations of any jurisdiction, domestic or foreign). You also agree that the Bank is entitled to assign or transfer absolutely to a transferee all or some of our rights, title, interests, benefits, obligations and liabilities under these Terms and Conditions and/or under any related instrument(s), documents and/or guarantee in connection with it and/or with the Principal Account and/or Supplementary Account, as the case may be, and/or securing your obligations under the same (whether or not, due to what we consider reasonably necessary for us to comply with the laws or regulations of any jurisdiction, domestic or foreign). This will not affect your rights or obligations under these terms and conditions. You further agree that any such novation, assignment or transfer may be effected by us delivering to you a written notice to that effect whereupon:-

40.2.1. our assigned or transferred rights, title, interests and benefits are transferred to and assumed by the transferee;

40.2.2. we will be fully discharged and released from our assigned or transferred obligations

and liabilities;

- 40.2.3. we retain all rights, title, interests, benefits, obligations and liabilities not so assigned or transferred;
- 40.2.4. the transferee is bound by identical rights, title, interests, benefits, obligations and liabilities which we have assigned or transferred; and
- 40.2.5. any acknowledgement (including risk disclosure statements and acknowledgements), information (including information provided in respect of risk profiling), instruction, order, direction, mandate or authority given by you to us in relation to the Principal Account, Supplementary Account and/or your Other Bank Accounts, as the case may be, or securing your obligations under the Principal Account and/or Supplementary Account as the case may be, may be relied and acted upon by the assignee or transferee as if given by you to the assignee or transferee and will, unless and until revoked or cancelled, apply and have effect. You also undertake to execute and sign any document (if any) which may be required to give effect to the assignment or transfer.

40.3. You cannot assign, transfer or novate any of your rights and obligations under these terms and conditions without our prior written consent.

41. Successors Bound

These terms and conditions bind the respective successors-in-title and assigns of the Bank and you.

42. Severability of Clauses

To the fullest extent permitted by law, if any clause in these terms and conditions becomes invalid, illegal or unenforceable in any respect under any law, the validity, legality and enforceability of the remaining clauses will not in any way be affected or impaired.

43. Governing Law and Jurisdiction

43.1. These terms and conditions will be governed by and construed in accordance with the laws of Malaysia and applicable regulations and/or guidelines by relevant regulatory authorities including Bank Negara Malaysia guidelines.

43.2. You agree to submit to the non-exclusive jurisdiction of the Courts of Malaysia or the courts of such other competent jurisdictions as may be determined by us as we reasonably deem fit.

44. Execution of Further Documents

You must and must ensure that the Authorized Signatory and Cardholder promptly sign any document and do anything else that is necessary or reasonably requested by us. In relation to these terms and conditions and/or the provision of services to you.

45. Notification of Change

- 45.1. You undertake and are obliged to inform us promptly if:
- 45.1.1. your company intends to operate outside Malaysia
 - 45.1.2. there is any change or proposed change in the particulars which you have given to us (including your mailing, home, electronic or office address, your home, office or mobile number and your employment or business or address); and/or
 - 45.1.3. there is any change to the information contained in your file or report held by us;
 - 45.1.4. and you must immediately provide us with any or other information and documents as we may reasonably require from time to time.
- 45.2. We rely on your information being kept up-to-date and complete. To the fullest extent permitted by law, you cannot make any claim against us if our records are out-of-date, incomplete or inaccurate because we were not advised of the change.

For purposes of informing us, you may do so:

- 45.2.1. by calling Citiphone; or
 - 45.2.2. by writing to us in the manner provided in Clause 17 above, including via Electronic Instructions
- 45.3. Notwithstanding the foregoing, we may use any means reasonably necessary to verify information pertaining about you, including your identity.

46. Limitation of Bank's Liability

To the fullest extent permitted by law, any liability that the Bank may have to you or any other party under these terms and conditions is limited to Direct Damages only. The words “**Direct Damages**” mean actual damages or losses suffered by you or any other party (if caused by the Bank) and shall not include any compensation for special, punitive, indirect, incidental or consequential damages or losses, including but not limited to loss of profits, business or value, whether or not foreseeable.

47. CitiPhone

- 47.1. We are authorized to rely upon and act in accordance with any instruction which may from time to time be, or purported to be, given by you or the Cardholder via CitiPhone in respect of the Principal Account or the Supplementary Account, as the case may be, without making additional inquiry or verification as to the identity or authority of the person making or purporting to give such instruction beyond the verification process outlined in clause 17.10.
- 47.2. We are entitled, but not obliged, to treat any instruction given by you or the Cardholder via CitiPhone in respect of the Principal Account or the Supplementary Account, as the case may

be, as authentic and validly binding upon you.

