



Important Update

Rewards Redemption: Unavailability of Rewards Redemption Notifications, Pay with Points via SMS and Always Pay with Points

Citibank Singapore Limited is working to implement put in more stringent measures to bolster the security of digital banking, including progressively removing clickable links in emails and or SMSes sent to you.

As our rewards redemption notifications, Pay with Points via SMS and Always Pay with Points services rely on clickable links, we wish to inform you that these notifications and services will not be available from 26/01/22 until further notice.

Please be informed that for your rewards redemption details, you can log in to Citibank Online - Citi ThankYouSM Rewards page. Please refer to **Annex A** below on how to access your rewards redemption history. Please refer to **Annex B** if you would like to check on the status or itinerary of your travel redemptions that you've made through Citi ThankYou Rewards.

You can still offset your purchases through Pay with Points via the Citi Mobile App. Please refer to **Annex C** on how to redeem through Pay with Points via the Citi Mobile App.

We regret any inconvenience caused.

For assistance, please contact our CitiPhone Banking hotline at 6225 5225 from 8am to 8pm.

Annex A – How to access your rewards redemption history on Citi ThankYou Rewards

Step 1: Go to www.citibank.com.sg

CITIBANK SINGAPORE LOCATIONS IMPORTANT NOTICES CONTACT US

Home Sign On ...

Create User ID **Register Now**

SIGN ON to Citibank Online

User ID

Password

We recommend you to change your password regularly.

Remember my User ID **SIGN ON**

Bank with Citi Mobile® App

Forgot User ID or Password?

Activate Your Card

Maintenance Schedule

Learn how to guard against scams that lead to financial loss by completing the National Crime Prevention Council's anti-scam quiz

You can soon message us via the Citi Mobile® App.

With the new messaging feature on the Citi Mobile® App, the Citi Live Chat function on Citibank Online will no longer be available with effect from 5 December 2021.

LEARN MORE

Discontinuation of Citibank Online Live Chat.

Book your loan via Citi Mobile App and get up to \$S400 GrabFood Voucher*

Get up to 22.88% p.a.* on a 3-month SGD or USD Time Deposit & reward vouchers*.

Lower your electricity bills with Citi Credit Cards.

Step 2: Select “Rewards & Offers”

CITIBANK SINGAPORE LOCATIONS IMPORTANT NOTICES CONTACT US

citibank

My Citi Payments & Transfers Wealth Management Services **Rewards & Offers** Sign Off

Welcome to Citibank Online! | Last Login: 25 Jan 2022 at 4:42 PM | My Profile | 0 Messages

IMPORTANT NOTICE: Authenticate your Citibank Online session securely with the Citi Mobile® Token. Set it up by tapping on 'Manage Citi Mobile Token' under Profile & Settings in the Citi Mobile® App. If you do not have the Citi Mobile® App, download the app on your mobile phone and you will be guided to set up the Citi Mobile® Token on your first login.

ACCOUNTS

Nickname your Account GVA Registration

Expand All Collapse All

Checking Accounts (1)

Account Name	Account Type	Amount
Checking :	Checking	Available Now: SGD 0.00

QUICK TASKS

What would you like to do?

- Pay Bills
- Transfer Funds
- View Electronic Statements
- View E-Advices
- Review rewards balance now

FINANCIAL TOOL

- FX Rates
- Daily Currency Updates

Step 3: Complete your OTP verification. Select which card to redeem with and select “Redeem Now” and you will be redirected to Citi ThankYou Rewards page.
REWARDS & OFFERS

CREDIT CARD REWARDS

Citi ThankYouSM Rewards Home


Reward yourself with over 300 reward choices for your selection. There is always something for the fashionistas, foodies or the frequent travelers out there.

Please select the Credit Card Rewards Card XXXXXXXXXXXX

Points 157,496


Discover the fresh look and feel, as well as the exciting new ways you can use your points. With Citi ThankYouSM Rewards the possibilities are endless, so start enjoying them now.

