



Citibank Geneco Renewal Promotion – Terms and Conditions

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

Eligibility

1. This Promotion commences from 3 January 2023 and ends on 30 June 2023, both dates inclusive or until the Promotion is fully subscribed, whichever is earlier (“**Promotion Period**”).
2. This Promotion is only applicable for Citi Credit Cardholders (excluding Corporate/Commercial Cards) (“**Eligible Customer**”) who:-
 - a) has an existing residential electricity contract with Geneco which is due for renewal (“**Expiring Geneco Contract**”) during the Promotion Period; and
 - b) receives a renewal notification email enclosing the Rebate (as defined in Clause 5) offer from Geneco on their Expiring Geneco Contract (“**Renewal Notification**”).
3. 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.
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.

Mechanics

5. 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
3 Jan – 31 Jan 2023	Limited to the 1 st 200 customers
1 Feb – 28 Feb 2023	Limited to the 1 st 200 customers
1 Mar – 31 Mar 2023	Limited to the 1 st 200 customers
1 Apr – 30 Apr 2023	Limited to the 1 st 200 customers
1 May – 31 May 2023	Limited to the 1 st 200 customers
1 Jun – 30 Jun 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 Citibank Credit Card (“**Recurring Payment**”) via Geneco’s [Self-Service Portal](#)

before his/her current contract expiry date.

6. 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

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



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

Renewal Period	Fulfilment Date
3 Jan – 31 Jan 2023	By 31 Mar 2023
1 Feb – 28 Feb 2023	By 30 Apr 2023
1 Mar – 31 Mar 2023	By 31 May 2023
1 Apr – 30 Apr 2023	By 30 Jun 2023
1 May – 31 May 2023	By 31 Jul 2023
1 Jun – 30 Jun 2023	By 31 Aug 2023

9. 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.
10. 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

11. Citibank and/or Geneco reserve all rights to:
- substitute the Rebate with a gift of similar value, whether in cash or in kind;
 - 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 Credit Card.
 - 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
 - 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.
12. Citibank 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.
13. Citibank 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.
14. Geneco makes no warranty or representation as to the quality, merchantability or fitness for purpose of the goods and/or services provided by Citibank. 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.
15. By participating in the Promotion, participants will be deemed to have read, understood and agreed to be bound by the Terms and Conditions hereunder.
16. "Citibank" refers to Citibank Singapore Limited and "Geneco" refers to Seraya Energy Pte Ltd.
17. 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.