# Citi UnionPay Credit Card Agreement TERMS AND CONDITIONS

(Applicable to Citibank Rewards UnionPay Card) (Effective on June 1, 2025)

Citi UnionPay Credit Card ("Card") is issued by Citibank (Hong Kong) Limited (the "Company") to you ("Principal Cardholder") and any person nominated by the Principal Cardholder and approved by the Company to receive a Supplementary Card ("Supplementary Cardholder") upon the following terms. By signing or using the Card, the Principal Cardholder and any Supplementary Cardholder and the Cardholder (each a and together the "Cardholder") jointly and severally agree or confirm their agreement to abide by and, with the exception that a Supplementary Cardholder shall not be liable for the debts of the Principal Cardholder or other Supplementar Cardholders, be liable for any payment to the Company in connection with the CARDHOLDER'S INFORMATION

The Cardholder understands that the Company issues the Card on the basis that information provided by the Cardholder is and will remain true and correct. The Cardholder will inform the Company immediately in writing upon any change of such information including that or yment, business or residential address, permanent residence o ephone number.

1.2 The Cardholder agrees to the Company recording the telephone conversations between the Cardholder and the Company.

USE OF CARD The Card consists of both a Hong Kong Dollar (HKD) (primary) account (the "HKD Account") and a Renminbi (CNY) (alternate) account (the "CNY Account"), each of which will be regarded as an Account

2.2 The Cardholder will (a) sign the Card upon receipt (adopting the same signature in the application form or such other documents as may be prescribed by the Company); (b) keep the Card under his persona control at all times, and should not authorize any third party to use the Card in any manner: (c) not exceed the credit limit assigned by the Company from time to time at its discretion ("Customer Credit Limit" (d) not exceed the cash advance limit (which forms part of th Customer Credit Limit) assigned by the Company from time to time a its discretion ("Cash Advance Limit"); (e) not exceed the loan limit assigned by the Company from time to time at its discretion ("Loan mit"); and (f) not use the Card after it is withdrawn or cancelled

2.3 The Cardholder will keep any personal identification number ("PIN" in connection with the use of the Card strictly confidential an immediately inform the Company if the PIN is known to any other erson. The Cardholder will accept full and sole responsibility for and fully indemnify the Company against all consequences, losses and / o other liabilities incurred as a result of the PIN being known to anothe person for whatsoever reason. 2.4 When using the Card, the Cardholder should ensure that the signature

in the sales draft is the same as the signature appearing on the application form (or such other documents as may be prescribed by the Company) and the Card for the Company's verification purpose the avoidance of doubt, failure to do so will not relieve the Cardholder from liability for the use of the Card. The Cardholde should submit prior written application to the Company if he wants to adopt a new signature for the use of his Card. TRANSACTIONS EFFECTED THROUGH CARD

3.1 The Card may be used at any branch of the Company and other inancial institutions and merchants, which accept the Card for effecting purchases of goods and services, drawing of cash advance, payment of the Cardholder's outstanding accounts and such other credit card facilities or services as the Company may from time to time provide or arrange. The Card may also be used by the Cardholder by plying for a loan under any of the credit card loan programs run by e Company from time to time (including, without limitation, "Quick Cash" Installment Program, "FlexiBill" Installment Program, "PayLite" Installment Program, Cash Conversion Program, Balance Transfer gram, Merchant Installment Plan)

3.2 The Cardholder / Cardmember will be liable for all transactions ransactions") effected through the use of the Card even if no sales draft is signed by him and/or the Customer Credit Limit or Loan Limit is and/or without Card activation. Types of Transactions effected without the Cardholder's / Cardmember's signature may include, without limitation, orders placed by telephone, fax, mail o electronic means, direct debit authorization, or use of the Card in an

Service and/or the e-Advice Service, the Cardholder will no longer

receive his Statements and/or designated advice in paper form (designated advice being the types of advice as listed on your website

www.citibank.com.hk/e-advice from time to time). The Cardholde

agrees to abide by any and all laws, rules, regulations and officia

Service (as the case may be), now existing or which may hereinafter be

enacted, issued or enforced, as well as such other terms and

conditions governing the use of other facilities, benefits or services

the Company may from time to time make available to the Cardholde

in connection with the e-Statement Service and/or e-Advice Service.

applicable) in connection with the e-Statement Service and/o

e-Advice Service by the Company to the Cardholder's designated

email address shall be deemed to be delivery of the relevant

may, at its sole discretion and notwithstanding the Cardholder'

enrolment for the e-Statement Service and/or e-Advice Service, send

any Statement and/or advice to the Cardholder's last registered

with the e-Statement Service and/or e-Advice Service at the

withdraw, cancel, suspend or discontinue the e-Statement Service

and/or e-Advice Service without giving any reason or prior notice. The

Company reserves the right to impose such fee(s) for the e-Statement

Service and/or e-Advice Service from time to time at its sole discretion

e-Advice Service are available to him provided that he has appropriate

he Cardholder shall keep such equipment used for the e-Statemen

updated and correct email address in order to use the e-Statement

Service will be automatically cancelled and the Company will resume

before the next Statement / advice date through Citibank online

banking or at least 15 working days through Citibank of the banking at (852) 2860 0333 / Platinum Service Line 2860 0360 (for Citibank

Citibank Ultima Cardholders only) / Citi Prestige Service Line at

Service Line 2860 0366 (for Citi Cash Back American Express)

Cardmembers only) or Citibank branches. Upon cancellation of

enrollment for the e-Statement Service and/or e-Advice Service, the

Company will resume sending Statements and/or advice in paper forn

loss, damages or expenses that the Cardholder shall incur, including without limitation, any loss or damage caused to the Cardholder data

software, computer, telecommunications equipment or other equipmen

in connection with the Cardholder's use of the e-Statement Service

and/or e-Advice Service unless they are caused solely and directly by the Company's negligence or willful default.

