

Terms & Conditions for Citi 0% Easy Pay Plan (EPP) on Pine Labs (effective on 23 February 2022)

The word "Card" means any credit cards issued by Citibank Berhad (Registration No. 199401011410 (297089-M)) and the word "Cardmember" means the holder of a Card participating in the Citi 0% Easy Payment Plan or EPP (defined below). These terms and conditions will apply in conjunction with the provisions set out in the Citi Credit Cards Terms and Conditions and where there is any inconsistency between the two, these terms and conditions will prevail to the extent it applies to Citi 0% Easy Pay Plan or EPP (defined below). All expressions here will have the same meanings as set out in the Citi Credit Cards Terms and Conditions except where the context otherwise requires or where expressly stated to the contrary.

"Business Day" refers to any day which banks are open for business in Malaysia but does not include Saturday, Sunday and gazetted public holidays in Malaysia.

"Citi 0% Easy Pay Plan" or "EPP" means an instalment plan available for Cardmembers who make purchases of goods and/or services using the Card from selected and approved EPP merchants which is facilitated by Pine Labs (defined below), to pay for such purchase, whether wholly or partly by such instalments.

"EPP Merchants" refers to merchants under Pine Labs' merchant partner program who offers a EPP to Citi Cardmembers via point-of-sale ("POS") credit card terminals to make purchases of goods and services.

"EPP Purchase" refers to Cardmembers' purchase of goods and/or services using the Card on any credit card terminal provided by EPP merchants.

"Pine Labs" refers **Pine Payment Solutions Sdn. Bhd.** (Company No. 201601031792 (1202733-A)) is a leading payments solution provider, providing financing and last-mile retail transaction technology to merchants and POS credit card terminals. Pine Labs has been engaged by Citibank to make available Citi 0% Easy Pay Plan for Cardmembers who makes purchases at EPP Merchants. **For the avoidance of any doubt, Pine Labs is not a subsidiary, affiliate or related company of Citibank or Citigroup Inc.**

Cardmembers agree to the following terms and conditions:

1. Citi 0% Easy Pay Plan is open to Citibank principal and supplementary Cardmembers who hold at least one valid Card. For the avoidance of doubt, Citi Business Signature Card, Citi Travel Account and CitiBusiness Gold Card (Business underwriting) are not eligible for Citi 0% Easy Pay Plan.
2. Only Cardmembers with good standing or whose Card Accounts are not in default or in breach of the Citi Credit Cards Terms and Conditions or are in over limit are eligible for Citi 0% Easy Pay Plan or EPP.
3. Citi 0% Easy Pay Plan or EPP is only applicable for purchases made by Cardmembers using the Card at EPP Merchants. Cardmembers who are interested in availing any EPP offer must make a EPP Purchase at EPP Merchants and Citibank will proceed the Cardmember's request in accordance with these terms and conditions. For the avoidance

of any doubt, each **EPP Purchase is subject to Citibank's approval (taking into account conduct of the Cardholder's Card Account and available credit limit).**

