



Citi Geneco Renewal Promotion – Terms and Conditions

Participation in the Promotion constitutes acceptance of these Terms and Conditions.

Eligibility

- This Promotion commences from 1 July 2023 and ends on 31 December 2023, both dates inclusive or until the Promotion is fully subscribed, whichever is earlier ("**Promotion Period**").
- This Promotion is only applicable for Citi Cardholders (excluding Citi Purchasing Card / Citi Travel Lodge Card / Citi Travel Account) ("Eligible Customer") who:-
 - i) has an existing residential electricity contract with Geneco which is due for renewal ("**Expiring Geneco Contract**") during the Promotion Period; and
 - ii) receives a renewal notification email enclosing the Rebate (as defined in Clause 5) offer from Geneco on their Expiring Geneco Contract ("**Renewal Notification**").
- For the avoidance of doubt, Eligible Customers whose Expiring Geneco Contract is automatically renewed following the expiry of the Expiring Geneco Contract are not eligible to participate in this Promotion.
- The Eligible Customer must ensure that the Citi 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.

Mechanics

- An Eligible Customer will receive a one-time bill rebate (the "Rebate") if he/she fulfils all the following criteria:-
 - I. receives the Renewal Notification;
 - II. is among the first 200 Geneco customers (per month) who successfully renew his/her Expiring Geneco Contract with a residential electricity plan of a minimum contract duration of twelve (12) months according to the schedule below; and

Renewal Period	Redemption Cap
1 Jul – 31 Jul 2023	Limited to the 1 st 200 customers
1 Aug – 31 Aug 2023	Limited to the 1 st 200 customers
1 Sep – 30 Sep 2023	Limited to the 1 st 200 customers
1 Oct – 31 Oct 2023	Limited to the 1 st 200 customers
1 Nov – 30 Nov 2023	Limited to the 1 st 200 customers
1 Dec – 31 Dec 2023	Limited to the 1 st 200 customers

- III. successfully sets up or maintains a recurring payment arrangement on his/her monthly electricity bill to a Citi Card ("Recurring Payment") via Geneco's [Self-Service Portal](#) before his/her current contract expiry date.
- The Geneco Plan and the applicable Rebate are as follows:-

Electricity Plan	Rebate
12-Month Geneco Plan	One-time S\$10 Bill Rebate
24-Month Geneco Plan	One-time S\$35 Bill Rebate

- The Rebate is non-negotiable, non-exchangeable, non-transferrable, non-refundable and non-replaceable.



- The Rebate shall be credited to the Eligible Customer's Geneco electricity account by the following dates:

Renewal Period	Fulfilment Date
1 Jul – 31 Jul 2023	By 30 Sep 2023
1 Aug – 31 Aug 2023	By 31 Oct 2023
1 Sep – 30 Sep 2023	By 30 Nov 2023
1 Oct – 31 Oct 2023	By 31 Dec 2023
1 Nov – 30 Nov 2023	By 31 Jan 2024
1 Dec – 31 Dec 2023	By 29 Feb 2024

- An Eligible Customer who refunds, terminates or disputes the recurring bill arrangement or the renewed Geneco plan before he/she receives the Rebate will forfeit the Rebate.
- The maximum amount of Rebate that may be earned is S\$35 per Eligible Customer regardless of the total number of Expiring Geneco Contracts renewed with Geneco.

General

- Citi and/or Geneco reserve all rights to:
 - I. substitute the Rebate with a gift of similar value, whether in cash or in kind;
 - II. forfeit or reclaim the Rebate previously awarded where Eligible Customer's Recurring Payment is terminated within twelve (12) months from the date the first Recurring Payment was charged to the Citi Card.
 - III. vary, modify, add or delete any of these Terms and Conditions, and participation in this Promotion shall be bound by any such the relevant updated Terms and Conditions; and
 - IV. at their reasonable discretion, make decisions on all matters relating to the Promotion including but not limited to the eligibility of the Eligible Customer to receive the Rebate, which shall be final, conclusive and binding.
- Citi is not an agent of Geneco and vice versa. Any dispute on the quality of service, disruption of service or service standards must be resolved directly with the service provider.
- Citi makes no warranty or representation as to the quality, merchantability or fitness for purpose of the goods and/or services provided by Geneco and shall not be liable for any loss, injury, claim or damage suffered or incurred as a result of the use of such goods and/or services.
- Geneco makes no warranty or representation as to the quality, merchantability or fitness for purpose of the goods and/or services provided by Citi. Geneco shall not at any time be liable for any loss, injury, claim or damage suffered or incurred as a result of the use of the goods and/or services provided.
- By participating in the Promotion, participants will be deemed to have read, understood and agreed to be bound by the Terms and Conditions hereunder.
- "Citi" refers to Citibank Singapore Limited and "Geneco" refers to Seraya Energy Pte Ltd.
- These Terms and Conditions shall be governed by and construed in accordance with the law of Singapore and the Singapore courts shall have exclusive jurisdiction over any dispute arising out of or in relation to the Promotion.