secure and cannot be accessed by unauthorized third parties

However, the Cardholder acknowledges that the Company does not

warrant the security, secrecy or confidentiality of any information

transmitted through any applicable internet service provider, network

system or such other equivalent system in any jurisdiction via the

e-Statement Service and/or e-Advice Service. The Cardholder confirms

that he understands and accepts all possible risks involved in using

the e-Statement Service and/or e-Advice Service including, without

limitation, the e-Statement Service and/or e-Advice Service being

intercepted, monitored, amended, tempered with or being sent or

disclosed to other parties without the Cardholder's authorizatio

9.9 The Cardholder agrees that the Company shall use reasonable effort to ensure that the e-Statement Service and/or e-Advice Service are

9.8 The Cardholder agrees that the Company shall not be liable for any

vice, the Cardholder shall give prior notice at least 10 working days

tinum Cardholders only) / Ultima Service Line 2860 0308 (fo

ernet access and telecommunications services and equip

holder's registered email address or for any other reason

9.3 The Company has the discretion from time to time to modify, restrict

9.4 The Cardholder understands that the e-Statement Service and/or

9.5 The Cardholder undertakes to provide to the Company with his

9.6 Upon reasonable attempt, failing to send emails in connection with

sending Statements and/or advice in paper form to the Cardholder.

9.7 To cancel enrollment for the e-Statement Service and/or e-Advice

the e-Statement Service and/or e-Advice Service to the

at any time by giving prior notice to the Cardholder.

Service and/or e-Advice Service secure

Service and/or e-Advice Service.

ng address should the Company fail to send emails in connec

ment and/or designated advice to the Cardholder. The Company

9.2 The Cardholder agrees that the successful delivery of emails (i

ances applicable to the e-Statement Service and/or the e-Advice

automated teller machine (whether or not such a device is that of the Company), at merchant's point of sale terminal, in a credit card ayphone or any other device approved by the Company from time to

3.3 The Cardholder is not authorized to use the Card to take part in any illegal acts (including unlawful internet gambling). The Company reserves the right to decline processing or paying any Transaction which the Company suspects to be involved in illegal gambling or which may be illegal under any applicable laws. The Company fu reserves the right to refuse to process or pay any Transaction if the Company reasonably believes that by processing or paying the Fransaction, (a) the Company, (b) Citigroup Inc. and its group of companies, including the Company (the "Group Companies"), and/or c) any third party selected by the Company or any of its Group companies to provide services to it and who is not a payment tructure provider (meaning a third party that forms part of the global payment system infrastructure, including without limitation. communications, clearing or payment systems, intermediary banks and correspondent banks (the "Payment Infrastructure Provider")) the "Third Party Service Providers") may break (i) the law or regulation of any jurisdiction, domestic or foreign, or (ii) any agreement entered into between the Company and any competent regulatory, prosecuting, tax or governmental authority in any jurisdiction, domestic or foreign (the "Authorities") ((i) and (ii) collectively referred to as the "Law or egulation"). The Company will not be liable to the Cardholder for an loss or damage suffered by the Cardholder resulting in any way from a

fusal to process or pay a Transaction under this clause 3.4 Notwithstanding any provision in this Agreement, if an unauthorized transaction is reported in accordance with this Agreement before its settlement date. Cardholder is entitled to withhold payment of the disputed amount. While investigation is on-going, the Company will not impose any Finance Charge or interest on the disputed amount or make an adverse credit report against Cardholder. After investigation is completed in good faith and if the investigation result shows that the report was unfounded, the Company has the right to re-impose any outstanding Charges or interest on the disputed am whole period (including the investigation period). The result of the ood faith investigation is binding on Cardholder

3.5 In the event where a merchant is not able to deliver or perform the goods or services in full or in part or is otherwise in default in relation to the goods or services for any reason whatsoever, including without limitation the cessation of business or bankruptcy or winding-up of he merchant, Cardholder remains liable to pay the full amount of the ransaction, subject to the relevant Card association rules.

3.6 Any claims, disputes or complaints arising from the goods and/or services shall be resolved directly with the merchant by the Cardholder. Regardless of whether such disputes (including without limitation non-receipt of goods and/or non-performance of services) can be esolved. Cardholder remains liable to repay the entire amount of the Transaction in the manner stipulated by this Agreement, subject to the relevant Card association rules.

3.7 The Company is neither the provider of the goods and services nor an agent of the merchant, and shall not be responsible for the quality, warranty, delivery, supply, installation, ownership of any intellectual property and any matter related to the goods or services. The to such goods or services and all auxiliary services.

 CHARGES
 The Company will maintain separate accounts for the HKD Account and the CNY Account in respect of the Card. Values of all Transactions denominated in CNY and all related charges, fees, interests, outstanding balances and other sums payable ("Charges") will be debited to the CNY Account. Values of all other Transactions and all ated Charges will be debited to the HKD Account.

4.2 The Company will issue to the Cardholder a monthly statement "Statement") of the Card setting out details of all Transactions and Charges of the Account ("Statement Balance") and the date by which payment must be made ("Payment Due Date"). The Statement will nclude separate sections for each of the HKD Account and the CNY Account specifying the respective payment details of each Account, and the Cardholder shall settle payment to each of the Accounts separately using funds in the currency in which the relevant Account is denominated.

9.10 The e-Statement Service and e-Advice Service use proprietary software of the Company, the Company's affiliates or other software suppliers. The Cardholder agrees that the Company has granted the Cardholder a non-exclusive license to use this software in c with the e-Statement Service and/or e-Advice Service that allows the

10. CITI ALERTS SERVICE

10.1 The Cardholder agrees that by enrolling for and using the service(s) wherein the Company will send alerts via electronic means ("Citi Alerts Services"), the Cardholder accepts and agrees to be bound by this Clause 10 and to pay any fee associated with the use of the Citi Alerts ervices. The Cardholder agrees to abide by any and all laws, rules, regulations and official issuances applicable to the Citi Alerts ervices, now existing or which may hereinafter been enacted, issued or enforced, as well as such other terms and conditions governing the use of other facilities, benefits or services the Company may from time to time make available to the Cardholder in connection with the Citi

lerts Services. 10.2 The Cardholder is responsible for the security of his telecommunications equipment and must take all reasonable precautions to prevent anyone else from accessing any confidential information and the pany is not liable for any disclosure of confidential information.