- 47.3. We reserve the discretion not to carry out any such instruction as we reasonably deem fit if we have any reason to doubt its authenticity or if in our opinion it is unlawful or otherwise improper to do so or for any other reason.
- 47.4. We may at our reasonable discretion require you or the Cardholder, as the case may be to –
 - 47.4.1. confirm any instruction given via CitiPhone in writing within the period stipulated by us or to call us to confirm any instruction or to provide such other information or execute such other documents we may deem necessary, failing which we may treat such instruction as having lapsed; or
 - 47.4.2. refute any instruction in writing within the period stipulated by us, failing which we may treat such instruction as having been confirmed by you or the Cardholder, as the case may be.
- 47.5. Instructions relating to the Principal Account or the Supplementary Account requested by you or the instructions relating to the Supplementary Account requested by the Cardholder via CitiPhone will be reflected in your next statement. Upon your receipt of the Master Statement of Account, you are deemed to have examined all the entries, including all instructions requested via CitiPhone.
- 47.6. To the fullest extent permitted by law, we are not liable to you for any loss, in connection with carrying out, failure or delay in carrying out any of your or the Cardholder's instructions save where such loss or damage is caused by any breach, error, omission, or negligence by us.
- 47.7. We may, but are not obliged, to record the instructions given by you or the Cardholder via CitiPhone.
- 47.8. You agree –
 - 47.8.1. and will ensure the Cardholder agrees that the instructions given via CitiPhone may be recorded and that no additional approval from you or the Cardholder will be required;
 - 47.8.2. that the instructions given via CitiPhone will be binding on you save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries); and
 - 47.8.3. and will ensure the Cardholder agrees that the Bank may produce the telephonic or electronic recordings (or any transcript of the recording) or computer records as evidence in any proceeding brought in connection with the Card, Supplementary Account or the Principal Account.
- 47.9. We reserve the right to reasonably cancel, revise, add, terminate or suspend any service made available via the CitiPhone by giving you adequate prior written notice.

48. Compliance with Laws

- 48.1. You acknowledge that you are solely responsible for, and that neither we nor any other Corporation in the Citigroup Organisation have any responsibility for your compliance with any laws, regulations or rules applicable to your use of any products and/or services in these Terms and Conditions including, but not limited to, any laws, regulations or rules, in your or any other jurisdiction, relating to tax, foreign exchange and capital control and for reporting or filing requirements that may apply as a result of your country of citizenship, domicile, residence or taxpaying status.
- 48.2. You hereby agree to provide us with such information as we may reasonably require from time to time, and shall update that information as required by us from time to time, to enable Citigroup Inc, Citigroup Organisation and/or us to comply with any laws or regulations of any jurisdiction, domestic or foreign, or any agreement entered into with or between Authorities.

49. CBOL

In addition to the above terms and conditions, if you request for our services through CBOL, the terms and conditions of our CBOL apply in addition to and not in substitution to these terms and conditions. The CBOL's terms and conditions is available at Citibank Online, accessible via www.citibank.com.my.

50. E-Statement Facility

- 50.1. You can choose to receive your statement via electronic form by signing up for our e-statement facility on our website at www.citibank.com.my or "Citibank Online". Upon your successful signing up, you may view any statements, notices or information through your computer terminal, or any hardware capable of connecting to the internet and which can perform transactions (for example, mobile phones, tablets and wearable technology) which are reasonably acceptable for use by us..
- 50.2. Once you have successfully signed up for the e-statement facility, you are deemed to be bound by the Citibank Online Document User Agreement For Citi Business Signature/Citi Travel Account/CitiBusiness-Company Underwriting and/or the relevant bank's rules and regulations which govern the use of the E-Statement Facility which can be viewed on our website, Citibank Online at www.citibank.com.my.
- 50.3. Once you have successfully signed up for our e-statement facility, your enrollment will start on the next statement date and we will cease sending you physical copies of statements, notices of information after that until the e-statement facility is cancelled or terminated by you or us. However, when the e-statement facility is still active, if you request for a physical copy of any statements of account, notices or information, we may charge you a reasonable fee for a physical copy as set out in the Fees and Charges table on www.citibank.com.my.

51. Features and Benefits Renewable

In line with our commitment to upgrade your Card's services and benefits, we may review and revise any of the features and benefits listed in any brochures printed by us or appearing in our website by giving you adequate prior written notice.

52. Additional Services or Products

52.1. Citibank may in its reasonable discretion:

52.1.1. introduce or provide other products, additional facilities or services to you upon such terms and conditions as Citibank may specify;

52.1.2. furnish you with information relating to and in connection with any investment possibilities, banking and investment products (including unit trusts, treasury and other financial derivatives) in any jurisdiction; and

52.1.3. introduce new methods of procuring transactions which arise in the course of providing banking and other services to you.

52.2. At Citibank we endeavor to keep you informed of the latest marketing and promotional offers we feel would be useful and beneficial to you. These include programs you may find valuable in helping you manage your account such as product or service upgrades, credit line increases and other benefits.

53. PHONE BANKING TERMS AND CONDITIONS

(1) In addition to the terms and conditions above, if you:

(i) request the use of our services via telephone, (whether through telephone or other telecommunication services offered by us) (the "Services"); and

(ii) have created a personal identifying code or number ("T-PIN"),

the following terms and conditions will also apply:

(2) We are authorised to act on, and consider as valid and binding on you, any telephone instructions given by any person quoting or keying in:

(i) the title or number of your Card Account and the valid and current T-PIN for your Card Account; or

(ii) any personal information in relation to you which you previously gave us.