Citi ThankYouSM Rewards



[REDEEM NOW >>](#)

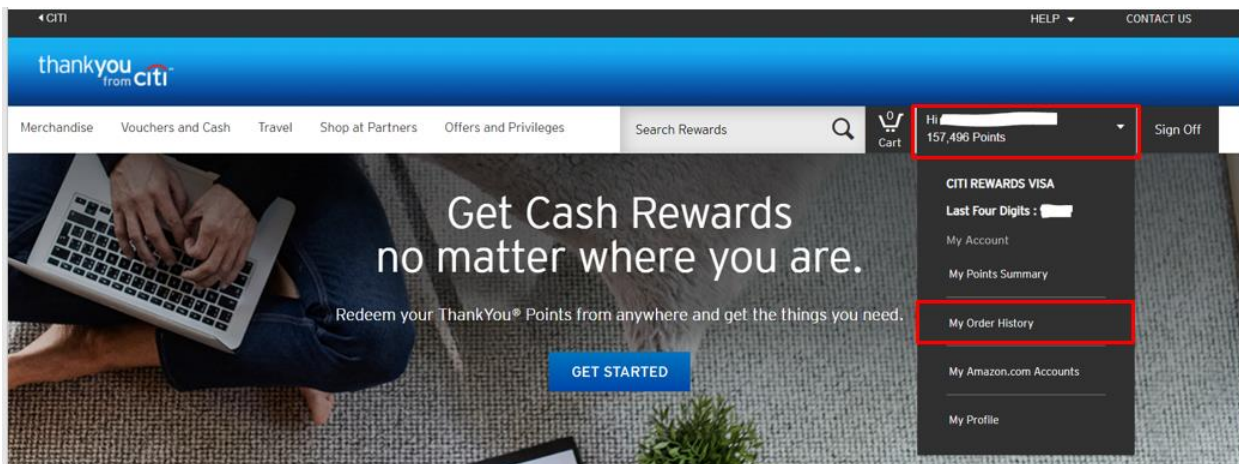
Pay with Points



[REDEEM NOW >>](#)

By clicking on "Redeem Now": (1) you acknowledge and understand that you will be leaving Citibank Online and entering the Citi ThankYou Rewards redemption website ("Rewards Website") which is operated and managed by third party service provider(s) ("Merchant(s)"); and (2) you agree that you have read and agree to the Citi ThankYou Rewards Terms and Conditions ("Terms") governing your redemption of rewards via the Rewards Website, which provide amongst others, that products and services made available on the Rewards Website for redemption ("Products") are NOT provided by Citibank, but are provided by Merchant(s) who are the seller(s), supplier(s) or provider(s) of Products under an individual contract entered between the Merchant and you.

Step 4: Hover your arrow over your points balance on the top right of the screen then select “My Order History”.



Step 5: You can see all your rewards redemptions in this history list. Select "View Details" to see more information on the specific rewards redemption.

My Order History

Below is a list of your order history, including your rewards and travel rewards.

If you need further assistance, please contact CitiPhone at +65 6225 5225.

Time Frame

Past 12 Months

Sort

Newest to Oldest

Order Date: 01/06/2021

[PAY WITH POINTS 1](#)

FULFILLED ?

440
pts

VIEW DETAILS

Order #: 2053816337

Order Date: 30/04/2021

[ASIA MILES POINTS TRANSFER](#)

REJECTED ?

25,000
pts

VIEW DETAILS

Order #: 2052814951

Step 6: You can see all the relevant information with regards to your rewards redemption such as the type of redemption, amount of Points redeemed, shipping status and more.

My Order Details

Order Summary

Order Date: 01/06/2021

POINTS TOTAL:

440 points

[PAY WITH POINTS 1](#) [PAY WITH POINTS](#)

TOTAL: 440 points

Merchant: TAobao.COM

FULFILLED ?

Transaction Date: 01/06/2021

Transaction Amount: 1 SGD

Points Value: 440 points

Order #: 2053816337

Annex B – How to check on the status or itinerary of your travel redemptions on Citi ThankYou Rewards

Step 1: Go to www.citibank.com.sg

Step 2: Select “Rewards & Offers”

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ACCOUNTS

Nickname your Account | GVA Registration

Expand All | Collapse All

Checking Accounts (1)