4. Cardmembers authorize and consent to Citibank to disclosing, information pertaining to the Cardmember's Card Accounts with Citibank to EPP Merchants for the purposes of facilitating the processing of EPP Purchases.
5. Subject to any variation or changes, the Cardmember must meet the minimum amount made on an EPP Purchase (which may vary for each EPP merchant), to qualify for Citi 0% Easy Pay Plan or EPP. Please visit www.citibank.com.my/epp for further information on EPP including the current minimum EPP purchase. Citibank reserves the right to vary or change the minimum amount as it deems fit, with notice from time to time
6. Citibank's processing of any EPP Purchase may take approximately three (3) to five (5) Business Days from purchase/ transaction date subject to EPP Merchant settle the transaction on the day itself. Cardmembers will be notified by Citibank (via SMS or any communication method(s) as Citibank deems fit) on the approval status of the EPP purchase after the transaction is processed. Cardmembers can also check EPP approval status by logging onto Citibank Online (accessible at www.citibank.com.my) or via CitiMobile® App.
7. For the avoidance of any doubt: -
 - 7.1. **any successful transaction on the Cardmember's Card via any EPP Merchants' POS offering Citi 0% Easy Pay Plan does not signify that Citi 0% Easy Pay Plan has been approved (conditional or otherwise) by Citibank; and**
 - 7.2. **If any EPP Purchase is declined by Citibank at its reasonable discretion (for example, if the Cardmember's Card Account not in good standing), the full amount of the EPP Purchase will be charged to Cardmember's Card Account, on which, Finance Charges as defined in the Citi Credit Cards Terms and Conditions will apply on the total amount of such EPP Purchase.**
8. Cardmembers should be aware that EPP Merchants may subject purchases of goods or services to the EPP Merchant's applicable terms and conditions governing such purchases, for e.g. merchant in-store promotion terms and conditions, warranty and refund policies.
9. EPP Purchases will considered a utilization of the Cardmember's available credit limit under the Cardmember's Card Account. The Cardmember's credit limit will be reduced by the amount of the EPP purchase and as each instalment under EPP is paid by the Cardmember, the amount equivalent to such instalment paid will in turn, be restored to the Cardmember's credit limit.
10. Unless there is a default, breach or stated otherwise, under these terms and conditions, the Citi Credit Card Terms and Conditions and/or applicable specific card-type terms and conditions, Cardmembers will earn Rewards (i.e. Reward Points, PremierMiles or Cash Back) for the approved EPP Purchase. The total Rewards entitled for the approved EPP Purchase will be divided equally and credited to Cardmember's Card Account with the applicable EPP monthly instalment billed. In the event the Cardmember decides to make an early settlement of the EPP Monthly Instalments, the Rewards of the remaining EPP Monthly Instalments will be credited into the Cardmember's Card Account with the remaining EPP Monthly Instalments billed.
Cardmembers are also urged to understand the features of their Card and refer to the specific terms and conditions governing the use of their Credit Cards. For more details and to refer to such specific terms and conditions, please visit Citibank Online, accessible at www.citibank.com.my.

11. When making a purchase at any EPP Merchant, the Cardmember must choose and inform the EPP Merchant of a tenure of monthly instalment plan ("the EPP Instalment Period") under Citi 0% Easy Pay Plan or EPP so that the EPP Merchant can input the selected tenure into POS credit card terminal for Citibank's approval, and if approved by Citibank, the EPP Purchase amount must be paid by way of monthly instalments ("the EPP Monthly Instalment"). The EPP Instalment Period must be a minimum of 6 months up to 24 months or other such periods as the EPP Merchant (or Citibank, as the case may be) may inform the Cardmember to choose the option of the Instalment Period at the point of the EPP Purchase, subject to Citibank's approval. For avoidance of doubt, the option of the Instalment Period may vary for each EPP Merchant. The Cardmember is not at liberty to change the EPP instalment Period or the EPP Monthly Instalment after completing a EPP Purchase unless Citibank determines otherwise.
12. For the avoidance of doubt, any notification of variation or change on amount of any EPP Monthly Instalments or number and amount of outstanding EPP Monthly Instalments will be applicable to the Cardmember.
13. The EPP Monthly Instalment is computed as EPP Purchase divided by the number of months in the EPP Instalment Period. Each EPP Monthly Instalment will be reflected in the Cardmember's next monthly statement subsequent to such purchase and in each subsequent monthly statement until all of the EPP Monthly Instalment for each EPP Purchase has been fully repaid.
14. EPP Monthly Instalment form part of the Cardmember's Minimum Monthly Payment (as defined in the Citi Credit Cards Terms and Conditions) and is specified in the Cardmember's monthly statement. In this respect:-

14.1 Citi 0% Easy Pay Plan is a 'zero interest/ interest free' monthly instalment plan ONLY:

- (a) if you pay the full Current Balance (as defined in the Citi Credit Cards Terms and Conditions); OR
- (b) Subject to the Citi Credit Cards Terms and Conditions and Section 16 "Additional Terms about Payments to your Card Accounts" of the Citi Credit Cards Terms and Conditions with reference to the application of your payment, if you only pay the Minimum Monthly Payment (which includes the EPP Monthly Instalment amount) or any sum more than Minimum Monthly Payment but less than the Current Balance, such payment must be paid on or before the Payment Due Date. Whereby, Section 16 in Citi Credit Cards Terms and Conditions provides that Payment will be applied to settle taxes, followed by the Cash Advance, Monthly Instalments, revolving balance(s) attracting the highest interest rate to the lowest interest rate (and in the case of same interest rate, the order will start from the earliest to the latest transaction date). Payment received will be applied towards settlement of outstanding finance charges (or interest) followed by outstanding principal balance and fees and charges

