

## November 2021 Citibank Credit Cards Hero Giveaway Campaign Terms & Conditions

1. The **November 2021 Citibank Credit Cards Hero Giveaway Campaign** (hereinafter referred to as “**CCHG2111CT3-Campaign**”) is organized by Compargo Malaysia Sdn Bhd [201301020939 (1050769-U) for CompareHero.my (hereinafter referred to as “**CompareHero.my**” or “**we**”) and in partnership with Citibank Berhad [199401011410 (297089-M)] (hereinafter referred to as “**Citibank**” or “**Citi**”) as a Service Provider for bank products that are being applied for.
2. Citibank credit cards eligible for **CCHG2111CT3-Campaign** are Citi Simplicity+ Card, Citi Rewards Card, Citi PremierMiles Card, Citi Clear Card, Citi Cash Back Platinum Card, Citi Cash Back Card, Lazada Citi Platinum Card (hereinafter referred to as “**Eligible Credit Cards**”).

### Campaign Period

3. The **CCHG2111CT3-Campaign** comprises of the following periods:
  - a. “**Sign-Up Period**” runs from **10 November 2021** to **29 November 2021**, both dates inclusive;
  - b. “**Spend Period**” is defined as the earlier of:
    - i. **sixty (60) days** from the date of approval of the Eligible Credit Card; **OR**
    - ii. until **31 January 2022**;
  - c. “**Redemption Period**” runs from **20 December 2021** to **31 March 2022**, both dates inclusive.

### Campaign Eligibility

4. The **CCHG2111CT3-Campaign** is open to individuals who:
  - a. are 21 years old and above; and
  - b. are either New-to-Bank, which includes individuals or Citibank customers who do not have any credit card issued by Citibank in Malaysia or otherwise, but excluding those individuals who fall under Clause 6 of these Terms & Conditions; and
  - c. register their interest, during the Sign-Up Period, for any of the Eligible Credit Cards on CompareHero.my website, to get redirected to Citibank website; and
  - d. completes the Citibank Credit Card online application process before the end of the Sign-Up Period; and
  - e. has their application for the Eligible Credit Cards approved by Citibank (hereinafter referred to as “**Cardholder/s**”) activates and performs at least eight (8) transactions qualifying as a “Retail Spend” (as defined below) within the Spend Period using the Eligible Credit Card.
5. Retail Spend of the **CCHG2111CT3-Campaign** is defined as spends of any amount on any goods and/or services with the use of the Eligible Credit Card and subject to the following conditions:
  - a. Includes:
    - i. Internet transactions, local and overseas retail transactions (including online transactions), E- wallet top up; and
  - b. Excludes:
    - i. Instalments paid under Citibank's FlexiPayment Plan, Credit Shield Plus, Quick Cash, Balance Transfer, Balance Transfer via Instalment Plan and Cash Advance; and/or
    - ii. any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions; and/or
    - iii. payment of annual Citi Credit Card membership fees; and/or
    - iv. interest payments, late payment fees, charges for cash withdrawals; and/or
    - v. Goods and Service Tax or other taxes and any other form of service/miscellaneous fees; and/or
    - vi. Transactions made by the Citibank cardholders with any merchant associated with or controlled by them (whether as employee, employer, shareholder or director). i.e. transactions by a Citibank cardholder with any corporation or business entity in which s/he is an employee or employer or works with or has shares or interest in or is a director of.

It is clarified that the determination of what is classified as a Retail Spend is determined by Citibank in its absolute discretion.

6. The following individuals are not eligible for the **CCHG2111CT3-Campaign**:
- permanent and/or contract employees of Citibank (including its subsidiaries and related companies) and their respective immediate family members; and/or
  - representatives and/or agents (including advertising and campaign agents) of Citibank and their respective immediate family members; and/or
  - those who had cancelled any of their Citibank credit card within twelve (12) months before the date of approval of their Eligible Credit Card and are re-applying for any Citibank Credit Card under the **CCHG2111CT3-Campaign**; and/or
  - present holders of any Citibank credit card(s) whether issued in Malaysia or otherwise; and/or
  - any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their credit card account(s), any facility, service or accommodation granted by Citibank, including Citibank Online (Website); and/or
  - those who have registered for a previous credit card Campaign organized by CompareHero.my within the three (3) months preceding the start date of **CCHG2111CT3-Campaign**. It is clarified that any such individual will not be eligible for this **CCHG2111CT3-Campaign** irrespective of whether their Eligible Credit Card application made under the previous Campaign with CompareHero.my has been completed and/or approved by Citibank.
7. CompareHero.my reserves the right to reject information submitted on the CompareHero.my website and/or social media if we deem it not legible, in non-English alphabets, to use foul language, or suspect it as spam or of a fraudulent nature.

