



## Citibank Senoko Energy Nov – Dec 22’ Renewal Promotion - Terms and Conditions

1. The Promotion commences on 1 November 2022 and ends on 31 December 2022, both dates inclusive (“Promotion Period”).
2. This Promotion is only applicable for Citi Credit Cardholders (excluding Corporate/Commercial Cards) (“Eligible Cardholder”) who: -
  - a) has an existing residential electricity plan with Senoko Energy which is due for renewal (“Expiring Senoko Energy Plan”) during the Promotion Period; and
  - b) receives a renewal notification email enclosing the offer (as defined in Clause 5) from Senoko Energy
3. For the avoidance of doubt, Eligible Cardholder who’s expiring Senoko Energy Contract is automatically renewed following the expiry of the Expiring Senoko Energy Contract are not eligible to participate in this Promotion.
4. The Eligible Customer must ensure that the Citi Credit Card account(s) registered for the recurring payment arrangement under the Promotion must not be closed or suspended and must be in good standing throughout the Promotion Period and at the time of the rebate fulfilment failing which, the Eligible Customer will be disqualified for the Promotion.
5. Under the Promotion, Eligible Cardholder will receive the below bill rebates (the “Gift”) if he/she fulfills all the following, during the Promotion Period:
  - a. is among the first 300 Senoko Energy customer (per month) who successfully renew his/her Expiring Senoko Energy Plan with the Promo Price Plan below:
  - b. inputs promo code during the sign-up process;

Promo Price Plan	Promo Code	Gift
12-month Senoko Energy Plan	CITI10RENEW	One-time S\$10 bill rebate
24-month Senoko Energy Plan	CITI95RENEW	One-time S\$95 bill rebate
Limited to the first 300 Cardmembers per month who renew their expiring Senoko Energy Plan		

- c. charges to his/her Citi Credit Card the full amount of their Senoko electricity bill; and
- d. successfully sets up a recurring payment arrangement during sign up and charges by the relevant stipulated dates in Table 1 below

Sign Up Period	Recurring Set Up Date	Earliest Date Rebate Credited
1 – 30 November 2022	By 31 December 2022	By 30 June 2023
1 – 31 December 2022	By 31 January 2023	By 31 July 2023

Table 1: Recurring Set Up and Payment Date

6. Each Eligible Cardholder is entitled to receive only a one-time bill rebate for a single Senoko Energy electricity account for the contractual period of the Senoko Energy plan that they have renewed. For the avoidance of doubt, renewal customers of Senoko Energy who have previously set up a recurring payment with Senoko Energy electricity bill with a Citibank Card are eligible to participate in the Promotion.
7. The Gift will be credited by Senoko Energy and used to offset the Eligible Cardholder's Senoko Energy electricity bill ("Electricity Bill"). If the Electricity Bill amounts to less than the value of the Gift, the remaining value will be used to offset the subsequent Electricity Bill(s).
8. The Gift given under this Promotion is not redeemable or exchangeable for cash or any other payment form and cannot be used in conjunction with other promotional programmes, offers, discount cards, vouchers or VIP privileges, unless otherwise stated.
9. The Gift shall be credited to the Eligible Cardholder's Senoko Energy electricity account by the relevant stipulated dates in Table 1. An Eligible Cardholder who refunds, cancels or disputes the recurring bill arrangement and Senoko Energy Plan before he/she receives the Gift will forfeit the Gift.
10. The Gift credited under this Promotion (i) cannot be used to offset against any minimum payment due under the Citi credit card account and (ii) cannot be withdrawn from the Citi credit card account in cash.
11. Citibank's and/or Senoko Energy's decision on all matters relating to the Promotion will be determined in its reasonable discretion and is final and binding on all participants.
12. Citibank and/or Senoko Energy 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 third parties. Citibank and/or Senoko Energy 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 third parties.
13. Citibank and/or Senoko Energy reserves the right at its reasonable discretion to terminate or vary or suspend the Promotion and to vary, delete or add to any of these terms and conditions from time to time.
14. "Citibank" means Citibank Singapore Limited and "Senoko Energy" means Senoko Energy Supply Pte. Ltd.