- 14.2 EPP Monthly Instalments are determined at the time the Citi 0% Easy Pay Plan is entered into, which is usually at the point of time or purchase, or as indicated in the Cardmember's monthly statement.
- 14.3 If the full EPP Monthly Installment amount is not settled in accordance with Clause 14.1 above, the Cardmember will be liable for Finance Charges (as defined in the Citi Credit Cards Terms and Conditions) on the said EPP Monthly Installment amount from the next statement month (i.e. month after the said EPP Monthly Instalment is billed) ("effective month"). Where the Cardmember is liable for Finance Charges on the outstanding 0% EPP

Monthly Instalment amount calculated from statement date of the effective month until payment received or subsequent statement date, please refer to Citi Credit Cards Terms and Conditions for the terms relating to the Finance Charges and the applicable rates.

As an illustration:

EPP purchase

Transaction Date : 1 December 2020

EPP amount : RM1200

Tenure : 12 months

Cardmember's credit card statement date is every 15th of the month.

Statement date: 15 December 2020	
1 st EPP monthly instalment	RM100 ¹
Payment Due Date	4 January 2021

Scenario 1

If cardmember does not pay 1st EPP monthly instalment amount in full by 4 January 2021, Finance charges will be calculated from 15 January 2021 to 14 February 2021, and such Finance Charges will be set-out in 15 February 2021 statement.

Statement date: 15 January 2021	
Outstanding balance	RM100 ¹ (i.e. 1 st EPP monthly instalment)
2 nd EPP monthly instalment	RM100 ²
Payment Due Date	4 February 2021

Statement date: 15 February 2021	
Outstanding balance	RM100 ¹ + RM100 ² (i.e. 2 nd EPP monthly instalment)
3 rd EPP monthly instalment	RM100 ³
Finance charge	<ul style="list-style-type: none"> Finance charge of RM100¹ calculated from 15 January 2021–14 February 2021 e.g. Assume annual rate is 15% per annum

	Finance charge $= RM100^1 \times 15\% \times 31 \text{ days [15Jan21 – 14Jan21]} / 365 \text{ days}$ $= RM1.27$ <ul style="list-style-type: none"> No finance charge for RM100²
Payment Due Date	8 Mar 2021

Note: Finance charges (as defined in Citi Credit Cards Terms and Conditions) on RM100² will be calculated from 15 February 2021 (2nd EPP monthly instalment posting date) and the charges will be set out in March statement.

Scenario 2

If cardmember pay partially the 1st EPP monthly instalment amount (i.e. RM50) by 4 January 2021, Finance charges will be calculated on the outstanding balance from 15 January 2021 to 14 February 2021, and such Finance charges will be set-out in 15 February 2021 statement.

Statement date: 15 January 2021	
Outstanding balance	RM50 ¹ (i.e. partial of 1 st EPP monthly instalment)
2 nd EPP monthly instalment	RM100 ²
Payment Due Date	4 Feb 2021

Statement date: 15 February 2021	
Outstanding balance	RM50 ¹ + RM100 ² (i.e. 2 nd EPP monthly instalment)
3 rd EPP monthly instalment	RM100 ³
Finance charge	<ul style="list-style-type: none"> Finance charge of RM50¹ calculated from 15 January 2021– 14 February 2021 e.g. Assume annual rate is 15% per annum Finance charge $= RM50^1 \times 15\% \times 31 \text{ days [15Jan21 – 14Jan21]} / 365 \text{ days}$ $= RM0.64$ No finance charge for RM100²
Payment Due Date	8 Mar 2021

Note: Finance charges (as defined in Citi Credit Cards Terms and Conditions) on RM100² will be calculated from 15 February 2021 (2nd EPP monthly instalment posting date) and the charges will be set out in March statement.