Account Name	Account Type	Amount
Checking :	Checking	Available Now: SGD 0.00

QUICK TASKS

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Citi ThankYouSM Rewards



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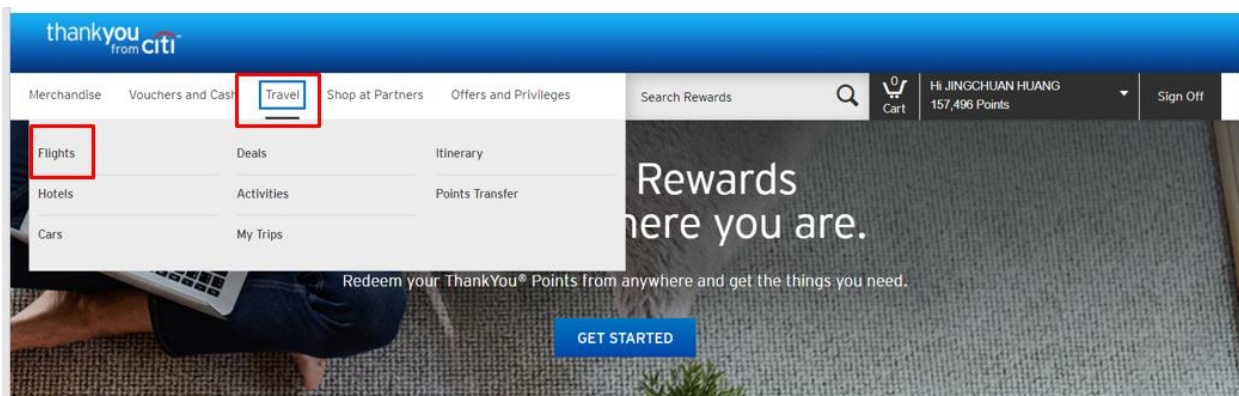
Pay with Points



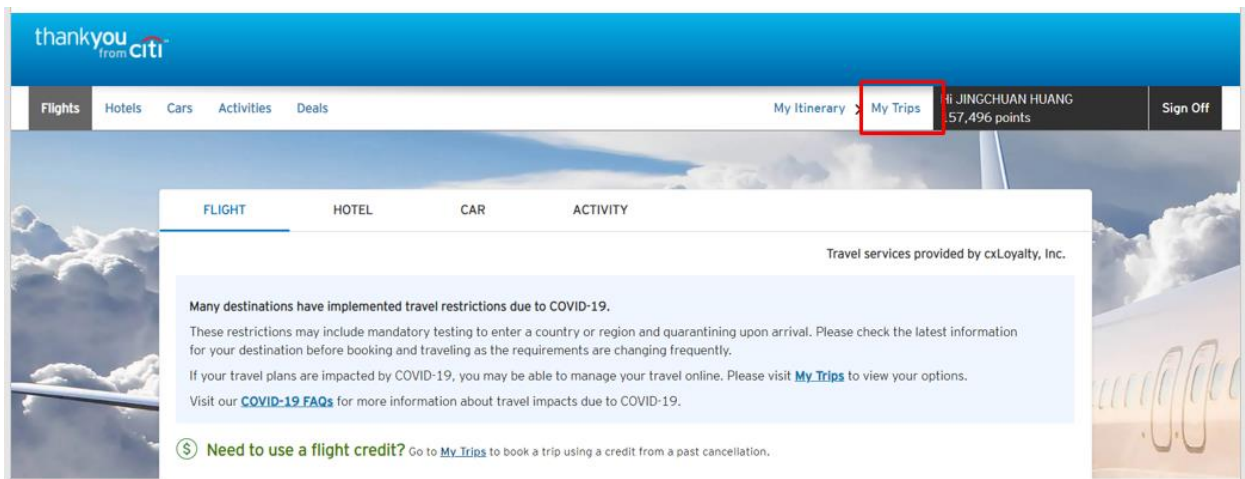
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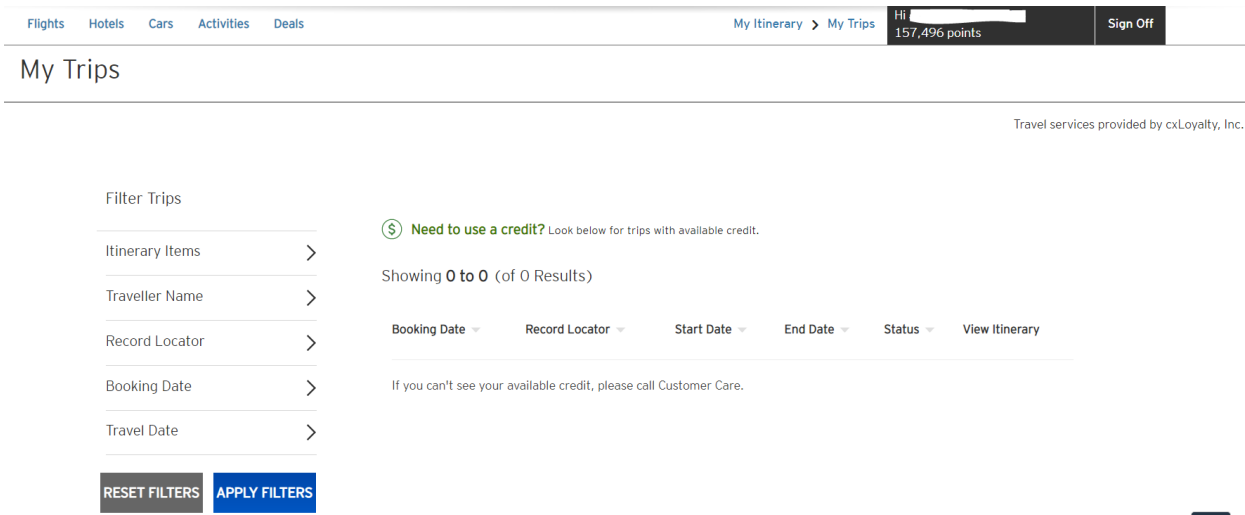
Step 4: Hover over the main navigation and select “Travel” then “Flights”.



