



## Senoko Energy & Citibank - New Customers Promotion Terms & Conditions

1. The Promotion commences on 15 Jul 2024 and ends on 14 Oct 2024, both dates inclusive ("Promotion Period").
2. Only Citi Cardholders (excluding Citi Purchasing Card / Citi Travel Lodge Card / Citi Travel Account) who sign up for a residential electricity price plan with Senoko Energy ("Senoko Energy Plan") during the Promotion Period are eligible to participate in this Promotion ("Eligible Cardholder").
3. The Eligible Customer must ensure that the Citi 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 service contract period with Senoko Energy and at the time of the rebate fulfilment failing which, the Eligible Customer will be disqualified for the Promotion.
4. Under the Promotion, Eligible Cardholder will receive the below bill rebates (the "Gift") if he/she fulfills all the following, during the Promotion Period:
  - a. is among the stipulated number of new customers per Sign Up Period to sign up for a Promo Price Plan with Senoko Energy via self-help online channels;
  - b. inputs promo code during the sign-up process;

Period	Promo Price Plan	Promo Code	Gift	Redemption Cap
15 Jul – 14 Oct 2024	12-month Senoko Energy Plan	CITITYC20	One-time S\$20 bill rebate	First 20 customers per Sign Up Period
	24-month Senoko Energy Plan	CITITYC120	One-time S\$120 bill rebate	First 120 customers per Sign Up Period

- c. charges to his/her Citi Card the full amount of their Senoko electricity bill; and
- d. successfully sets up a recurring payment arrangement during sign up by the relevant stipulated dates in Table 1 below and retains the recurring payment arrangement till the end of the contract period.

Sign Up Period	Recurring Set Up Date	Earliest Date Rebate Credited
15 Jul – 31 Jul 2024	By 31 Aug 2024	By 28 Feb 2025
1 Aug – 31 Aug 2024	By 30 Sep 2024	By 31 Mar 2025
1 Sep – 14 Oct 2024	By 31 Oct 2024	By 30 Apr 2025

Table 1: Recurring Set Up and Payment Date

5. Each Eligible Cardholder is entitled to receive only a one-time bill rebate for a single Senoko Energy electricity account for the contractual period of the Senoko Energy plan customer signed up for.
6. The Gift will be credited by Senoko Energy and used to offset the Eligible Cardholder's Senoko Energy 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).
7. 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.
8. The Gift shall be credited to the Eligible Cardholder's Senoko Energy electricity account by the relevant stipulated dates in Table 1. An Eligible Cardholder who refunds, cancels or disputes the recurring bill arrangement and Senoko Energy Plan before he/she receives the Gift will forfeit the Gift.
9. 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 card account in cash.
10. Citibank's and/or Senoko Energy's decision on all matters relating to the Promotion will be determined in its reasonable discretion and is final and binding on all participants.

11. Citibank and/or Senoko Energy 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 Senoko Energy 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.
12. Citibank and/or Senoko Energy 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.
13. "Citibank" means Citibank Singapore Limited and "Senoko Energy" means Senoko Energy Supply Pte. Ltd.