



## Important Notice – Revision to Lazada Citi Platinum Card and Pay with points Terms and Conditions Effective 29 July 2022

Please be informed that the following terms and conditions will be revised effective 29 July 2022 as part of Citi's continuous effort to enhance and improve the delivery of services to our customers.

Terms and Conditions	Revised Terms and Conditions
Lazada Citi Platinum Card Terms and Conditions	<a href="https://www.citibank.com.my/global_docs/pdf/lazadaciticreditcardtnc.pdf">https://www.citibank.com.my/global_docs/pdf/lazadaciticreditcardtnc.pdf</a>
Pay with points Terms and Conditions	<a href="https://www.citibank.com.my/landing_page/myrewards/PWP_TC.pdf">https://www.citibank.com.my/landing_page/myrewards/PWP_TC.pdf</a>

The summary of the material changes are as below:

### Lazada Citi Platinum Card Terms and Conditions

No.	Clauses	Summary of Revision
1.	Redemption of Citi Rewards Points - Clause 16	<ol style="list-style-type: none"><li>1. Wordings relating to Pay with points via SMS have been removed from the clause.</li><li>2. Insertion of channel to redeem Citi Rewards Points earned under Lazada Citi Platinum Card via Citiphone.</li></ol>
2.	Redemption of Citi Rewards Points - Clause 18	Removal of redemption eligibility for Pay with points via SMS

### Pay with points Terms and Conditions

No	Clauses	Summary of Revision
1.	Pay with points via SMS	Removal of paragraph relating to Pay with points via SMS
2.	Pay with points (for Lazada Citi Platinum Cards Only)	Insertion of new paragraph as follows: Pay with points (for Lazada Citi Platinum Cards Only) <ol style="list-style-type: none"><li>1. Subject to these Terms and Conditions, You can use Your Points earned under Lazada Citi Platinum Card to be offset against the purchases/transactions made on Lazada Malaysia's e-commerce website, Lazada Apps and top ups on Lazada Wallet excluding EPP transactions ("Lazada Spend") by calling Citiphone.</li></ol>

		<p>2. A request for a Pay with points transaction (via Citiphone) is final and cannot be changed, cancelled or refunded. The Points (as requested for Pay with points redemption) may not be refunded to You save in the case of fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).</p> <p>Upon successful redemption, the Points will be deducted from Your relevant Card account on the same day of the redemption. On the next business day of the redemption, the equivalent redeemed amount will be credited into Your relevant Card account and reflected in next billing cycle.</p> <p>In the case of valid disputes, and in the event disputed transaction is reversed, the redeemed amount, and not the Points will be credited back to Your relevant Card account in Ringgit Malaysia (“RM”).</p>
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