



Citi Customer Referral Programme 2024 Terms and Conditions

By enrolling in this Citi Customer Referral Programme, a Referrer shall be deemed to have read, understood, and accepted these Terms and Conditions.

This Promotion is not valid with other promotions except for Citi New-to-Bank Fresh Funds Programme 2024 and such other promotions that may be specified by Citi from time to time and is subject to change at our 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 client's 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.

“Citi-At-Work Welcome Programme” or **“Citi Preferred Partner Welcome Programme”** refers to the Citibank Citi-at-Work Promotion 2024 and Citibank Preferred Partner Promotion 2024.

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

“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 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.

“Programme” refers to the Citi Customer Referral Programme 2024.

“Programme Period” refers to 18 Nov 2024 till 31 Dec 2024.

“Promotional Gift” refers to the \$300 eCapitaVoucher that the Referrer may receive under the first-time referrer bonus reward.

“Referee” refers to a New Customer who is referred by a Referrer.

“Referrer” refers to an existing Citi customer holding a primary sole Banking Account or a primary joint Banking Account at time of referral.

“Referral Month” refers to the calendar month in which a referrer refers a new Citigold or Citigold Private Client.



“**U.S. Persons**” refers to United States (“U.S.”) Citizens, U.S. Residents, U.S. Green Card holders or clients with a U.S. mailing address, U.S. telephone number, are not eligible for all Promotions. 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 the bank’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) months after a new Customer successfully opens his/her account to establish a Citigold or Citigold Private Client banking relationship, including the Enrolment Month.

Citi Customer Referral Reward

1. The Referrer will not be eligible to participate in this Programme if he/she is:
 - (i) a Citi Sales Staff (refer to the Citi Customer Referral Programme (Applicable to Citi Staff) Terms and Conditions); or
 - (ii) below the age of 18; or
 - (iii) referring a person under the Citi-At-Work Welcome Programme; or
 - (iv) referring a person under the Citi Preferred Partner Welcome Programme; or
 - (v) referring a person who is a resident individual of the European Union, European Economic Area (EEA) or any other jurisdictions where referral activity is restricted; or
 - (vi) a U.S. Person or a Restricted Individual

2. For the purpose of the Referral Reward qualification, a successful referral by a Referrer means:
 - (i) The Referrer is eligible to participate in this Programme (refer to Paragraph 1) and does not have any joint account relationship in Citibank with the Referee before Enrolment Month; AND
 - (ii) The Referee has successfully completed the following by end of Welcome Period and maintain them up to the point of reward fulfilment:
 - (a) Established and have a qualified banking relationship of
 - (1) Citigold with AUM \geq S\$250,000 OR,
 - (2) Citigold Private Client with AUM \geq S\$1,500,000 and have be opt in to be treated as an Accredited Investor; AND
 - (b) Maintain a valid Investment Risk Profile and complete the Fact Find Report.

The Referee maintains (iia) and (iib) up to the point of Referral Reward Fulfilment.

3. The Referrer will be entitled to receive the Referral Reward (“Referral Reward”) for each successful referral. There is no limit to the number of successful referrals that can be made by the Referrer. The Referral Rewards are as follows:-

	Referral Reward for each successful referral
Citigold New-to-Bank customer	S\$500 cash
Citigold Private Client New-to-Bank customer	S\$2,000 cash

*Example 1 – If a referrer has successfully referred 2 new Citigold referees during the Programme Period, the referrer will be entitled to receive Referral Reward of **S\$500** x2 i.e. **S\$1,000** cash in total.*

*Example 2 – If a referrer has successfully referred 1 new Citigold referee and 1 new Citigold Private Client referee during the Programme Period, the referrer will be entitled to receive Referral reward of **S\$500** x1 and **S\$2,000** x1; i.e. **S\$2,500** cash in total.*



4. The first 100 eligible first-time referrers will be entitled to receive a One-time **Promotional Gift** of S\$300 eCapitaVoucher for successful referral(s). For avoidance of doubt, regardless of number of referrals, the referrer will only receive one **Promotional Gift**. An eligible first-time referrer is an existing Citi customer who have not received any referral reward in each of the last 13 calendar months before referral month.

*Example 1- If a referrer is a New Referrer and has successfully referred 2 new Citigold referees during Programme Period, the referrer will be entitled to receive Referral Reward of **S\$500** x2 and Promotional Gift of **S\$300** eCapitaVoucher i.e. **S\$1,000** cash and **S\$300** eCapitaVoucher in total.*

*Example 2- If a referrer is a New Referrer and has successfully referred 1 new Citigold referee and 1 new Citigold Private Client referee during the Programme Period, the referrer will be entitled to receive Referral reward of **S\$500** x1 and **S\$2,000** x1 and and Promotional Gift of **S\$300** eCapitaVoucher; i.e. **S\$2,500** cash and **S\$300** eCapitaVoucher in total.*

5. If a Referee is referred by two or more Citi Customers, the relevant Referral Reward will be given to the Referrer whose referral is received by Citi first as determined by Citi in its sole and absolute discretion.
6. For avoidance of doubt, Referees that have established their Citigold or Citigold Private Client banking relationship via Singsaver, MoneySmart or any other non-Citi channels will not be eligible for the Referral Programme.
7. It is the Referrer's responsibility to obtain the consent of each Referee to give such Referee's personal data to Citi for the purpose of marketing Citi products and services to such Referee via telephone. The Referrer acknowledges that Citi will inform such Referee that it has collected or will collect such Referee's personal data from the Referrer.
8. The Referee and/ or Referrer must submit the completed referral form to Citi within one (1) month of the date on which the Referee's account was opened.

