



## Citibank Geneco Renewal Promotion – Terms and Conditions

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

### Eligibility

1. This Promotion commences from 1 August 2022 and ends on 31 October 2022, 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 (“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 500 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;

Renewal Period	Redemption Cap
1 Aug to 31 Aug 2022	Limited to the 1 <sup>st</sup> 500 customers
1 Sep to 30 Sep 2022	Limited to the 1 <sup>st</sup> 500 customers
1 Oct to 31 Oct 2022	Limited to the 1 <sup>st</sup> 500 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](#); and
- iv. 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/she 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, 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\$15 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
1 Aug to 31 Aug 2022	By 31 Oct 2022
1 Sep to 30 Sep 2022	By 30 Nov 2022
1 Oct to 31 Oct 2022	By 31 Dec 2022

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.