### Campaign Mechanics

8. Cardholders who fulfil the Campaign Eligibility requirements set out in clauses 4 and 5, and their subclauses above, will be considered a **“Successful Cardholder”** of the **CCHG2111CT3-Campaign**.
9. Successful Cardholders with a residential address in Peninsular Malaysia shall be issued one (1) **“Campaign Gift”**. Campaign Gift is defined as either one (1) of the following:
- Touch ‘n Go eWallet Credit worth RM400; OR**
  - One (1) unit of Apple AirPods worth RM699 (retail price).**
10. Cardholders with a residential address in Peninsular Malaysia may choose either one (1) of the available Campaign Gifts upon submission of application for the Eligible Credit Card. Successful Cardholders with a residential address in Peninsular Malaysia will be issued their chosen Campaign Gift (subject always to availability of third-party distribution and supply channels, stock availability and/or merchant delivery schedules, over which we have no control).
11. Successful Cardholders without a residential address in Peninsular Malaysia will not be issued a Campaign Gift but will instead be issued one (1) **“Substitute Gift”**. Substitute Gift is defined as **Lazada eVoucher worth RM400.**
12. Each Successful Cardholder may be entitled to and shall only be issued one (1) Campaign Gift or Substitute Gift, as applicable, regardless of the number of approved and activated Eligible Credit Cards issued by Citibank.
13. Successful Cardholders who receive the Campaign Gift or the Substitute Gift, as applicable, shall not be eligible to participate in other sign-up card campaigns, promotions or offers by Citibank or its third-party sales agents.

## Campaign Gift Redemption

14. For the avoidance of doubt, it is the Successful Cardholder's responsibility to redeem the Campaign Gift or Substitute Gift within their respective Redemption Periods.
15. CompareHero.my will contact all Successful Cardholders to redeem the Campaign Gift or Substitute Gift between **20 December 2021 to 28 February 2022**:
  - a. via email (email address in CompareHero.my's record) with gift redemption instructions; and/or
  - b. via SMS (mobile phone number in CompareHero.my's record).
16. The Campaign Gift or Substitute Gift cannot be transferred to other parties, is not refundable and are strictly not exchangeable for cash, credit, or other goods.
17. The Campaign Gift or Substitute Gift is considered redeemed when a Successful Cardholder responds to the gift redemption email instructions before the end of the Redemption Period. Any attempt of gift redemption after the Redemption Period will not be entertained and no Campaign Gift or Substitute Gift will be issued.
18. Delivery or fulfilment of Campaign Gift or Substitute Gift is estimated to be 4 weeks from redeemed date (subject always to availability of third-party distribution and supply channels, stock availability and/or merchant delivery schedules, over which we have no control). CompareHero.my is not responsible for any wrongful or missing delivery of the Campaign Gift or Substitute Gift due to any incorrect or incomplete address supplied by the Successful Cardholder. No replacement of Campaign Gift and/or Substitute Gift will be offered.
19. The Campaign Gift or Substitute Gift choice of size, technical specifications and/or colour is at the discretion of CompareHero.my, based on available stock from the merchant/s. CompareHero.my can replace the Campaign Gift or Substitute Gift with something of equivalent or higher value if the merchant/s runs out of stock.
20. The Campaign Gift or Substitute Gift does not include any accessories or items (unless stated) that may be shown on any marketing materials, as they are for illustration purposes only.
21. The use of the Campaign Gift or Substitute Gift is subject to terms and conditions of the issuing merchant/s. All additional terms and conditions will be stated in full, upon delivery or fulfilment of Campaign Gift or Substitute Gift. Additional terms and conditions may include validity dates, spend requirements, applicable or exclusion products and other conditions. The issuing merchant/s reserves the right to alter, cancel, terminate or suspend the order or any part thereof or any part of the applicable terms and conditions from time to time, with or without any prior notice.
22. All servicing or warranty claims should be directed to the merchant, manufacturer or distributor of the Campaign Gift or Substitute Gift. Please refer to the warranty card / box / notification attached with the Campaign Gift or Substitute Gift.
23. CompareHero.my and Citibank are not in any way endorsing, sanctioning, approving or supporting the brand/s or merchandise of the Campaign Gift or Substitute Gift and are in no manner responsible for any issues related to the usage of the Campaign Gift and/or Substitute Gift. Any query and/or dispute on the usage of the Campaign Gift or Substitute Gift must be directed to, and resolved directly with the issuing merchant/s.
24. Campaign Gift or Substitute Gift brand/s or merchandise are not a participant in or sponsor of this **CCHG2111CT3-Campaign**. The brand/s logo and/or trademarks remains the intellectual property of the brand.
25. By accepting the Campaign Gift or Substitute Gift, the Successful Cardholder agrees to give CompareHero.my the discretion to publish their name and masked phone number in a list on all CompareHero.my's website, social media accounts and communication platforms.