Rewards Fulfilment

9. The Referrer will receive a Referral Reward, on a date falling in the 6th month from the month in which the Referee establishes a New Relationship (refer to Paragraph 3(ii)).
10. The Referral Reward will be credited to the Referrer's primary Citi SGD savings or current account (that is of good standing ie not blocked/ suspended/ under investigation, or in the process of being closed), to be selected at Citi's sole discretion without prior notice to the client.
11. For eligible first-time referrers receiving the Promotional Gift, it will be issued in the form of an eCapitaVoucher ("eCV") Acceptance link or Activation Code via the Push Notification and/or banner in the Citi Mobile® App within seven (7) months after the end of Programme period. He/she will be notified of the issuance by way of a Push Notification and/or banner in the Citi Mobile® App ("Customer Notification").
12. Customer Notification shall contain the following information:
- (i) eCV Activation Code
 - (ii) Redemption Amount
 - (iii) Dateline for redemption
 - (a) Eligible clients have up to 90 days to redeem the eCV Activation code via the CapitaStar App or the web wallet <https://pay.capitastar.com>. Once they have redeemed the code, they will have a year from the redemption date to use the S\$300 eCapitaVoucher.
 - (iv) CapitaLand terms and conditions:
 - (a) The eCapitaVoucher must be redeemed by the date specified in the Customer Notification.



- (b) Please do not share the Customer Notification with anyone as the eCV Activation Code is valid for a one-time redemption only. Once a redemption has been made, the eCV Activation Code will become invalid.
- (c) eCapitaVoucher is non-transferable, non-replaceable and non-exchangeable for another item or returned for cash, credit and any other item in whole or in part, and if lost or stolen.
- (d) If you encounter any issues with accepting the eCapitaVoucher via the eCV Activation Code, please reach out to your relationship manager, log into the Citi Mobile® App to send us a message or contact our Citiphone hotline from 8am to 8pm daily.
- (e) CapitaLand Voucher Pte. Ltd. ("CVPL") shall not be under any obligation to carry out any investigation/verification of the identity/eligibility of the persons accepting the eCapitaVoucher(s) using the eCV Activation Codes and/or persons using the eCapitaVoucher(s). CVPL shall not be responsible or liable for any liabilities, losses, damages, costs or expenses howsoever arising or resulting from any improper or unauthorized use/replication of any of the eCV Activation Codes, wrongful redemption or any discrepancy, error, inaccuracy or misunderstanding in relation to the identity/eligibility of the persons accepting the eCapitaVoucher(s) using the eCV Activation Codes and/or the persons using the eCapitaVoucher(s), unless such liabilities, losses, damages, costs or expenses are caused by the fraud, wilful default or gross negligence of CVPL.
- (f) A person is deemed to have accepted and agreed to the eCapitaVoucher Terms and Conditions (URL: <https://www.capitastar.com/sg/en/capitavoucher/terms---conditions.html>) if such person purchases, uses, or carries out any activity or transaction or makes any dealing involving an eCapitaVoucher.

13. Citi is not required to inform any Referrer whether or not his/ her referral is successful.
14. Citi shall not be liable for any delay in reward fulfilment due to inaccurate, incomplete or unavailable information provided by Customer.
15. Citi reserves the right to terminate this Promotion at any time, and/or vary the terms and conditions governing this Promotion from time to time, without having to give any prior notice including varying any part of or all of the Client Referral Programme.
16. In the event of any inconsistency between these terms and conditions and any advertising promotional, publicity and other materials relating to or in connection with the Promotion, these terms and conditions shall prevail.
17. Citi's decision on all matters relating to this promotion and all disputes will be at its discretion and will be final and binding on all customers.

IMPORTANT NOTES

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 www.sdic.org.sg.

Disclaimer:

The promotions, products and services mentioned in this document are not offered 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 is not, and should not be construed as, an offer, invitation or solicitation to buy or sell any of the promotions, products and services mentioned herein to such individuals.

Please refer to the full disclaimers and terms and conditions applicable to relevant products and services.



CITI CUSTOMER REFERRAL PROGRAMME ACKNOWLEDGEMENT FORM

TO BE COMPLETED BY NEW-TO-BANK CUSTOMER (“REFEREE”)

Acknowledgement of Referral to Citibank

By signing below, I, (Name)_____ hereby acknowledge and give consent to Citibank Singapore Limited to inform my Referrer, (Name)_____ that I have successfully established and opened a *Citigold / Citigold Private Client relationship as indicated in Paragraph 3.

For the full terms and conditions of the Citi New-to-Bank Fresh Funds Programme 2024 / preferential Time Deposits Promotions, please visit www.citibank.com.sg.

**Please delete accordingly*

CUSTOMER ACKNOWLEDGEMENT

Signature or VC Details / Date

Name:

Contact No.:

TO BE COMPLETED BY EXISTING CUSTOMER “REFERRER”

Acknowledgement of Terms and Conditions of the Citi Customer Referral Programme

By signing below, I, (Name) _____ hereby acknowledge that I have read, understood, and accepted the full terms and conditions of the Citi Customer Referral Programme.

ACKNOWLEDGEMENT

Signature or VC Details / Date

Name:

Contact No.:

<u>For Bank Use</u>
(MGM) Referrer Customer Number: _____
(NTB) Customer Number: _____
(NTB) Date of Account Opening: _____
Bank Officer SOEID: _____