10.3 The Cardholder agrees that the Company shall use reasonable effort to ensure that the Citi Alerts Services are secure and cannot be accessed by unauthorized third parties. However, the Cardholder acknowledges that the Company does not warrant the security, secrecy or confidentiality of any information transmitted via the Citi Alerts Services. The Cardholder confirms that he understands and accepts all possible risks involved in using the Citi Alerts Services ncluding, without limitation, the Citi Alerts Services being intercepted monitored, amended, tempered with or being sent or disclosed to ther parties without the Cardholder's authorization.

10.4 The Cardholder acknowledges that any information received by the Cardholder via his telecommunications equipment pursuant to the Citi Alerts Services is for his (and not any other persons) reference only, and shall not be taken as conclusive evidence of the matters to

10.5 Neither the Company nor any of the telecommunications companies esignated by the Company for the purposes of providing the Citi Alerts Services will assume any liability or responsibility for any failure or delay in transmitting information to the Cardholder or for any error or inaccuracy in such information unless it results from any negligence or willful default on the part of the Company or of such telecommunications company. In particular, the Cardholder understands that neither the Company nor any such telecommunications company shall assume any liability or responsibility for consequences arising from any cause beyond its reasonable control including, without limitation, failure of the Cardholder's telecommunications equipment to receive information or whatever reason, any telecommunications breakdown, Internet service provider failure, power failure, malfunction, breakdown, nterruption or inadequacy of equipment or installation, act of God,

rnment act, civil commotion, strike, war, fire, flood or explosion. 10.6 The Cardholder understands the third party supporting the Citi Alerts Services (including the telecommunications company designated by the Company) is neither agency of the Company nor representing the Company, and there is no co-operation, partnership, joint venture or other relationship with the Company and the Company is not esponsible for any loss caused by such third party including system

10.7 The Citi Alerts Services use proprietary software of the Company, the Company's affiliates or other software suppliers. The Cardholder agrees that the Company has granted the Cardholder a non-exclusive icense to use this software in connection with the Citi Alerts Services which allow the Cardholder to use such software only for its intended purposes. The Cardholder agrees that he shall not disassemble, decompile, copy, modify or reverse engineer any such software or allow anyone else to do so. 11. CANCELLATION

The Company reserves the right to and may at any time withdraw,

4.3 The Company may not issue a Statement to the Cardholder if there has been no Transaction since the last Statement, and the credit or debit balance is less than such amount as may be determined by the ompany from time to time (currently HKD20.00 in respect of the

HKD Account or CNY20.00 in respect of the CNY Account). 4.4 Subject to the Company's right to require the Cardholder to pay the full amount of the Statement Balance of each Account on or before the Payment Due Date, the Cardholder will pay to the Company the wing sums at such rates as shown in the Citibank Credit Card ees Schedule ("Fees Schedule") or as may be determined by the Company from time to time:-(a) Minimum Payment Due

The "Minimum Payment Due" in respect of each Account as shown on the Statement ("Minimum Payment Due") although the ardholder may pay any larger sum he wishes.

(b) Credit Excess n addition to the Minimum Payment Due, the Company ma notwithstanding any imposition of over limit charge or instant temporary Customer Credit Limit upgrade fee, require payment of any or all of the excess beyond his Customer Credit Limit, if for vhatsoever reason the Cardholder has been allowed to incur such excess.

(c) Cash Advance Fee and Charge A cash advance fee as shown in the Fees Schedule will be charged on each cash advance drawn by the Cardholder and the aggregate amount of the cash advance in each Account (including the cash advance fee) will be subject to the applicable finance charge from the date when the cash advance is drawn until the entire amount of the outstanding cash advance balance is credited to the relevant Account. Unless otherwise notified by the Company, if the Cardholder withdraws cash at ATMs with a JETCO logo, a Union-Pay logo or at Citibank ATMs in Hong Kong, Macau, o other countries (excluding Mainland China), the withdrawal will be treated as a cash advance from the HKD Account. If the Cardholder withdraws cash in CNY at ATMs with a JETCO logo (excluding Citibank ATMs) in Mainland China, it will be treated as a cash advance from the HKD Account. If the withdrawal is made at ATMs with a UnionPay logo (excluding ATMs with a JETCO logo) or at Citibank ATMs, it will be treated as a cash advance from the CNY Account. All finance charges will be calculated and accrued on a daily basis. The total of the cash advance fee and the finance charge in respect of each Account will be shown as a cash advance charge of the relevant Account on the Statement in an Annualized Percentage Rate which is calculated according to the Net Present Value method as specified in the Code of Banking

(d) Finance Charge The Company will review each Account monthly, if the entire amount of the Statement Balance stated in the previous Statement of either Account ("Previous Statement") is not so received on or before the Payment Due Date of the Previous Statement, a finance charge (as stipulated in the Stater Fees Schedule or notified by the Company to the Cardholder from shown in the Fees Schedule) will be charged on the unpaid balance of the Previous Statement from the Previous State date until full payment is credited to the relevant Account. All new ransactions in the relevant Account incurred since the Previous Statement date will be added to the unpaid balance for the purpose of assessing finance charge as from the respective dates of such Transactions notwithstanding that such Transactions will not be payable until the Payment Due Date stated in the current Statement. All finance charges will be calculated and accrued on

(e) Late Charge A late charge as specified in the Fees Schedule is charged if the full amount of Minimum Payment Due of an Account is not received by the Company on or before the Payment Due Date.

(f) Service Fee A non-refundable annual fee as specified in the Fees Schedule will be charged to the HKD Account on a date stipulated by the Company. A service fee as specified in the Fees Schedule will be charged to each Account for any payment through cash deposit or for retrieval of any records in connection with such Account.

suspend, extend or modify any of the facilities or services provided to

A handling fee (if any) as specified in the Fees Schedule will be charged for each credit balance withdrawal by check. A handling fee as specified in the Fees Schedule will be charged for request for retrieval of statement. (o) Sales Draft Retrieval Fee A handling fee (if any) as specified in the Fees Schedule will be charged for request for retrieval of sales draft. (p) Personal Data Access Request A handling fee as specified in the Fees Schedule will be charged

(g) Return Check / Reject Autonay Fee

(i) Collection Fee

(j) Over Limit Charge

(k) Charge Dispute Handling Fee

(I) Default Finance Charge (If applicable)

A return handling fee (if any) as specified in the Fees Schedule will

be charged for any check issued in settlement of account which is

autopay authorization which is either dishonoured or revoked.

