

Citi India consumer banking customers are now served by Axis Bank. Citi India has transferred ownership of its consumer banking business to Axis Bank (registration number L65110GJ1993PLC020769). Consumer banking customers can continue to use all existing Citi products and/or services, branches, ATMs, internet banking and Citi Mobile® App as usual. Axis Bank is the provider of Citi branded consumer banking products in India temporarily and Citi India is providing certain services in respect of those products. The trademarks “Citi”, “Citibank”, “Citigroup”, the Arc design and all similar trademarks and derivations thereof are used temporarily under license by Axis Bank from Citigroup Inc. and related group entities.



Citi Rewards Credit Card - Offer Terms and Conditions

1. Earn Reward Points:

1.1. 1 reward point on every INR 125 spent:

- Customer shall earn 1 reward point on every INR 125 spent anywhere on the Citi Rewards Credit Card. The Reward points earned against purchases made on the credit card shall reflect in the customer's card account on the transaction posting date.
- Purchase transactions performed on these Merchant Category Codes (MCC) as allotted by Mastercard® & Visa shall not earn rewards: Transportation & Tolls (4111, 4121, 4131 & 4784), Utilities (4900), Insurance (5960 & 6300), Educational Institutions (8211, 8241, 8244, 8249 & 8299) and Government Institutions (9211, 9222, 9311, 9399, 9402, 9405 & 8220), refer section 1.6 for additional details on MCC.

1.2. 10X Rewards on every INR 125 spent at Apparel & Department Stores:

- Customer shall earn 10 reward points on every INR 125 spent at Apparel & Department Stores up to INR 7,000 per statement month. Incremental 9X bonus points is subject to a cap of 504 points (i.e. 9X of INR 7000/125) per statement month.
- For net spends greater than INR 7000 under this category, the customer will earn 1 reward point per INR 125 spent.
- Identification of apparel and department stores are based on MCCs (Merchant Category Codes) allotted by Mastercard® & Visa (refer section 1.6 for additional details on MCC). For merchant outlets not registered under the MCCs assigned for Apparel and Department Stores by Mastercard® & Visa customer will earn 1 reward point for every INR 125 spent on the card.
- For the purchases made under the 10X rewards eligible transactions, the incremental reward points (i.e. 9X points) shall be credited to the customer's card account on the statement date of the respective monthly billing cycle.
- Reversal transactions, if any, shall be considered for the calculation of net spends and monthly cap in the statement month in which reversal transaction is posted. Therefore, the bonus reward points deducted on the reversal transaction could be different from the reward points earned for the original purchase transaction.

1.3. Summary of Reward points earn for every INR 125 spent:

Merchant Category	Base Rewards 1X	Incremental 9X on Departmental & Apparel stores	Total
Departmental & Apparel stores	1	9	10
Others	1	-	1

Maximum incremental reward points per statement month	No Cap	504 points (i.e. spend threshold of Rs. 7,000)	-
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1.4. Bonus rewards: Customer shall earn 300 bonus rewards points on minimum spends of INR 30,000 in a month. "Month" is defined as statement month i.e. monthly billing cycle of your credit card. Billed and unbilled spends under primary and additional cards for the said period will be considered. The bonus rewards points shall be credited to the customer's card account in the subsequent statement.

1.5. Merchant Category Code:

A Merchant Category Code (MCC) is a four digit number assigned to a merchant/business by the merchant's acquiring bank. The acquiring bank provides the credit card payment facilities used by the merchant and it determines and applies (with respect to the account), the MCC which in its view best describes the merchant activity. Citibank does not determine the merchant's MCC. Citibank will not be responsible for providing the 10X rewards points for purchases at merchant outlets/ franchisees that have not registered themselves under the MCCs captioned below:

MCC	Description
5311	DEPARTMENT STORES
5399	MISC GENERAL MERCHANDISE
5621	WOMENS READY TO WEAR STORES
5631	WOMENS ACCESS/SPECIALTY
5651	FAMILY CLOTHING STORES
5655	SPORTS/RIDING APPAREL STORES
5681	FURRIERS AND FUR SHOPS
5699	MISC APPAREL/ACCESS STORES
5691	MENS/WOMENS CLOTHING STORES
5641	CHILDREN/INFANTS WEAR STORES

1.6. Illustrative example on Rewards earn:

For a Citi Rewards Credit Card with statement cycle on 10th of each month, card statement is generated on 10th Dec for spends between 11th Nov to 10th Dec consisting of below transactions –

