

## **Citigold Private Client Limousine Service – Frequently Asked Questions**

### 1. What is the **Citigold Private Client Limousine Service?**

TBR is Citibank's designated limousine partner that provides chauffeur service to/from Changi airport and ferry terminals for Citigold Private Client customers (T&Cs apply).

Complimentary Airport Limousine Entitlements (“Limousine Entitlements”) are offered annually on **1<sup>st</sup> September** as stipulated in the table below to Citigold Private Clients who are tagged as Accredited Investors. **Limousine Entitlements expire on 31<sup>st</sup> August** the following year and Clients have to maintain a minimum of S\$1,500,000 in AUM with Citibank over the entire period. If Clients’ AUM balances fall below S\$1,500,000, it will result in the number of complimentary Limousine Entitlements being revised accordingly.

<b>Assets Under Management</b>	<b>Limousine Entitlements</b>
S\$7 million and above	16
S\$5,000,000 to S\$6,999,999	8
S\$3,000,000 to S\$4,999,999	4
S\$1,500,000 to S\$2,999,999	2
Less than S\$1,500,000	0

Assets Under Management (AUM) refers to the combined balances held in a client'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).

### 2. **What can I use my Limousine Entitlements for?**

Each Limousine Entitlement refers to a one-way transfer **to OR from** one of the following destinations with no additional stopover in Citibank’s designated vehicle model (“Limousine Transfer”). :

- Changi Airport
- Harbourfront Ferry terminal
- Marina Bay Cruise Centre
- Tanah Merah Ferry Terminal

The Programme will be fulfilled by a third party service provider(s) as may be determined by Citibank (“Service Provider”) where information relating to Clients and any authorised third parties by Clients who will be utilising the Limousine Entitlement (“Travellers”) and the respective services requested will be passed on to the Service Provider to facilitate the fulfilment of the Programme.

### 3. **How do I book/ amend/ cancel my Limousine Transfer with TBR?**

You will be accorded a unique voucher code (“Voucher Code”) via the Citi Mobile® App. Please login to retrieve your assigned Voucher Code to access TBR’s Booking Portal to view and

utilise your available Limousine Entitlements, pickup details, requirements, amendments, and/or cancellations relating to the Programme.

**All Booking Requests must be made at least 48 hours prior** to your and/or any authorised third parties' by you who will be utilising the Limousine Entitlement ("Travellers") pick-up time ("Pickup Time") via TBR's Booking Portal. Programme is subject to availability upon successful submission of each Booking Request via TBR's Booking Portal. Booking Requests must be indicated clearly online via TBR's Booking Portal.

Please be informed that by submitting a request via TBR's Booking Portal, you and your travellers consent to Citibank and TBR in collecting, using and disclosing you and your travellers' personal data for the purposes of Programme fulfilment. You acknowledge that such disclosures may not be limited to organisations in Singapore and may be subject to data protection laws of other jurisdictions.

**4. What should I do if I cannot access my voucher code/ do not see a voucher code on my Citi Mobile® App?**

Please contact your Client Advisor for assistance.

**5. Why is my Limousine Entitlements balance reflected as '0' on TBR's Booking Portal?**

You may have fully utilised your Limousine Entitlements or your AUM balances are below S \$1,500,000. Please contact your Client Advisor for assistance.

**6. Do I receive Limousine Entitlements as a joint-account holder?**

Limousine Entitlements are accorded only to primary account holders with AUM above S\$1,500,000. Should your primary account holder qualify, he/ she may book a Limousine Transfer on your behalf via TBR's Booking Portal with his/ her assigned Voucher Code.

**7. What should I do if I encounter technical difficulty in submitting a request via TBR's Booking Portal?**

Please contact **TBR's 24-hour hotline at +65 6950 0410** for assistance.

**8. How many Limousine Transfers can I make per submission?**

Each one-way Limousine Transfer is to be submitted individually. **Please make two submissions** (utilise two entitlements) for a return airport transfer, or an additional stopover.

**9. What is the capacity of the vehicle?**

The designated vehicle models for all Booking Requests are as follows:

Vehicle Models	No of Passengers	No of Luggage
Sedan (Mercedes E-class)	3	2
MPV (Toyota Alphard)	4	4

The vehicle models are pre-determined at the sole discretion of Citibank and Service Provider and are subject to change without prior notice.

**Please note if the number of passengers or luggage exceeds the maximum capacity, the service provider will have to reject the trip for safety reasons and to abide by the road traffic regulations. Please book an additional vehicle to accommodate more passengers / luggage if needed.**

**10. Can I request for an additional stop for my Limousine Transfer?**

Each Limousine transfer is limited to one pick-up and drop-off location. Please make individual Booking Requests for each stop and note that by doing so, you will have to utilise another Limousine Entitlement.

**11. I have a child traveling with me. Do I need to indicate in my Booking Request?**

Yes. Please indicate in your Booking Request, the age and height of the child. A booster seat or child restraint will be provided during the Limousine Transfer and subject to availability upon request. The assigned chauffeur reserves the right to reject your Limousine Transfer if this information has not been declared at least **24 hours prior** to the Pick-up Time.

**12. How will I be notified of my Limousine Transfer details?**

Clients will receive 4 SMS and email notifications relating to each Booking Request from the Service Provider:

- i) Acknowledgement of booking: **Within 48 hours** from time of each successful Booking Request submission via TBR's Booking Portal.
- ii) Assigned chauffeur details: 8 hours prior to Pick-up Time.
- iii) Chauffeur en-route: Within 1 hour from Pick-up Time when the assigned chauffeur is en-route.
- iv) Chauffeur onsite: When the assigned chauffeur is onsite at the designated pick-up location.

**13. Can someone book on my behalf?**

Your Voucher Code is unique to you and should not be revealed to any unauthorised third party. We would strongly encourage you to personally book online via TBR's Booking Portal.

**14. Can I call the Citigold Private Client Service Line to book a Limousine Transfer?**

All Booking requests are to be submitted via TBR's Booking Portal: <https://www.tbrinsg.com>. The Citigold Private Client Service Line is not able to book on your behalf.

**15. How do I locate my assigned chauffeur at the Airport?**

Your assigned chauffeur will be waiting at the arrival hall facing the designated luggage carousel of your flight arrival terminal. He/ she will be holding a paging placard or iPad indicating the preferred name submitted during your Booking Request.

**16. What is the waiting time for each Limousine Transfer?**

The stipulated waiting times are:

- i) Airport arrival: 60 minutes from time of flight arrival
- ii) Airport departure: 20 minutes from Pick-up Time.

It is recommended that airport departures are scheduled at least 2 hours before flight departure time. Citibank and Service Provider will not be responsible for any missed flights as a result of a shorter lead time requested.

**17. Who should I contact if I require additional/urgent assistance for my upcoming Limousine Transfers?**

Please contact TBR's 24-hour hotline at **+65 6950 0410** for assistance.

**18. How do I provide feedback on my Limousine Transfer?**

TBR will provide a link for you to provide feedback at the end of your Limousine Transfer.

**19. How do I check the history of my Limousine Transfers with TBR?**

Details on Limousine Transfers are communicated to you via email and SMS. You may also check your ride balance and history on TBR's booking site at: <https://www.tbrinsg.com>

**20. Are pets allowed on the limousine?**

No, pets are strictly not allowed in the limousine.