(h) Lost Card Replacement Fee

charged for the issuance of any replacement Card.

dishonoured by the bank on which it is drawn or in relation to any

A handling fee (if any) as specified in the Fees Schedule will be

If payment is made by the Cardholder in a currency other than

HKD for the HKD account or CNY for the CNY Account, the

relevant Account will only be credited with such payment after its receipt and deduction of all collection costs.

An over limit charge as specified in the Fees Schedule will be

A charge dispute handling fee (if any) as specified in the Fees

Schedule will be imposed for any dispute proved to be invalid after

The Company will review each Account monthly to determine

whether default finance charge is chargeable to the relevant Account. If the Minimum Payment Due of an Account is not

received by the Company on or before the Payment Due Date

specified in any Statement, a default finance charge as stated in

he Fees Schedule will be charged (instead of the finance charge

on the unpaid balance of the second following Statement of the

Account incurred from the date of the second following Statemen

notwithstanding that all such new Transactions will not be

Such default finance charge will continue to apply until the

respective Minimum Payment Due of the relevant Account in any

six consecutive Statements is received on or before the Payment

Due Date specified in the relevant Statement, after which the

finance charge will, where applicable, apply. The default finance

harge will be calculated and accrued on a daily basis.

(m) Credit Balance Withdrawal by Check Handling Fee

payable until the Payment Due Date specified in that Statement

charged if the credit used exceeds the Customer Credit Limit.

for each personal data access request.
(q) Instant Temporary Customer Credit Limit Upgrade Fee A handling fee (if any) as specified in the Fees Schedule will be charged on the full amount of the instant temporary upgraded credit limit granted to the Cardholder / Cardmember

Dynamic Currency Conversion Fee dynamic currency conversion fee as specified in the Fees Schedule will be charged with respect to any dynamic currency onversion transaction effected in places outside Hong Kong fo which the value of the Transaction is debited to the HKD Account HKD or CNY Account in CNY.

(s) Merchant Installment Plan Cancellation Handling Fed A handling fee (if any) as specified in the Fees Schedule will be charged in the event of cancellation of Merchant Installment

(t) Paper Statement Fee A handling fee as specified in the Fees Schedule will be charged for receiving paper statement.

4.5 Transactions which are effected in currencies other than CNY shall be debited to the HKD Account, while transactions which are effected in CNY shall be debited to the CNY Account. Transactions effected in currencies other than HKD and CNY shall be debited to the HKD Account after conversion from the transaction currency into HKD at a wholesale market rate selected by UnionPay from within a range of wholesale market rates on the conversion day. A handling charge a specified in the Fees Schedule will also be charged on such

4.6 The Cardholder agrees that it is the Cardholder's sole responsibility to ensure that every Statement is received in due time and to enquir with and obtain the same from the Company forthwith if not dul received. The Cardholder undertakes to verify the correctness of each Statement and to notify the Company within 60 days from the date of the Statement of any discrepancies, omissions, errors or wrong or incorrect entries or details. At the end of each such period, the Company's records and the details of the Statements shall b conclusive evidence against the Cardholder without any further proc that they are correct except as to any alleged errors so notified and subject to the Company's right to adjust and amend (which may be exercised by the Company at any time) any entries or details wrongly r mistakenly made by the Company.

4.7 Where Supplementary Card(s) is/are issued, the Company may (a) set-off the credit balance in any other account(s) of the Principa Cardholder with the Company against the outstanding balance of each Supplementary Card due from each Supplementary

Cardholder to the Company; and
(b) only set-off the credit balance in any other account(s) of a pplementary Cardholder with the Company against the utstanding balance of the Supplementary Card due from such

upplementary Cardholder to the Company. 4.8 All notices. Statements or correspondence given by the Company the Principal Cardholder is deemed to be given to the Principal Cardholder and each Supplementary Cardholder. Any instructions given by the Principal Cardholder to the Company will bind the Principal Cardholder and each Supplementary Cardholder Any dispute or claim between Principal Cardholder and any Supplementary Cardholder will not affect their respective obligations and liabilitie

5.1 Payments to the Company may be made by such means as the Company will from time to time stipulate. If payments are made through a customer activated terminal of or other payment means acceptable to the Company, such payments will be subject to the Company's terms and conditions from time to time applicable thereto including those set out in transaction records and deposit envelope used in connection therewith applicable from time to time. Cash deposits through a customer activated terminal of the Company will be credited to the Account in the amount confirmed by the cash coun of the Company's staff members or its agents.

PAYMENT OF CHARGES

5.2 The Company will not convert and/or transfer any credit balance or overpayment from the HKD Account to the CNY Account or vice versa to settle the outstanding balance of the other Account. Th Cardholder shall make payment directly to the relevant Account i accordance with this Agreement in order to settle the outstanding

5.3 Any transfer or withdrawal in CNY from the credit balance in the CN Account shall be subject to the terms of this Agreement and such daily limit as may be imposed by the Company from time to time at its sole discretion. Notwithstanding anything contained in this Agreement the Company is entitled to repay any credit balance in the Account to the Cardholder in the same currency or a different currency as th Company may determine in its sole discretion at the prevailing rate of exchange at the time of conversion.

5.4 If a HKD bank account is designated by the Cardholder for settlement of the CNY Account by way of FlexiAutopay or cheque payment, HKD will be converted into CNY at the prevailing rate of exchange determined by the Company on the date of processing of the FlexiAutopay each month or cheque payment. Due to fluctuation of the exchange rate the Cardholder shall maintain sufficient funds in the relevant HKD bank account used for FlexiAutopay for conversion into CNY or pa sufficient funds for the cheque payment to avoid payment shortfa which will result in finance and/or other charges as provided in this

5.5 If the Cardholder fails to pay any sum due or payable hereunder, th Company may appoint debt collection agencies to collect the same. I the Company has incurred any legal or collection fees or other expenses for the purpose of demanding, collecting or suing to recover any sum payable hereunder from the Cardholder or other remedies

resulting from the breach or non-compliance with any term of this Agreement, the Cardholder will reimburse the Company all such legal fees as taxed by the court on a common fund basis (fees and disbursements which are of a reasonable amount and reasonably incurred) unless otherwise agreed. Other reasonable fees an expenses (including the fees of the debt collection agencies easonably incurred in that connection will be reimbursed by the ardholder up to a maximum of 30% of the original outstanding sum.