## General Campaign Terms and Conditions

26. The use of the CompareHero.my website and services constitutes the acceptance of the general [Terms and Conditions](#) and [Privacy Policy](#).
  - a. For the avoidance of doubt, during the course of using CompareHero.my services, individuals that have registered their interest and/or have applied for a Citibank product listed on CompareHero.my, are deemed to have given explicit consent to the collection, use and sharing of their personal data between CompareHero.my and Citibank, for the purposes of the administration of this Campaign, including application status, card activation status, and other qualifying criteria.
27. CompareHero.my reserves the right to (at its own discretion) disqualify any participant and/or withhold or confiscate in full or part any Campaign Gift or Substitute Gift if:
  - a. the participant is found to be, or reasonably suspected of participating in any form of fraudulent practices (including but not limited to false identities, doctoring images, wilful spamming or manipulation of any CompareHero's processes, or website); and/or
  - b. the redemption request is found to have been made via other channels, made outside of the Redemption Period, or are fraudulent, against the spirit of the Campaign, or non-compliant with the Campaign terms and conditions.
28. In the event of disputes, CompareHero.my's decision shall be final.
29. Where we suspect a participant is participating in any form of unlawful and/or fraudulent activity, we reserve the right to report such activity or suspicions to the police or relevant authorities.
30. Final approval of any Eligible Credit Card is determined by the relevant banks in their absolute discretion and is subject to the banks' credit and risk processing criteria. Participating in this Campaign does not guarantee the approval of any Credit Card. CompareHero.my does not guarantee the approval of any Eligible Credit Card.
31. CompareHero.my reserves the right as it deems fit to vary or change any of these Campaign terms and conditions from time to time or cancel, terminate, withdraw, suspend and/or replace this Campaign with another similar Campaign with prior notice. Such variation, changes, cancellation, termination, withdrawal, suspension and/or replacement will be notified by posting on CompareHero.my website, social media or in any other manner as CompareHero.my deems fit.
32. CompareHero.my reserves the right to change the Sign-up Period or the Redemption Period if the launch of the Campaign is delayed and shall have no liability for the same.
33. In this respect, the participants of this Campaign also signifies their agreement to access the CompareHero.my website and/or social media at regular intervals to view these terms and conditions and to ensure that they are kept up-to-date with any variations or changes which CompareHero.my may effect from time to time. Participants also agree that their continued participation in this Campaign will constitute their acceptance of these terms and conditions (as varied from time to time).
34. Any cancellation, termination, withdrawal or suspension by CompareHero.my of this Campaign will not entitle participants to any compensation against CompareHero.my for any and all loss or damage that may be suffered or incurred by the participant as a direct or indirect result of the act of cancellation, termination, withdrawal or suspension.
35. The decisions of CompareHero.my and Citibank in relation to every aspect of the Campaign, including but not limited to the definition of Successful Cardholders, shall be deemed final and conclusive under any circumstance and no further appeal, enquiry and/or correspondence will be entertained.
36. These Campaign terms and conditions are governed by and construed under the laws of Malaysia.

## CompareHero.my's Privacy Policy

Our goal is to maintain your trust and confidence when handling personal information about you. The security of your personal information is our priority. We protect this information by maintaining procedural safeguards that meet

Malaysia's PDPA (Personal Data Protection Act 2010) law. We train our employees in the proper handling of personal information. When we use other companies to provide services for us, we require them to protect the confidentiality of personal information they receive as well.

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