Step 5: Select "My Trips".

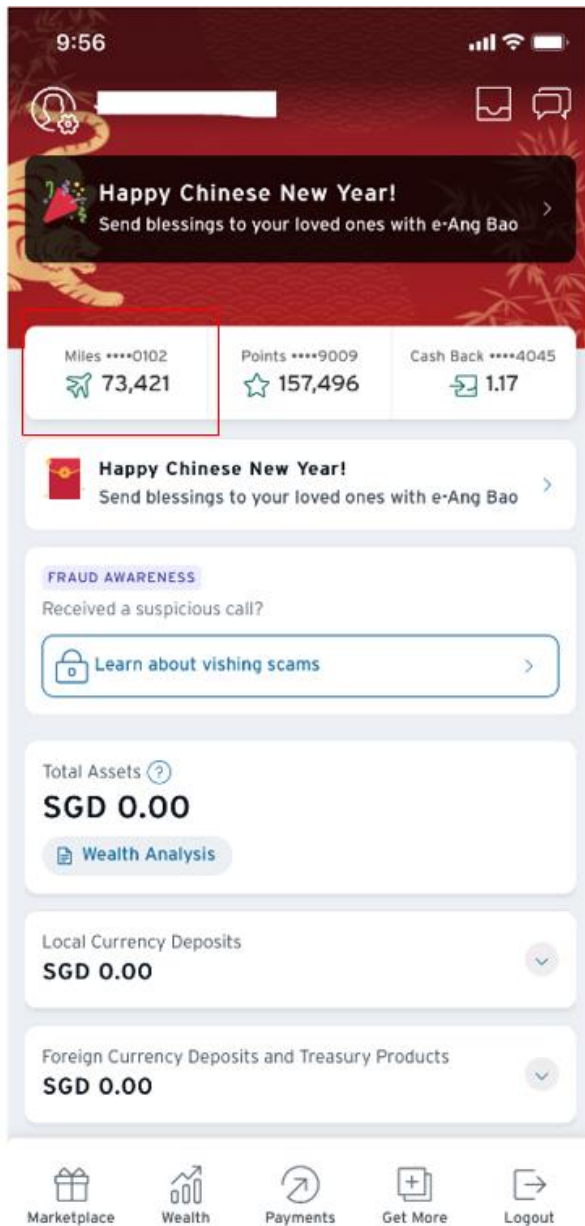


Step 6: You will be able to see all your travel redemptions, travel dates, status and itineraries.