5.6 The Cardholder will directly settle disputes between merchants and the Cardholder for goods and services purchased. The Company will not be responsible for goods and services supplied by merchants or for refusal of any merchant to accept or honour any Card. Credits to an Account for refunds made by merchants will be made only when the Company receives a properly issued credit voucher

5.7 Payments to the Company will only be deemed to be received by the Company and credited to the Account when received in good and cleared funds and if in foreign currency, after conversion Company into HKD (in the case of a credit to the HKD Account) or CN in the case of a credit to the CNY Account) in accordance with its normal practice, and without any set-off, claim, condition, restriction, deduction or withholding whatsoever.

5.8 Payments and credits to the Account may be applied in the following

order: (1) legal and debt collection fees; (2) finance charges; (3) cas advance charges; (4) all other applicable fees and charges including but not limited to cash advance fees, late charges, over limit charges service, return check / reject autopay fee (if any), card replacement fee (if any) and charge dispute handling fees (if any); (5) outstanding installments of any Plan or other installment programs of the Company; and (6) the outstanding principal amount of other Transaction (where such Transactions are subject to different finance charge rates, in the application order from the Transactions with the highes rate to the lowest rate); or in any other order as the Company considers appropriate without prior reference to the Cardholder.

5.9 You agree that we may debit your Card Account to make a partial or full refund of your credit balance by sending a check to the address last notified by you, at any time without prior notice. 5.10 Without prejudice to the other terms of this Agreement, if the

Cardholder should be absent from Hong Kong for some time, arrangements to settle the Charges should be made prior to his . LOSS OR THEFT OF THE CARD The Cardholder shall observe and follow any recommendation of the Company from time to time regarding the security of the Card and the

PIN. The Cardholder must inform the Company as soon as reasonably practicable through the Company's CitiPhone Banking 2860 0333, Platinum Service Line 2860 0360 (for Citibank Platinum Cardholders) only) / Ultima Service Line 2860 0308 (for Citibank Ultima Cardholders only) if any Card is lost or stolen or when someone else knows his PIN.
6.2 The Cardholder shall be fully liable for any transactions (whether or not authorized by him) effected by the use of the Cards before he has informed the Company that the Card/PIN has been lost or stolen or hat someone else knows the PIN. However, provided that the Cardholder has not acted fraudulently, with gross negligence or in breach of Clause 6.1, the Cardholder's maximum liabilities for such unauthorized transactions shall not exceed HKD500.00. The application of the aforesaid limitation on liability of the Cardhold does not apply to loss related to transactions resulting from use o Card in automated teller machine (whether or not such device is tha

of the Company). 6.3 The Company will not be obliged to issue a replacement Card to the Cardholder if his Card is lost or stolen. If the Company agrees to issue a replacement Card, its use will be subject to the terms of this

RIGHTS OF THE COMPANY

The Cardholder hereby agrees that the Company may, at any time and without prior notice, set off or transfer any monies standing to the credit of the Cardholder's account with the Company and bank accounts with the Company or Citibank, N.A. of whatever description and in whatever currency and whether held singly or jointly with others towards discharge of all sums due to the Company in connection with the Card in whatever currency. Insofar as any of the sums may only be due to the Company contingently or in future, the Company's and Citibank, N.A.'s liability to the Cardholder to make payment of any sums standing to the credit of any such accounts will to the exten-

(c) the Loan Amount will be held from the Customer Credit Limit

according to the tenor of the Plan and shall be repaid by monthly

Hong Kong Branch) applies, the Cardholder requests each of the Company and Citibank, N.A., Hong Kong Branch (each, a "Citi Paying Entity") to undertake to the other (each, a "Citi Creditor") to discharge any indebtedness which the Cardholder owes to a Citi Creditor upon the written demand of that Citi Creditor certifying to the Citi Paying Entity that the Cardholder has failed to discharge any sucl indebtedness on its due date. The Cardholder undertakes to indemnif each of the Citi Paying Entities against all losses and liabilities which any of you may incur in connection with such undertaking.

necessary to cover such sums be suspended until the happening of

7.2 Save where Clause 13 (Cardholder who banks with Citibank, N.A.

Any Card issued to the Cardholder is and remains the property of the Company, and is not transferable. The Cardholder will promptly return

all Cards on demand.
The Cardholder agrees that (a) the Company, (b) any of its Group Companies, and/or (c) any of its Third Party Providers may withhold or deduct any collected amount, meaning an amount for or on account of, or which represents, withholding, income tax, value added tax, tax on the sale or disposition of any property, duties, or any other lawfull collected amount (the "Collected Amount"), which is required to be withheld or deducted to comply with any Law or Regulation from an payment to the Cardholder, or to or from the Account or any of the Cardholder's accounts. Any Collected Amount shall be timely paid to the relevant Authority in accordance with the relevant requirement The Cardholder will be notified of any Collected Amount as soon as reasonably practicable. The Cardholder acknowledges that the Company will not be required to reimburse the Cardholder for any amount withheld or deducted by a Payment Infrastructure Provider Further, to the extent the Company or any of its Group Companies or its Third Party Service Providers pays or has paid from its own funds or is or will become required to make a payment to an Authority in respect of an amount that should have been, but was not, a Collected Amount the Cardholder will indemnify the Company for such payment, plus any interest and penalties thereon. The Cardholder understands that the Company is not required to contest any demand made by an Authority for such payment. PERSONAL DATA

The Cardholder hereby agrees that all personal data relating to the Cardholder collected by the Company from time to time may be used, held, disclosed, and/or transferred to any of the Group Companies or Third Party Service Providers and such persons (whether in or outside Hong Kong) as set out in the Policy Statement relating to the Persona vacy) Ordinance of the Company from time to time in force available by the Company to its customers from time to time for the purposes as stated in the said Policy Statement and the Authoritie for compliance with any Law or Regulation or as required by or for the purpose of any court, legal process, audit or investigation of any Authority. The aforesaid shall apply notwithstanding any applicable non-disclosure agreement. The Cardholder acknowledges that such personal data and account information or records may be transferred o jurisdictions which do not have strict data protection or data