Citi Geneco Power Eco Add-on Promotion – Terms and Conditions

Terms and Conditions:

- This Promotion commences on 1 October 2023 and ends on 31 December 2023, both dates inclusive ("Promotion Period").
- Only Citi Cardholders (excluding Citi Purchasing Card / Citi Travel Lodge Card / Citi Travel Account) with a registered residential address with postal code starting from 01 to 83, who sign up for or renews a residential electricity price plan with a minimum contract duration of twelve (12) months with Power Eco Add-on with Geneco ("Geneco Plan") during the Promotion Period are eligible to participate in this Promotion ("Eligible Cardholder").
- Under the Promotion, an Eligible Cardholder will receive a one-time additional bill rebate (the "Gift") if the following conditions are fulfilled:
 - (a) is among the first 200 Geneco customers (per month) who signs up for or renews a Geneco Plan with Power Eco Add-on with a minimum contract duration of twelve (12) months according to the schedule below, and the sign up or renewal is approved by Geneco as per the dates stated below; and

Sign Up Period	Redemption Cap	Approved by date
1 Oct – 31 Oct 2023	Limited to the 1 st 200 customers	By 30 Nov 2023
1 Nov – 30 Nov 2023	Limited to the 1 st 200 customers	By 31 Dec 2023
1 Dec – 31 Dec 2023	Limited to the 1 st 200 customers	By 31 Jan 2024

- (b) successfully sets up or maintains a recurring bill arrangement with his/her Citi Card via Geneco's Self-Service Portal during the Promotion Period

The Geneco Plan and the applicable Gift are as follows:-

Electricity Plan	Gift
12-Month & 24-Month Geneco Plan with Power Eco Add-on	One-time additional S\$10 Bill Rebate

For the avoidance of doubt, where an Eligible Cardholder's application is not approved for any reason whatsoever, the Eligible Cardholder will not be qualified for the Gift. In no event should Citi and/or Geneco be responsible for the Eligible Cardholder's ineligibility to receive the Gift.

- The Gift will be credited by Geneco and used to offset the Eligible Cardholder's Geneco 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). For the avoidance of doubt, the Gift shall only be used to offset Electricity Bill(s) and not be used to offset any non-electricity usage related charges under the Eligible Cardholder's account.
- 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.



- The Gift shall be credited to the Eligible Cardholder's Geneco electricity account by the following dates:

Sign Up Period	Fulfilment Date
1 Oct – 31 Oct 2023	By 31 Dec 2023
1 Nov – 30 Nov 2023	By 31 Jan 2024
1 Dec – 31 Dec 2023	By 29 Feb 2024

- An Eligible Cardholder who refunds, terminates or disputes the recurring bill arrangement and Geneco Plan before he/she receives the Gift will forfeit the Gift.
- The Gift credited under this Promotion (i) cannot be used to offset against any minimum payment due under the Citi Card account and (ii) cannot be withdrawn from the Citi Card account in cash.
- Citi's and/or Geneco's decision on all matters relating to the Promotion, including but not limited to the eligibility of an Eligible Cardholder to receive the Gift, will be determined in its reasonable discretion and is final and binding on all participants.
- Citi and/or Geneco 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. Citi and/or Geneco 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.
- Citi is not an agent of Geneco and vice versa. Any dispute on the quality of service, disruption of service or service standards must be resolved directly with the service provider.
- Citi and/or Geneco 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. Participation in this Promotion shall constitute acceptance of all terms and conditions set out herein and any amendments thereof.
- "Citi" refers to Citibank Singapore Limited and "Geneco" refers to Seraya Energy Pte Ltd.
- These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.