



Citibank Geneco November New Sign Up Promotion – Terms and Conditions

1. This Promotion commences on 15 November 2021 and ends on 30 November 2021, both dates inclusive (“Promotion Period”).
2. Only Citi Credit Cardholders (excluding Corporate/Commercial Cards) with a registered residential address with postal code starting from 01 to 83, who sign up for a residential electricity price plan with a minimum contract duration of twelve (12) months with Geneco (“Geneco Plan”) during the Promotion Period are eligible to participate in this Promotion (“Eligible Cardholder”). For the avoidance of doubt, Citi Credit Cardholders who have already signed up for a Geneco Plan prior to the Promotion Period are not eligible to participate in this Promotion.
3. Under the Promotion, an Eligible Cardholder will receive a one-time bill rebate (the “Gift”) if the following conditions are fulfilled:
 - (a) is among the first 150 new Geneco customers per month who signs up for a Geneco Plan during the Promotion Period and the sign up is approved by Geneco by 31 January 2022;
 - (b) successfully sets up a recurring bill arrangement with his/her Citi Credit Card via Geneco’s [Self-Service Portal](#) during the Promotion Period; and
 - (c) is not a United States (“U.S.”) Citizen, U.S. Resident, or U.S. Green Card holder. A person is a “U.S. Resident” if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years.

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

Electricity Plan	Gift
12-Month Geneco Plan	One-time S\$10 Bill Rebate
24-Month Geneco Plan	One-time S\$30 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 Citibank and/or Geneco be responsible for the Eligible Cardholder's ineligibility to receive the Gift.

4. 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.
5. 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.
6. The Gift shall be credited to the Eligible Cardholder's Geneco electricity account by 28 February 2022. An Eligible Cardholder who refunds, cancels or disputes the recurring bill arrangement and Geneco Plan before he/she receives the Gift will forfeit the Gift.
7. 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.
8. Citibank'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.



9. Citibank 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. Citibank 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.
10. 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.
11. Citibank 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.
12. "Citibank" means Citibank Singapore Limited and "Geneco" means Seraya Energy Pte Ltd.
13. These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.