The Cardholder hereby agrees that the Policy Statement relating to the Personal Data (Privacy) Ordinance of the Company from time to time in force shall in all respects apply in relation to the Card and the Account and any matter arising therefrom or incidental thereto. Further, if the Cardholder is a foreign national/resident and where a data privacy circular applicable to his/her country of nationality/ residency has been prepared by the Company (whether now or in the future) to address applicable data privacy requirements, he/she acknowledges that he/she agrees to the terms of such data privac circular as set out in "Privacy at Citi" section in Citibank Online which may be updated by the Company from time to time

8.3 The Cardholder understands and agrees that he must provide the Company with such information as the Company may require from time to time to enable the Company or any of its Group Companies to omply with any Law or Regulatior

E-STATEMENT /E-ADVICE SERVICES By enrolling for and using the service in which an electronic form of statement of account(s) and/or designated advice of account(s) wil be made available by electronic means (the "e-Statement Service" & e-Advice Service" respectively), the Cardholder accepts and agrees to be bound by this Clause 9. Upon enrollment for the e-Statement

credit-cards/pdf/fee-schedule.pdf

corresponding to the Installment billed. 16.1 The Cardholder/ Cardmember can authorise another party to debit his

Card Account on a recurring basis using his Card number and/or expiry date. This is called a Recurring Card Instruction ("Recurring Card

Card and the amounts to be charged should be set out in the 16.3 If the Cardholder / Cardmember has provided Recurring Card

Instructions to a Merchant, the Cardholder / Cardmember will need to contact the Merchant directly to request a cancellation. The Company suggests that the Cardholder/ Cardmember does this at least 15 day prior to the next scheduled payment. Until the Cardholder Cardmember cancels his authority, the Merchant has the right to request the Company to debit the Card Account and the Company is obliged to process this request.

16.4 Subject to Clause 16.6 below, after Card cancellation or replacement

without limitation any amount outstanding under the Loan, to the (g) 1.5% of the billed Installment will be included in the Minimum

(h) The Company will charge the interest rate and/or fees as disclosed at the date of availing the installment loan which shall be applicable during its entire term and no additional fees and finance charge will be charged for this Plan Transaction, ONLY if the Company receives (or had received) payment in full of the tatement Balance stated on your monthly Statement of Accounby the Payment Due Date every month until you have paid all

Statement Balance as indicated in your

 a. current and previous monthly Statement of Account,
 i. the billed monthly Installment due in current Statement of Account will be subject to the daily Finance Charge as set out in the Statement of Account from the Installmen Date till one day before you pay the current outstanding balance in full, and

your current Statement of Account, will be subject to daily Finance Charge as set out in the Statement o Account from one day after the current Statement Date till one day before you pay the current outstanding balance in full.

the billed monthly Installment due in current Statement of Account will be subject to the daily Finance Charge as set out in the Statement of Account from one day after the current Statement Date till one day before the date you pay the current outstanding balance in full.

Please note that the Loan will take more than the scheduled term to pay off in full if only Minimum Payment Due is paid. The Minimum Payment Due includes only 1.5% of billed Installment which is also specified in Clause 15.2 (g) of this Agreement and please refer to Clause 5.8 of this Agreement for the payment

the Fees Schedule. https://www.citibank.com.hk/english/ (i) Points, Octopus Cash or Cash Rebates will be credited monthly

16.2 In order to set up a Recurring Card Instruction, a Merchant will ask the Cardholder/ Cardmember to complete an instruction form. Details of when amounts under a Recurring Card Instruction are charged to the

relevant Recurring Card Instruction(s).

 Cardholder / Cardmember may retain a copy of the request to change or cancel any Recurring Card Instruction(s) with a Merchant. The Cardholder / Cardmember may use this as proof if a Merchant has not acted in accordance with his request.

change and if Cardholder/ Cardmember has not opted-out of such service, Cardholder / Cardmember is deemed to authorise the Company to (if the Company chooses to do so):

update the Recurring Card Instruction(s) or update the relevant Card association that his previous Card has been cancelled or the Account has been closed; and/or

(b) where the Card has been replaced, treat the Recurring Card Instruction(s) as applying to the replacement Card and/or its new expiry date (as the case may be). If the Company does this, the replacement Card Account will continue to be debited in accordance with that Recurring Card Instruction except that the replacement Card number and/or its new expiry date will be used (instead of the previous Card details).

Cardholder/ Cardmember must ensure that he has available credit under his Card Account to enable that payment to be made within

available to cover the payment of a Recurring Card Instruction, the Company may still, at its discretion and subject to the terms of this nent, honour the payment which may cause the Customer Credit Limit to be exceeded. However, this does not change the omer Credit Limit and Cardholder/Cardmember should refer to the Fees Schedule to learn about any fee which may apply

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Limited, Citibank, N.A. Organized under the laws of U.S.A. with limited liability.

the Cardholder, increase or reduce the Customer Credit Limit, Loan Limit or Cash Advance Limit, withdraw any or all of the Cards, close the Account or terminate this Agreement without any reason or cause nor prior notice to the Cardholder. Without limiting the Company's rights as aforesaid and as an illustration, any such right is likely to be exercised if the Cardholder is in breach of any of the terms of this Cardholder to use such software only for its intended purposes. The Cardholder agrees that he shall not disassemble, decompile, copy, greement, fails to pay any amount when due, or commences or modify or reverse engineer any such software or allow anyone else to suffers to have any insolvency, execution or similar action or proceedings against himself or for the purpose of complying with the aw or Regulation. 11.2 The Cardholder may terminate this Agreement at any time by written

notice to the Company.

11.3 The Company may (with or without having suspended or reduced the credits extended, withdrawn any Card or terminated this Agreement require the Cardholder to immediately pay the entire outstanding balance under each of the Accounts. All obligations of the Cardholder incurred or existing under this Agreement as of the date of termination

will survive such termination.