15. Payment received hereunder will be applied in accordance with the provisions set out in "Additional Terms about Payments to your Card Accounts" of the Citi Credit Cards Terms and Conditions.
16. In the event of any failure or EPP Monthly Instalment amount is partially paid, the Cardmember will be deemed to have committed an Event of Default ("Instalment Default Payment Event") and the Bank will levy Finance Charge on the said EPP Monthly Instalment amount or balances of the said Monthly EPP Instalment amount (if partially paid) on next statement month. In the event of three (3) or more consecutive Instalment Default Payment Events, all monies due and owing under the Citi 0% Easy Pay Plan or EPP (including the total outstanding EPP Monthly Instalments, total of any unbilled principal of EPP Purchase, together with the applicable Finance Charge (if any) and balance of all other monies due and owing under the Citi 0% Easy Pay Plan or EPP, if any) ("Balance 0% EPP amount"), if any, will become immediately due and payable by the Cardmember. The Bank will continue to levy Finance Charges on the Balance 0% EPP Amount until receipt of full payment.
17. During the EPP Instalment Period, if Citibank is compelled to impose additional costs to sustain the EPP by reason of (a) any change in law or regulations which give rise to new or additional taxes, higher reserve requirement or similar cases or (b) a significant change in the monetary situation or economic environment or (c) for any other reason beyond the control of Citibank, the Cardmember agrees to bear such additional cost for maintaining the Citi 0% Easy Pay Plan or EPP. Citibank is irrevocably authorized to debit the Card Account of the Cardmember for such additional cost and correspondingly adjust the EPP Monthly Instalment before the expiry of the EPP Instalment Period, by giving the Cardmember an adequate notice.
18. Without prejudice to the above, if the Cardmember is in breach of the Citi Credit Cards Terms and Conditions or these Terms and Conditions or in the event of cancellation of the Card or termination of the Card Account or closure of the Card Account for whatever reason, all monies owing under the Citi 0% Easy Pay Plan (if any) comprising of the total outstanding EPP Monthly Instalment and the total unbilled principal of the Citi 0% Easy Pay Plan or EPP together with the applicable finance charges and balance of other monies owing under the Citi 0% Easy Pay Plan or EPP will immediately become due and payable by the Cardmember and Citibank may as it deems fit, debit such sums to the Card Account where the Citi Credit Cards Terms and Conditions will apply to all the said instalments or balance remaining without prejudice to the rights and remedies of Citibank under the Citi Credit Cards Terms and Conditions.
19. The Citi 0% Easy Pay Plan or EPP is valid only up till the EPP Instalment Period or any other extended date(s) as Citibank may, as it deems fit.
20. Citibank reserves the right to vary or change these terms and conditions, the respective rates, manner, time of payment and modes of computation with prior notice by way of posting on Citibank Online or website at www.citibank.com.my ("Website"), or in any other manner Citibank deems fit. For the avoidance of any doubt, variation of the EPP Interest may be affected by either varying the amount of any EPP Monthly Instalments or varying the number of the outstanding EPP Monthly Instalments. Cardmembers agree to access the Website regularly to view these terms and conditions and to ensure that they are kept-up to-date with any changes to these Terms and Conditions. Citibank also reserves the right to replace wholly or in part the Citi 0% Easy Pay Plan or EPP by another scheme, whether similar or not, or to withdraw in altogether with prior notice.
21. For the avoidance of any doubt:
 - 21.1 Nothing contained here will be construed as an obligation on Citibank to extend the Citi 0% Easy Pay Plan or EPP;

- 21.2 The Cardmember is obligated to resolve all disputes or differences on the merchantable quality, quantity or fitness for any purpose of the Cardmember's EPP Purchases directly with the EPP Merchants. Citibank will not be liable for any inadequate, defective or damaged goods or other disputes between the EPP Merchant and the Cardmember. Regardless of any dispute between the Cardmember and the EPP Merchant, the Cardmember irrevocably authorise Citibank to debit and charge the EPP Monthly Instalments and any moneys, fees and charges due and payable to the Cardmember's Card Account; and
- 21.3 To the fullest extent permitted by law, Citibank will not be responsible for and disclaim all liability to any actions, claims, damages, costs, charges and expenses which the Cardmember may suffer, sustain or incur by reason of the Cardmember's enrollment in Citi 0% Easy Pay Plan or EPP.
22. Any of the expressions contained in these Terms and Conditions may be described in a different manner in the Cardmember's monthly statement and such descriptions will not be construed against Citibank as having a different meaning stated here.
23. Any term and condition applicable here which is illegal, prohibited or unenforceable under any law or regulation shall be ineffective to the extent of such illegality, voidness, prohibition or unenforceability without invalidating the remaining provisions.
24. These terms and conditions will be governed by and interpreted in accordance with the laws of Malaysia.

Cards/Portfolio/EPP on Pine Labs T&C /Version2 /23022022