You agree that the quoting and keying in of such information is sufficient proof that the instructions are authentic.

(3) We are not obliged to verify the identity or the authority of the person giving the telephone instructions in or purportedly in your name beyond any verification we may conduct in

accordance with clause 53(2) above. We are not liable for acting on the telephone instructions which are given by the person, regardless of whether the person is authorised to do so, and regardless of the circumstances prevailing at the time of such instructions.

However, we reserve the discretion, as we reasonably deem fit, not to carry out any such instructions if we have any reason to doubt its authenticity or if in our opinion it is unlawful or otherwise improper to do so or for any other reason.

- (4) You agree to keep the T-PIN strictly confidential at all times and will not disclose or permit it to be disclosed to any person. You will report to us immediately if the T-PIN has become known to any person.

You bear all consequences arising out of your failure to comply with your obligations under this provision.

- (5) We may, as we reasonably deem fit, require you to:
 - (i) confirm in writing the telephone instructions within the period specified by us, call us to confirm the instructions, provide such other information and/or execute such other documents which we may deem necessary, failing which we may treat such instructions as having lapsed; or
 - (ii) refuse in writing the telephone instructions within the period specified by us, failing which we may treat such instructions as having been confirmed by you.
- (6) Transactions relating to your Card Account requested by you through the use of the Services will be reflected in your next statement. Upon receipt of the statement, you are deemed to have examined all entries including those requested through the use of the Services.
- (7) You are under the duty to report any error, inaccuracy or discrepancy in the statement to us in writing, within fourteen (14) days from the date you received or are deemed to have received the statement. If for any reasons, we do not receive any written notification from you within fourteen (14) days, you are deemed to have accepted the entries in the statement made up to the date of the last entry in the statement as correct and conclusive evidence of all facts relating to all transactions you have requested through the use of the Services save where there is fraud or manifest error (for example unauthorized transactions or fraudulent or wrong entries). For the avoidance of doubt, this provision does not affect our rights to make good, correct or reverse any entries, including recover any monies mistakenly credited into your Card account (whether by a third party or for our use) for which you will be liable to pay over to us.

To the fullest extent permitted by law, the statement will be considered conclusive and binding on you, your legal representatives and your successors save in such cases of fraud or manifest error (for example unauthorized transactions or fraudulent or wrong entries).

- (8) For the avoidance of doubt, all terms and conditions relating to statements of account apply to the extent that they are not inconsistent with the terms and conditions of this provision.

- (9) To the fullest extent permitted by law, we are not liable for any loss arising out of or in connection with the carrying out or failure or delay in carrying out your instructions save where such loss or damage is caused by any breach, error, omission, or negligence by us.
- (10) We may (but are not obliged to) record telephone instructions. Such recordings are conclusive and binding on you save in the case of fraud or manifest error. You agree and authorise us to use such recordings (or transcript of such recordings) for purposes of any legal proceedings.
- (11) All documents sent by you and received by us and all recordings of your instructions are admissible as primary evidence in any civil proceedings between us and you.
- (12) To the fullest extent permitted by law, we reserve the right to add to or even any of the Services available through telephone or any of the terms and conditions stated here by giving you adequate prior written notice.
- (13) We reserve the right to cancel or suspend any of the Services with adequate prior written notice to you.
- (14) You will pay us all reasonable fees and charges which we may impose in connection with the Services.
- (15) The Services include checking on the status of your Card Account, making payments and accepting the offers to participate in the products or programs as may be introduced or implemented by us in relation to the use of your Card.
- (16) These terms and conditions contained are in addition to and not in substitution for any other terms and/or conditions relating to your Card Account.

CITIBANK ONLINE TERMS AND CONDITIONS

In addition to the above terms and conditions, if you request for our services through Citibank Online services, the terms and conditions of our online terms and conditions apply in addition to and not in substitution for any terms and conditions relating to your Card Account. You can view Citibank Online terms and conditions at www.citibank.com.my.

PRIVACY FOR CONSUMERS AT CITI

Our goal is to maintain your trust and confidence when handling your personal information.

You Have Choices

As a Citigroup customer, you have the opportunity to make choices. As you consider this, we encourage you to make choices that enable us to provide you with quality products and services that help you meet your financial needs and objectives.

Security of Personal Information

The security of your personal information is our priority. We protect this information by maintaining physical, electronic, and procedural safeguards that meet applicable laws. 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.

CONTACT US

For more information visit us at www.citibank.com.my.

You can contact us at any of the following numbers:

03-2383 3388(KL)

04-370 3388(Penang)

07- 3406000 (JB)

1800-82-1010 (Sabah & Sarawak)

or by writing to our Customer Correspondence Unit, Citibank Berhad, P.O. Box 11725, 50754 Kuala Lumpur, or logging in to Citibank Online at www.citibank.com.my to email us.

We are here to listen and work with you to resolve any problems or issues. We will make every effort to resolve matters through our complaints resolution process and ask that you give us this opportunity. For any general enquiries or feedback that is non-account related, contact our agents through the link <https://chat.citibank.com.my/MY/WebChat/> or through the phone icon which is located on the right hand side of the www.citibank.com.my webpage.