11.4 If the Company for whatever reason terminates this Agreement, the Company may at any time within six (6) months after the termination of this Agreement issue any card to the Cardholder in substitution for 11.5 Termination of the Card issued to the Principal Cardholder ("Principal

Card") for whatever reasons will terminate all Supplementary Card(s) issued under it. 11.6 Either the Principal Cardholder or a Supplementary Cardholder may terminate a Supplementary Card (without terminating the Principal Card) by (i) giving notice to the Company and (ii) cutting the Supplementary Card or returning the Supplementary Card. If the plementary Card is not cut or returned as aforementioned, the Company may upon receipt notice of termination take action in accordance with its procedures applicable to terminated credit cards to prevent further use of the Supplementary Card. The Principal Cardholder will be liable for any transactions made using the Supplementary Card until it has been cut or returned or until the

Company is able to implement the procedures applicable to terminated

12.1 The Company hereby reserves the right at any time to amend the terms of this Agreement including, without limitation, the rates of any charges or fees and method of payment in any manner as the npany deems fit by prior notice. Amendments will take effect or such date as stipulated by the Company in accordance with the

applicable code of practice.

12.2 If the Cardholder does not accept the Company's amendments, the Cardholder will discontinue the Card by written notice to the Company efore such amendments become effective.

12.3 Any Transaction using the Card after the effective date of the amendments will be deemed to be conclusive evidence that the Cardholder has accepted and agreed to such amendments without 13. CARDHOLDER WHO HAS AN ACCOUNT WITH THE COMPANYAND/OR

type) with the Company (other than the account relating to the Card)

13.1 This clause applies when the Cardholder has an account (of whichever

CITIBANK, N.A., HONG KONG BRANCH

Applicable Clause to:

and/or with Citibank, N.A., Hong Kong Branch.

13.2 The Citibank Terms and Conditions for Accounts and Services (as amended or supplemented from time to time) (the "CTC") shall be deemed to be incorporated in this Agreement by reference and in case of any inconsistency between the CTC and the terms of this Agreement, the terms of this Agreement shall prevail in respect of any services and/or arrangement to be provided by the Company in respect of the Card provided that, notwithstanding the foregoing, clauses 12.3, 12.4 and 12.5 of clause 12 (Charge, Lien, Set Off) of the CTC (each, a "CTC Applicable Clause") shall prevail over any term of this Agreement relating to the right of set off, combination of idation of account or indemnity and the reference in a CTC

"you" shall, for the purpose of this Agreement, be deemed to include Citibank (Hong Kong) Limited and Citibank, N.A., Hong (b) "Citigroup Organisation" shall bear the meaning ascribed to that

term in clause 2.3 of the CTC.

14.1 The Company may at any time transfer, assign, delegate or sub-contract any or all of its rights or obligations hereunder to any person without rior notice to the Cardholder. Without prejudice to the foregoing, the Company may also transfer all or part of its rights and obligations nereunder and any amount in the Account to any Group Company if it reasonably considers necessary to comply with any Law or Regulation

14.2 All notices, Statements or correspondence sent by the Company may be in the form of written notice, statement or advice insert, messa by email or preprinted on Statement or advice, or through any other ppropriate form determined by the Company. All such notices Statements or correspondence to be given by the Company will be alidly given if dispatched to the Cardholder's address last registe with the Company and will be deemed to be received by the Cardholder within a generally acceptable time of that means of nmunication.

14.3 The Company is hereby authorized (but is not obliged) to accept any instructions given by (a) telephone, telex, mail, facsimile transmi or in writing purportedly given by the Cardholder; or (b) electronic means (including emails and SMS) given in such manner as the Company may prescribe from time to time all without any inquiry by the Company as to the authority or identity of the person making of purporting to give such instructions or their authenticit standing any error, misunderstanding, fraud, forgery or lack of clarity in or authorization for their terms provided that the Company may refuse to act on the instructions if the Company reasonably pelieves that by carrying out the instructions, (a) the Company, (b) any of its Group Companies, and/or (c) any of its Third Party Service Providers may break the Law or Regulation. The Company will not be liable to the Cardholder for any loss or damage suffered by the Cardholder resulting in any way from a refusal to act on the instructions under this clause.

14.4 These terms are translated from English to Chinese for guidance only If there is any conflict or inconsistency between the two versions, the

nglish version will prevail. 14.5 Unless the context otherwise requires, all expressions herein in the singular will include the plural and vice versa and all expressions in the masculine gender will include the feminine and/or the neuter s where applicable. Headings are for reference only and will not affect struction of this Agreement

14.6 This Agreement will be governed by and construed in accordance with the laws of Hong Kong. The Cardholder hereby submits to the non-exclusive jurisdiction of the courts of Hong Kong.

14.7 Nothing in these terms, this Agreement, and/or any other agreement document, instrument or arrangement between Cardholder and the Company, whether expressed or implied, is intended to, or will, confe on any person any benefit or any right to enforce any term which such person would not have but for the Contracts (Rights of Third Parties) Ordinance (Cap.623 of the Laws of Hong Kong). ("CRTO") provided that (a) any Group Company (other than the Company) (each, a "Third Party") may, subject to and in accordance with this clause and the provisions of the CRTO, enforce any term or provision of this Agreement which grants or purports to grant any right to that Group Company: and (b) the parties to this Agreement do not require the nsent of any Third Party to rescind or vary this Agreement at any

14.8 Disclosure regarding BDAI "BDAI" refers to big data analytics and artificial intelligence applications, and generally involves quantitative method, system or approach that emulates human intelligence via computer programs to make estimates, predictions, recommendations or decisions in manners that go beyond classical statistical, mathematical, econometric o financial approaches in order to achieve automation and gain analytics insights of large volumes of structured and unstructure data created by the preservation and logging of activity from people tools and machines, including without limitation data from social media internet-enabled devices machines video and voice recordings. Machine learning, Multiple-Tree-based methods, natural language processing, Neural Network, biometric authentication technology, internet cookies, web logs are examples of BDAI. BDAI may be used by the Bank in relation to personal data and non-personal data. Use of BDAI by the Bank in relation to personal

data is governed by the Bank's Policy Statement relating to Personal

customer segment and pricing analysis; (b) performing credit, anti-money laundering, fraud prevention and

(c) planning, research and developments, designing services or products, improving customer experience: (d) predicative modelling; and any other purposes relating thereto.

