

## CITI 2021 MIDYEAR CARDS USAGE CAMPAIGN

### FREQUENTLY ASKED QUESTIONS

#### How long will this Campaign run?

This campaign will run from 29 June 2021 till 30 September 2021. The campaign period is divided into three (3) Campaign Months as below:

Campaign Month	Campaign Month Period
1	29 June 2021 to 31 July 2021
2	1 August 2021 to 31 August 2021
3	1 September 2021 to 30 September 2021

#### Do I need to enroll in the Campaign to be eligible?

No, as all eligible customers (Citi Credit and Debit & ATM cardmembers) are automatically enrolled for this Campaign. This campaign is not eligible for customers with Citi Business Signature Card (Full Corporate Liability), Citi Business Signature Card (Joint & Several Liability) and Citi Travel Account.

#### How do I participate in this Campaign?

You need to spend with your Citi cards:

1. Spend & Win – Monthly Prize:

Eligible customers shall earn Contest Entries by performing any of the Qualifying Requirements below and stand to win Campaign Prize(s):

	Min. spend in a single receipt	ENTRIES	
		Online or eWallet reload / top-up	Other retail spend
Every RM50 spend	RM50 – RM999.99	2 entries	1 entry
	RM1,000 and above	4 entries	2 entries
Every 5 transactions	Any amount	10 entries	

2. Spend & Get – Guaranteed Gift:

Eligible customers who spend a minimum of RM100 in a single receipt (excluding autobilling / recurring transactions on Citi Credit Cards) during Campaign Period shall receive a Guaranteed Gift which will be communicated via SMS or eDM.

#### Is there any minimum spend needed to be eligible for the 10 entries for every 5 transactions?

You are entitled to 10 entries for every 5 transactions of any amount made.

#### What are Contest Entries and what must I do to win the Prizes?

Contest Entries may get you closer to be shortlisted for the Campaign Prize(s) in this Campaign. The more Contest Entries you earn, the higher the chance of getting shortlisted as a potential winner. Once shortlisted, you will be

identified as a winner if you answer the Q&As correctly (please refer to Campaign Terms & Conditions for more details).

**If I spend RM80 in single receipt, how many entries will I be entitled to?**

Every RM50 spent in a single receipt will give you 1 Contest Entry. In this scenario, you will be getting 1 Contest Entry: (RM80/RM50 = 1.6). Entries with decimal points will be rounded down to the nearest number.

**If I spend RM80 for an online transaction in a single receipt, how many entries will I be entitled to?**

Every RM50 spent for online transactions will give you 2 Contest Entries. In this scenario, you will be getting 2 Contest Entries: (RM80/RM50) = 1.6 rounded to nearest decimal = 1 x 2 entries= 2 Entries.

**Can my supplementary card participate in this campaign?**

All related Citi cards including his/her supplementary card(s) spend shall automatically be tracked for purposes of Contest Entries and Guaranteed Gift earning for this Campaign.

**Can my supplementary card and I win the Prizes simultaneously?**

Supplementary cardmembers are not entitled to win any Prizes. Only Principal Citi cardmembers can be shortlisted as winners.

**How will I know about the Guaranteed Gift entitled by my Supplementary cardmember's spend?**

SMS or eDM will be sent to Supplementary cardmember upon Supplementary cardmember meeting the Spend & Get Qualifying Requirement. The fulfillment of the Guaranteed Gift will be on the principal card.

**Will the Guaranteed Gift notification be sent to my principal mobile number and/or email address if my mobile number or email address is not registered with Citi?**

No, offer shall be suppressed in the event your mobile number and/or email address is not registered with Citi.

**What if I cancelled my Citi Card(s) during/after the Campaign period?**

At the point of winner being shortlisted for Campaign Prize, if all your Citi Card account(s) are delinquent, invalid and/or cancelled, your Contest Entries will be disqualified. The fulfillment for Spend & Get shall also void.

**Will my Contest Entries be disqualified if I cancel my credit card(s) and still hold my debit card?**

No, it will not be disqualified as you still hold a valid Citi Card.

**If I have 2 credit cards and I cancel one of it during the Campaign period, will I still be eligible to win?**

Yes, you can still stand to win the prizes if you hold an eligible active card with us.

**What if my card been replaced/upgraded/renewed to another card?**

You can continue to spend with the replaced/upgraded/renewed card as the Contest Entries that you have earned prior to getting replaced/upgraded/renewed will still be valid and will be carried forward to the new card.

### How many Prizes are there to be won in this Campaign?

Below are the prize details of this Campaign:

a) Spend & Win – Monthly Prize:

Campaign Month Period	Prize	No. of Winners
29 June 2021 to 31 July 2021	Sony 65" 4K Ultra HD Smart TV and Sony Sound System	30
1 August 2021 to 31 August 2021	Galaxy S21 Ultra 5G (16+512)	30
1 September 2021 to 30 September 2021	12.9-inch iPad Pro Wi-Fi + Cellular 256GB	30

b) Spend & Get – Guaranteed Gift:

Gift Item	
RM5 Cashback	5 Contest Entries
RM10 Cashback	10 Contest Entries
RM20 Cashback	20 Contest Entries
RM30 Cashback	30 Contest Entries

### How many of these Prizes can I stand to win under this Campaign?

If you are shortlisted, you may only win one (1) Campaign Prize in each Campaign Month and up to three (3) Campaign Prizes throughout the Campaign Period. As for the Spend & Get Guaranteed Gift, you can win as many times as you could upon meeting the Spend & Get Qualifying Requirement.

### Can the Guaranteed Gift redemption be done instantly?

The Spend & Get Guaranteed Gift will be revealed instantly but the fulfillment will be completed within 12 weeks of expiry of each Campaign Month.

### When can I utilise the Contest Entries earned through the Guaranteed Gift?

Contest Entries earned through the Spend & Get Guaranteed Gift shall be used in the tabulation of Campaign Prize for the same Campaign Month.

### Why didn't I receive any Contest Entry notifications when I spend?

At this point in time, there is no instant SMS/email notification for every transaction. For the avoidance of doubt, communication to Participants shall be carried out via SMS or electronic direct mailer (eDM) which will only serve as indicators of the Contest Entries received by a Participant. All Participants shall be notified of their total Contest Entries earned at the end of the Campaign Period via SMS or email.

### Can my Contest Entries earned in Campaign Month 2 qualify for the Prize in Campaign Month 1?

No. Contest Entries earned within a Campaign Month shall only qualify you for prizes in the same Campaign Month.

**Can I check how many Campaign Entries I have earned to-date?**

There is currently no live tracking for earned contest entries. Citi shall communicate to customers via SMS/email at the end of the campaign as stated in our Terms and Conditions. This is to ensure accurate and conclusive contest entries without time lag between customers' transactions.

**I have opted not to receive marketing messages via SMS/email from Citi. Can I still participate in this campaign and receive such notifications?**

Yes, you can still participate in this campaign. However, you will need to update your Consent to Contact to receive marketing messages. To do this, sign-on to:

<https://www.citibank.com.my/MYGCB/ICARD/priupd/getPrivacyInfo.do>. It may take up to 4 weeks for your request to come into effect.