



Citigold Private Client

Citigold Private Client Airport Limousine Service Terms and Conditions

1. The Citigold Private Client Airport Limousine Service in Singapore (“Programme”) is applicable for Citigold Private Client customers (“Clients”) with a minimum of USD\$1,000,000 in Assets Under Management (“AUM”) with Citibank.

Complimentary Airport Limousine Entitlements (“Limousine Entitlements”) are offered annually on **1st September** as stipulated in the table below. **Limousine Entitlements expire on 31st August** the following year and Clients have to maintain a minimum of USD\$1,000,000 in AUM with Citibank over the entire period. If Clients’ AUM balances fall below USD\$1,000,000, it will result in the number of complimentary Limousine Entitlements being revised accordingly.

Assets Under Management	Limousine Entitlements
USD\$7million and above	16
USD\$3.5million to below USD\$7million	8
USD\$1million to below USD\$3.5million	2
Less than USD\$1million	0

Revision of Limousine Entitlements will be effected within **2 calendar months** from the date of change in Clients’ AUM balances and/or change in Clients’ banking segment to Citigold Private Client. (“Assets Under Management (AUM)”) refers to the combined balances held in a client’s primary accounts including Citibank checking and savings account (except cash management account), time deposits, investments and premiums of life insurances distributed by Citi and underwritten by AIA Singapore Private Limited (Reg. No. 201106386R).). Funds credited into cash management accounts will not count towards Assets Under Management.

2. U.S. Persons shall not be eligible for the Programme. “U.S.” means the United States of America and a “U.S. Person” means any of the following:
 - (i) a United States citizen;
 - (ii) United States resident; meaning:
 - (a) a green card holder, or
 - (b) an individual physically present in the U.S. for 31 days in the current calendar year and 183 days during the 3-year period that includes the current year and the two years immediately before that, counting: (i) all the days present in the U.S. in the current year, (ii) 1/3 of the days present in the U.S. in the first year before the current year, and 1/6 of the days present in the U.S. in the second year before the current year; or
 - (c) an individual designated a resident for U.S. tax purposes; or
 - (d) an individual with a U.S. mailing address or U.S. telephone number.
 - (iii) a corporation partnership or entity organised or existing under the laws of any state territory or possession of the U.S.;
 - (iv) an estate or trust of which any executor, administrator or trustee is a U.S. Person;
 - (v) an agency or branch of a foreign entity located in the U.S.;
 - (vi) a discretionary or non-discretionary account held by a fiduciary for the benefit or account of a U.S. Person;
 - (vii) a non-U.S. partnership, corporation or entity owned or controlled by a U.S. Person (ownership of 10% or more by a U.S. Person); or
 - (viii) a partnership, corporation or entity with a U.S. mailing address or U.S telephone number.



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3. Each Limousine Entitlement refers to a one-way transfer to or from the following destinations **with no additional stopover** in Citibank's designated vehicle model ("Limousine Transfer"):

- Changi Airport
- Harbourfront Ferry terminal
- Marina Bay Cruise Centre
- Tanah Merah Ferry Terminal

The Programme will be fulfilled by a third-party service provider(s) as may be determined by Citibank ("Service Provider") where information relating to Clients and any authorised third parties by Clients who will be utilising the Limousine Entitlement ("Travellers") and the respective services requested will be directly provided by Clients to the Service Provider to facilitate the fulfilment of the Programme.

4. Clients will be accorded a unique voucher code ("Voucher Code") via the Citi Mobile® App. Clients are to retrieve their assigned Voucher Code to access the Service Provider's Booking Portal ("Booking Portal") to view and utilise their available Limousine Entitlements. Pick-up details, requirements, amendments and/ or cancellations relating to the Programme ("Booking Requests") must be indicated clearly by Clients online via the Booking Portal. By submitting a request via the Booking Portal, Clients and Travellers consent to Citibank and Service Provider in collecting, using and disclosing Clients and Travellers' personal data for the purposes of Programme fulfilment. Clients acknowledge that such disclosures may not be limited to organisations in Singapore and may be subject to data protection laws of other jurisdictions.

All Booking Requests must be made at least **48 hours prior** to Clients' and/or Travellers' pick-up time ("Pick-up Time") via the Booking Portal. The Programme is subject to availability upon successful submission of each Booking Request via the Booking Portal.

Clients' and/or Travellers' contact details including, but not limited to, mobile number, email address will be required for each Booking Request. Incomplete information or last-minute changes may result in the inability to provide the Limousine Transfer.

The designated vehicle models for all Booking Requests are:

Vehicle Models	No of Passengers	No of Luggage
Sedan Mercedes E-class	3	2
MPV (Toyota Alphard)	4	4

The vehicle models are pre-determined at the sole discretion of Citibank and the Service Provider and are subject to change without prior notice.

Please note if the number of passengers or luggage exceed the maximum capacity, the service provider will have to reject the trip for safety reasons and to abide with the road traffic regulations. Please book an additional vehicle to accommodate more passengers / luggage if needed.

Additional requirements which may include, but are not limited to, extended waiting time, additional pick-up points, additional luggage, a different vehicle model and/ or additional passengers will incur additional Limousine Entitlement(s) and/or costs. **The additional**



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Limousine Entitlement(s) and/ or costs are to be borne by Clients and/ or Travellers and may be chargeable directly by the Service Provider.

5. **Booster seats or child restraints** are required for passengers under 1.35 metres in height as part of traffic safety regulations. The assigned chauffeur reserves the right to reject the Limousine Transfer if the request was not **made known to the Service Provider at least 48 hours prior to Pick-up Time**. Non luggage items including, but not limited to, wheelchairs, baby strollers, golf bags and/or fishing rods are to be stated clearly in all Booking Requests and are subject to the capacity of the assigned vehicle. The assigned chauffeur reserves the right to reject request(s) contravening traffic safety regulations.

Clients and/ or Travellers should contact Service Provider directly for all queries relating to the Booking Requests.

6. Citibank shall have the absolute discretion to use any agents, contractors, correspondents or other third party service providers to administer and/or implement the Programme. Citibank shall not be liable to any Clients or third party for any act, omission or neglect on the part of such agents, contractors, correspondents or third parties.
7. Citibank is not the supplier of any of the goods and/or services provided by any agent, correspondent or other third party service provider and shall not in any way be liable for any goods, and/or services, the quality or performance of such goods and/or services supplied/provided by any agent, correspondent or other third party service provider pursuant to the Citibank. Notwithstanding anything herein, Citibank 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 any agent, correspondent or other third party service provider. Neither Citibank nor its agents will be responsible for any late pick-up, no-show of vehicle or long travel time as a result of unforeseen conditions such as bad weather, road and traffic conditions (and similar conditions) that may cause Clients and/ or Travellers to arrive late or miss their flight. Clients and/ or Travellers should seek redress and direct any complaints or comments in respect of such goods and services to the respective participating merchant, provider or agent.
8. Citibank reserves the right not to accord the featured Programme at its discretion. Featured Programme mechanics are subject to change without prior notice. Any benefit under this Programme shall not be exchangeable for cash or credit or in kind. In the event that the Programme mechanics are unavailable for any reason whatsoever, Citibank reserves the right to substitute the same with products of similar value without prior notice. Citibank's decision on all matters relating to the Programme will be final and binding on all participants. In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional materials relating to the Programme, these terms and conditions will prevail.
9. "Citi" or "Citibank" refers to Citibank Singapore Limited unless the context otherwise requires.