



Citigold Digital Promotion 2024 Terms and Conditions

By enrolling in this Citigold Digital Promotion (“**Promotion**”), a customer shall be deemed to have read, understood and accepted the Citigold Digital Promotion 2024 Terms and Conditions (the “**Terms and Conditions**”).

This Promotion is not valid with other retail bank promotions except Citi New-to-Bank Welcome Programme 2024, Citigold SGD and USD Time Deposit Promotion, SGD and USD Time Deposit Investment Bundle Promotion, Citi-AIA 10th Anniversary Insurance Time Deposit Promotion, and is subject to change at Citi’s sole discretion without notice.

This Promotion is not available to U.S. Persons.

Definitions

Unless the context otherwise requires, terms used in these Terms and Conditions shall have the following meaning:

“**AUM**” refers to the combined balances held in a New Customer’s primary accounts including Citibank checking and savings account (except cash management account), time deposits, investments and premiums of life insurances distributed by Citi and underwritten by AIA Singapore Private Limited (Reg. No. 201106386R). For avoidance of doubt, SGD value of AUM is based on prevailing exchange rate computed in New Customer’s bank statement. AUM fluctuation due to market volatility is defining of a New Customer’s AUM and is conclusive as indicated in New Customer’s bank statement.

“**Citi**” or “**Citibank**” refers to Citibank Singapore Limited.

“**Enrolment Month**” refers to the calendar month in which a New Customer opens his/her account to establish a Citigold relationship.

“**Fresh Funds**” refers to a net increment in the SGD value of a customer’s AUM within the Welcome Period. For the avoidance of doubt, any transfer of funds between Citi accounts will not count towards Fresh Funds.

Internal transactions that will contribute to a decrease in AUM include but are not limited to: transfer of funds from a customer’s primary account to a customer’s secondary account; payment of a Citi credit card bill or loan facility using funds in a customer’s primary account; and transfer of funds from a customer’s primary account to a Cash Management Account

“**New Customer**” refers to a customer who fulfills the following criteria:

- i. is not a U.S. Person;
- ii. is at least the age of 18 during the Enrolment Month;
- iii. does not have a primary banking account or primary relationship with Citi in each of the last thirteen (13) calendar months before the Enrolment Month;
- iv. does not have any AUM in each of the last thirteen (13) calendar months before the Enrolment Month; and
- v. opens a primary sole banking account or a primary joint banking account with a person who does not have any banking account/ relationship with Citi.

“**Reward**” refers to the S\$200 Grab Vouchers as detailed under Clause 2 below which is awarded to the New Customer upon fulfillment of the criteria as set out under Clause 1 below.

“**Promotion**” refers to the Citigold Digital Promotion 2024 Terms and Conditions as set out in these Terms and Conditions.

“**Promotion Period**” refers to 20 September to 31 October 2024 (both days inclusive).

“**U.S. Persons**” refers to United States (“U.S.”) Citizens, U.S. Residents, U.S. Green Card holders, clients with a U.S. mailing address or having a U.S. telephone number. A person is a “U.S. Resident” if he is present in the U.S. for more than 31 days in the current calendar year and for an average of at least 183 days over the current

calendar year and the two (2) preceding calendar years. Please note that Citibank's definition for U.S. Persons may not be the same as the definition used by the U.S. Inland Revenue Services for U.S. tax purposes.

“Welcome Period” refers to a period of three (3) calendar months following the enrolment date, including the Enrolment Month.