Posting date	Transaction	Type	Amount (INR)	Reward category	Reward points (1/INR 125)
11 th Nov	Apparel (A)	Purchase	4250	10X	+34
18 th Nov	Departmental store (B)	Purchase	6000	10X	+48
19 th Nov	Airline	Purchase	1500	1X	+12
20 th Nov	Apparel (C)	Purchase	1250	10X	+10

5 th Dec	Departmental store (D)	Reversal	2000	10X	-16
	Statement Rewards – 10X categories*				+504
	Total		11000		+592

* 9X reward points will be credited on the statement date (i.e.10th Dec) as below:

- Net purchases under 10X categories (A+B+C-D) = INR 9500
- Incremental points on 10X categories (i.e. 9X) = 684 points, capped at 504 points

2. Redemption of Reward Points:

2.1. Rewards points can be redeemed in the following ways:

- Redemption for transactions done at authorized IndianOil outlets and select merchant partners via SMS

(Universal pay with points)

- Catalog redemption
- Miles transfer
- Cashback

For details on Rewards Redemption and Terms & Conditions, please visit www.citibank.com/india and click on 'Redeem Reward Points' under the 'Credit Cards' tab. URL:

<https://www.online.citibank.co.in/portal/newgen/cards/tab/rewards-home.htm>

2.2. Minimum reward points required for redemption:

Category	Redemption rate for every 1 Reward point	Minimum points to redeem
Fuel – At Indian Oil Authorized outlets	25 paise	250
In- Store Shopping at partner stores	30 paise	250
Online Shopping	Travel sites – 25 paise; Other online shopping – 30 paise	250
Air miles (Air India and InterMiles)	0.75 miles	100
Cash back	35 paise	10,000
Gift Vouchers	As per catalogue	0

2.3. On redemption, the reward points so redeemed will be automatically adjusted from the accumulated reward points in the card member's account.

3. Annual Card Fee:

There is no joining fee however an annual card fee of INR 1000 + GST may be levied on the Card at the end of the membership year. A card member shall be exempted from the said annual card fees of the year in which he/she spends INR 30,000 or more on his/her Card.

4. Welcome Rewards

4.1. 1500 reward points:

1500 reward points shall be awarded on first spend within 30 days of card issuance. This is not applicable for the complimentary Citi Rewards card offered as part of Citibank Suvidha account opening. The bonus rewards points shall be credited to card account in the subsequent statement. The bonus rewards offer is valid only on the first spend on the Primary Card which is made within 30 days of Card Issuance. Spends are calculated basis the transaction date captured on credit card account. Transaction date captured on credit card account is basis the transaction date submitted by the Merchant Establishment/Association (i.e. Mastercard® & Visa). Citibank will not be held responsible if Merchant Establishment submits the transaction date as different from the actual date when the transaction was done. This offer is not applicable on swap to Citibank Rewards Credit card from an already existing Citibank Credit card. Other Terms & Conditions listed below apply.

4.2. 1000 reward points:

1000 reward points shall be awarded on your first spend of INR 1000 within 60 days of card issuance. The bonus rewards points shall be credited to your card account in the subsequent statement. The bonus rewards offer is valid only on the first purchase of INR 1000 or more on the Primary Card in a single transaction which is made within 60 days of Card Issuance. Spends are calculated basis the transaction date captured on credit card account. Transaction date captured on credit card account is basis the transaction date submitted by the Merchant Establishment/Association (i.e. Mastercard® & Visa). Citibank will not be held responsible if Merchant Establishment submits the transaction date as different from the actual date when the transaction was done. This offer is not applicable on swap to Citibank Rewards Credit card from an already existing Citibank Credit card. Other Terms & Conditions listed below apply. This offer is not applicable if the card is closed due to inactivity within 30 days of card issuance.

5. Other Terms & Conditions:

- 5.1. Qualifying purchase value will exclude all EMI's pertaining to Loan on credit card, Dial an EMI, Balance conversion and Balance transfer programs, cash withdrawals, fees, charges and Goods and Services Tax (GST). Any disputed transaction will not be considered for qualifying purchase value computation. Merchant refunds/reversals will be considered as a negative adjustment in qualifying purchase value computation.
- 5.2. Reversal transactions, if any, shall be considered for the calculation of net spends and monthly cap in the statement month in which reversal transaction is posted. Therefore, the bonus reward points deducted on the reversal transaction could be different from the reward points earned for the original purchase transaction.
- 5.3. Only Citibank Rewards Credit Card customer ("Cardmember") whose Citibank Rewards Credit Card (the "Card") account is open, remains in good credit standing, payment continues to reach us before the payment due date, are not delinquent on their card payments are entitled to receive the rewards. During block period of a card, no reward points shall be awarded for any transaction posted on the customer card account. Once the card status is restored and in good standing, the reward points shall be awarded or reversed for the spend or reversal transaction respectively, as per the applicable reward earn rate
- 5.4. If a Cardmember's Citibank Rewards Credit Card is terminated at any time for any reason, whether by the primary Cardholder or the Bank, the primary Cardholder will forthwith be disqualified from earning reward points and request for redemption of unused reward points accrued till termination

date should be placed within 45 days from the termination date. Reward points on closed/terminated cards can be redeemed only against rewards catalog.