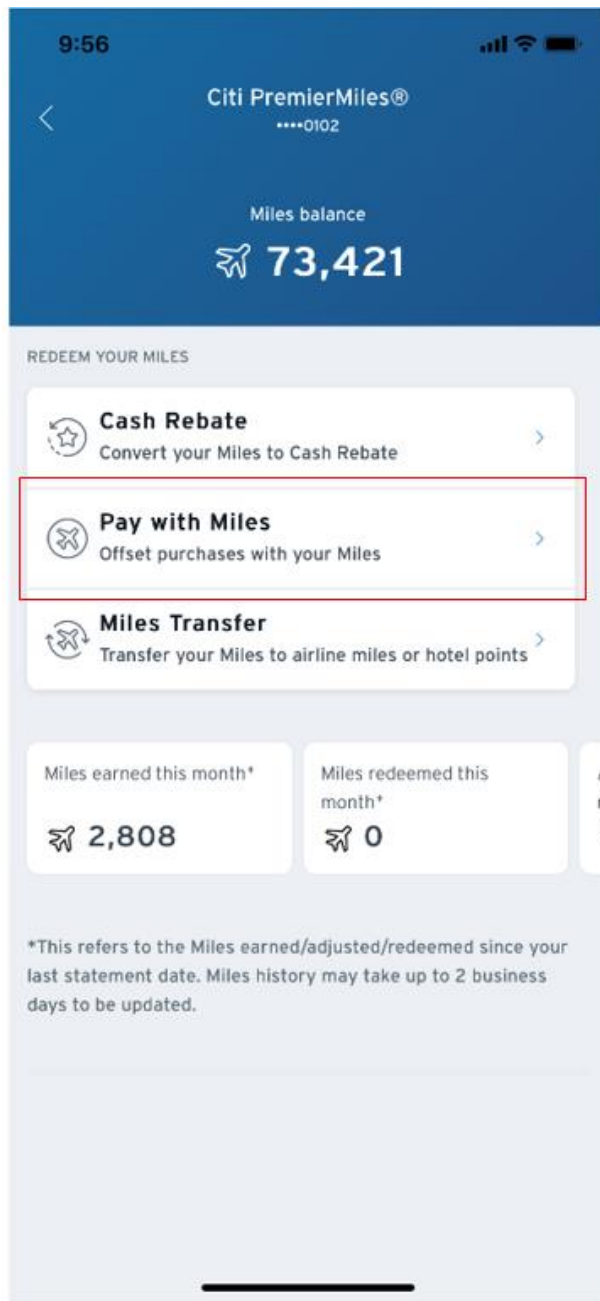


Annex C – How to redeem through Pay with Points via the Citi Mobile App

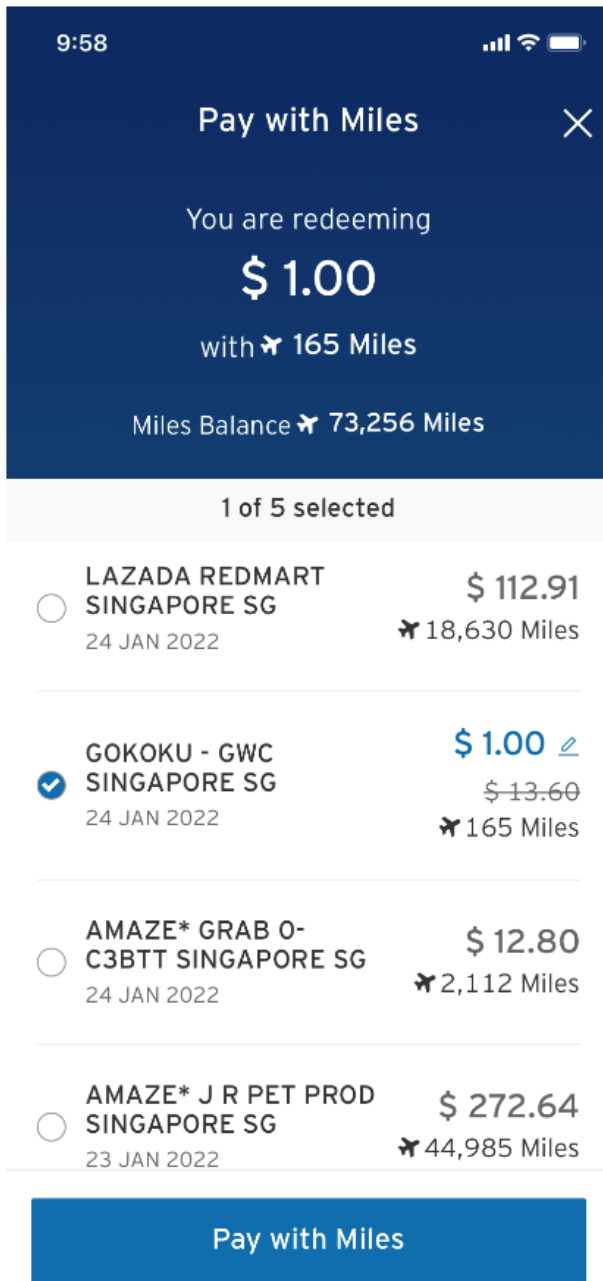
Step 1: Login to the Citi Mobile® App. Tap on your rewards balance on the top of the screen and open the Rewards Dashboard.



Step 2: Tap on "Pay with Points" or "Pay with Miles"



Step 3: Select the transactions you wish to redeem for. You can select up to 5 other transactions to redeem. Review and tap on "Pay with Points" or "Pay with Miles" to proceed with the redemption.



Step 4: Upon confirmation of a successful redemption, a statement credit will be reflected in your next statement of account.

[Done](#)

1 Transaction(s) Paid with Miles

Total Transaction Amount	\$1.00
Miles Used	✈ 165 Miles
Miles Balance	✈ 73,256 Miles

Transaction amount will be credited to your card account and reflected in your next statement.

Pay more transactions with Miles



Up to 5 transaction at one go

Always Pay with Points

Setup and manage automatic redemptions for your favourite transactions



[View more ~~card rewards~~ and offers](#)