1. To be eligible for the Reward, a New Customer is required to fulfil the following criteria:
 - a. By the end of the Promotion Period:
 - (i) Complete and submit an application for a Citigold banking relationship online¹.
 - b. By the end of the Welcome Period:
 - (ii) Established and have a qualified Citigold banking relationship of AUM \geq S\$250,000; AND
 - (iii) Maintain a valid Investment Risk Profile and complete the Fact Find Report; AND
 - c. Maintain (b) up to the point of Reward fulfilment; AND
 - d. Ensure the eligible bank account must not be suspended, cancelled or terminated, must remain in good standing, and must be conducted in a proper and satisfactory manner at all times, as determined by Citibank in its sole and absolute discretion.
2. Eligible New Customer who fulfils all the criteria in Clause 1 above will receive the S\$200 Grab vouchers (“Reward”) on the date falling on and about six (6) months after the expiry of Promotion Period ie by 30 April 2025.
3. An eligible New Customer will receive the Reward in the following manner:
 - i. Eligible New Customer will receive a Push Notification containing redemption details of the Reward voucher on the date falling on and about six (6) months after the expiry of the Promotion Period.
 - ii. The voucher code will only be available on the Citi Mobile® App.
 - iii. Eligible New Customer will be required to login to retrieve the voucher code from the Push Notification Inbox on the Citi Mobile® App.
 - iv. Any failure to redeem the Reward within 9 months from the Push Notification announcement will lead to forfeiture of the Reward and no extensions will be entertained.
 - v. The Reward is non-exchangeable and not redeemable for cash.
 - vi. Citibank will not be responsible for the non-receipt of Push Notification. Any Push Notifications that are not received or have been deleted by the customer will not be resent.
 - vii. Eligible New Customers are required to have access to their Citi Mobile® App and have both in-app and device level Push Notifications enabled to redeem the Reward. No other form of notification and fulfilment will be provided. Citibank will not be responsible for any non-receipt of such Push Notifications if the eligible New Customer has not enabled their Push Notifications on his/her Citi Mobile® App.
4. Citibank may modify, vary, add, delete, or otherwise revise any of the Terms and Conditions governing the Promotion at any time at their sole and absolute discretion, without prior notice or reason.
5. Citibank shall not be responsible for the quality, merchantability or the fitness for any purpose or any other aspect of the products and/or services provided by Grab and Citibank shall not at any time be responsible or held liable for any loss, injury, damage or harm suffered by or in connection with the products and/or services provided by Grab. All disputes about quality or performance of the products and/or services shall be resolved directly with Grab.

¹ Online refers to applications submitted directly via the Citi website and through online advertisements.

**IMPORTANT NOTES**

Citibank charges a monthly service fee of S\$15 when your Total Relationship Balance (as defined below) falls below S\$15,000 at the end of each month. Total Relationship Balance (“TRB”) is the sum of:

- (i) the average daily balance of your checking, savings and deposit accounts,
- (ii) the average daily value of your investments, and
- (iii) all outstanding amount(s) payable on your scheduled loan accounts as of the date of your last statement.

Citi's determination of TRB will be conclusive.

To continue enjoying the exclusivity of your Citigold Private Client/ Citigold/ Citi Priority / Citi Plus status, you will need to maintain a minimum of S\$1,500,000, S\$250,000, S\$70,000, and S\$15,000 respectively in AUM with Citi. Please be informed that Citi may also, from time to time, realign your banking relationship. As an example, your Citigold relationship may be transferred to a Citibanking relationship if your AUM falls below the minimum AUM threshold of the respective segment you are tagged to. You will be notified by SMS from Citibank of any adjustment to your banking relationship.

If an account is closed within six (6) months from the date it was opened, an account closure fee of S\$50 will be imposed on the customer.

Deposit Insurance Scheme

Singapore dollar deposits of non-bank depositors are insured by the Singapore Deposit Insurance Corporation, for up to S\$100,000 in aggregate per depositor per Scheme member by law. Foreign currency deposits, dual currency investments, structured deposits and other investment products are not insured. For more information, please visit the official Singapore Deposit Insurance Corporation Limited website at www.sdic.org.sg

Important Insurance Disclosures

The insurance plans are underwritten by AIA Singapore Private Limited (Reg. No. 201106386R) (“AIA”) and distributed by Citibank Singapore Limited. All insurance applications are subject to AIA’s underwriting and acceptance. This is only general product information provided and is not a contract of insurance. The information provided must be read with, and is subject to, all the terms and conditions and exclusions contained in the policy contract. Protected up to specified limits by SDIC. Please refer to full disclosures applicable to relevant product(s) and/or service(s).

Disclaimers

Citibank Singapore Limited does not market any product or service to individuals resident in the European Union, European Economic Area, Switzerland, Guernsey and Jersey, Monaco, San Marino, Vatican, The Isle of Man, the UK, Brazil, New Zealand, Jamaica, Ecuador or Sri Lanka. This document and any accompanying terms and conditions (if applicable) is/are not, and should not be construed as, solicitation of such individuals to buy or sell any product or service.

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