- 5.5. Reward points once exchanged for any other partner loyalty programs cannot be transferred back.
- 5.6. Cardmember cannot transfer any Reward Points to another person or combine the Reward Points of his / her other credit cards except for Additional Cards that are issued to him/her with the Card.
- 5.7. No accumulation or redemption of reward points will be permissible if on relevant date there is any breach of any clause of the detailed Citibank Cardmember Terms and Conditions.
- 5.8. Citibank's computation of reward points shall be final, conclusive and binding on Cardmembers and will not be liable to be disputed or questioned, save and except in case of manifest error.
- 5.9. Citibank holds no warranty and is not representative of the delivery, services, suitability, merchantability, availability or quality of the products made available to Customer by participating merchants under the respective Offer.
- 5.10. The Customers shall not hold Citibank, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, personal injury, costs, charges and expenses which a Customer claims to have suffered, sustained or incurred, or claims to suffer, sustain or incur, directly or indirectly, by way of and/or on account of participating in the Offer or the acceptance, decline, non-receipt, suitability, quality or by use or non-use or suitability or effectiveness of the products/services .
- 5.11. Citibank is not liable or responsible for any claim(s), dispute(s) regarding delivery, service, suitability, merchantability, availability, quantity or quality made available to the Customers under the Offer on the products/services (shortly referred as "Claims").
- 5.12. In reference to any Claims under the Offer, it must be addressed in writing, by the Customers directly to participating merchants and that Citibank shall not entertain any communication in this regard. Any query/ contention/ dispute raised by any Customer to Citibank shall be forwarded to the merchant who shall be solely responsible for resolving such queries/ contentions/disputes within reasonable time.
- 5.13. The Offer is valid only if the Customer's account continues to be in good standing and payment continues to reach Citibank before the payment due date.
- 5.14. Citibank reserves the right to, at any stage and at its discretion, to extend or terminate this Offer, without prior notice or assigning any reasons thereof, to add/alter/modify/change or vary all or any of these terms and conditions or to replace wholly, or in part, this Offer by another Offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
- 5.15. Neither anything contained in these terms & conditions, nor the running of these Offer to which they apply, shall be construed as an obligation on Citibank to continue the Offer up to, on or after the Offer termination date. Nothing herein amounts to a commitment or representation by Citibank to conduct further such Offers.
- 5.16. The Offer terms & conditions shall be governed by the Laws of India. Any dispute arising out of this Offer shall be subject to the exclusive jurisdiction of competent courts in Mumbai.
- 5.17. Any taxes or liabilities or charges payable to the Government or any other regulatory authority or body, if any, shall be borne directly by Customer and/or billed to the account of the Customer.
- 5.18. If the Offer and/or anything to be done by Citibank or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Citibank or any other entity, including but not limited to computer viruses, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars,

hostilities, acts of government or other causes of like or similar or other character beyond the control of Citibank or the other entity/ies, then Citibank and/or the other entity/ies shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences.

- 5.19. Citibank shall in no way be liable if any Customer is unable to login to merchant website/app due to incompatibility of device, internet usage plans, or any other reason whatsoever.
- 5.20. Customers are not bound in any way to participate in this offer. Such participation is voluntary and is deemed as acceptance of the terms and conditions mentioned herein. By participating in the offer, the Customers agree to be bound by the terms & conditions contained herein. Without a Customer being required to do any further act, he/she shall be deemed to have read, understood and unconditionally accepted the terms & conditions herein. The Offer Terms & Conditions need to be read in conjunction with the detailed Citibank Card member Terms & Conditions, Most important terms and conditions (MITC), and terms governing the use of Citibank credit/debit cards and/or Citibank website.
- 5.21. Payment of fees/service charges/all other amounts due from the Customer to Citibank from usage of credit/debit cards by the Customer under this Offer and/or otherwise will be governed by the Card member Terms and Conditions and MITC. Customer can also view the complete terms and conditions on the online portal <http://www.citibank.com/india>.