Disclosure regarding Citi Derived Data Citi Derived Data" refers to aggregated and anonymized informatic or data collected, generated and/or derived by the Bank relating to its customers by way of BDAI or otherwise, but excludes any persona

the form of research, trend or market analysis or reports may be transferred to its group companies, and other third parties by it or its group company, with or without remuneration, if and to the extensuch transfer is permissible under applicable laws and regulations... credit data through more than one credit reference agencies

("CRAs"), with all consumer credit data transmitted through or stored in the centralized database of the credit reference platform ("CRP" You understand, acknowledge and agree that Citibank is not operator of the CRP and shall not be liable for any loss or damage arising from the use of CRP and/or services provided by any CRAs, including

CRAs, any other credit providers, or any owners, operator service providers or other participants of the MCRA Model or CRI You also agree and accept that owners and operators of the CR shall not be liable for any loss or damage arising from any use of

Plan, subject to and in addition to this Agreement. All capitalized terms shall have their respective meanings as defined in this greement, unless otherwise defined or the context requires 15.2 The Merchant Installment Plan (the "Plan") is a loan (the "Loan")

"Plan Transaction"): (a) Cardholder irrevocably authorizes the Company to pay the full

checking by the Company in its absolute discretion. In the event of cancellation of the Plan by Cardholder/Cardmember, a Merchant nstallment Plan Cancellation Handling Fee (if any) as specified in the Fees Schedule may be charged and the outstanding Loan Amount will be billed in full

Data (Privacy) Ordinance ("Policy Statement"). In addition, the Bank may by itself, or via its service providers, use (a) performing statistical, trend, market, behaviour, usage pattern

other risk assessments:

The Bank has in place robust policies and procedures to ensure the security and integrity of data and the use of BDAI is fair and in

information or data from which the identity of the individual can be ectly or indirectly ascertained The Bank shall be free to use Citi Derived Data without restriction Without limiting the foregoing right of the Bank, Citi Derived Data i

14.9 The Multiple Credit Reference Agencies Model ("MCRA Model" enables credit providers (such as Citibank) to share and use consume

(a) any delay, unavailability, disruption, failure, error, inaccuracy, loss, misuse or compromise of data caused by CRP operations o use of CRP by any person or party, or (b) any breach of obligation, fraud, wilful default or negligence by any

the CRP by any person or party. 15. MERCHANT INSTALLMENT PLAN 15.1 The following terms and conditions shall govern Merchant Installmen

provided by the Company at its absolute discretion and is only applicable to the Cardholder at such merchants as may be designated and communicated by the Company from time to time (each a Merchant"). In respect of each Transaction using the Plan (each, a

Plan Transaction amount ("Loan Amount") to the Merchant in one lump sum (which may be before all or part of the relevant goods or services have been provided by the Merchant) and undertakes to repay the Loan Amount to the Company by equal monthly nstallments through the Card (each an "Installment") with the first Installment being charged on the Plan Transaction date, and each subsequent Installment will be charged to the Card on the same monthly calendar day (or the next calendar day if there is no such day) of the Plan Transaction date until the Loan Amount i fully repaid. Each date on which an Installment is charged to the Card is referred to as an "Installment Date" in this Agree

(b) Availability of the Plan is subject to eligibility and account status

Installments. Each Installment is irrevocable and will be debited monthly from the Account until full repayment of the Loar Amount. The Company will proportionally restore the Custome Credit Limit every month after payment of each Installment b Cardholder. As such, only the outstanding Installment amounts shall be counted against the Customer Credit Limit. Any return or exchange of products will not affect the payment obligations (d) the Plan cannot be used in conjunction with any othe

promotional offers as determined by the Company and the Merchant in their sole discretion. All matters and disputes relating to the Plan are subject to the final decision of the Company. (e) payment of each Installment shall be treated in the same way as any other Transaction charged to the Account and subject to all

terms of the Agreement. In any event, Cardholder is required to repay the Loan Amount in full to the Company and is liable for all charges, including without limitation to charges on overdue payments, in accordance with the terms of this Agreement; (f) the Company may at its absolute discretion and at any time without giving any prior notice and reason, (i) not offer the Plan to Cardholder; or (ii) withdraw or cancel the Plan/Loan/Account. Upon the occurrence of any of the aforementioned event, or if the Cardholder cancels the Account, Cardholder shall immediatel repay all outstanding liabilities under the Account, including

Payment Due.

However, if the Company does not receive the full payment of the

ii. any unpaid portion of any previous monthly Installment(s)

b. current monthly statement of account only,

allocation sequence.
In addition, if the Company does not receive the full payment of

the Minimum Payment Due by the Payment Due Date, a Default Finance Charge (if applicable) will be charged instead of the Finance Charge and you must also pay a Late Charge as determined by the Company and notified to you from time to time and your credit records will reflect payment delinquency. The above is subject to the terms of this Agreement governing your Citi Credit Card account. The Cardholder/Cardmember should refer to Clause 4.4 (I) of this Agreement for the charging logic of the Default Finance Charge (if applicable). The prevailing Finance Charge, Default Finance Charge and Late Charge are available in

16. RECURRING CARD INSTRUCTIONS

the Cardholder / Cardmember is responsible for reinstating all

16.6 If Card number and/or Card expiry date is changed, for example as a result of previous Card being lost or stolen or Card otherwise being replaced, or Card is cancelled or Account is closed, the Cardholder/ Cardmember has the responsibility to contact the Merchant to cance or change the details of his Recurring Card Instructions. Without prejudice to Cardholder / Cardmember's aforesaid responsibility, if the relevant Card association provides the service of updating certain lesignated Merchants of such Card cancellation or Card details

(a) provide his replacement Card details to such Card association to

16.7 Before each payment under a Recurring Card Instruction, the

16.8 If Card Account does not have sufficient Customer Credit Limit

### Citi銀聯信用卡合約

### 條款及細則 (由2025年6月1日起生效)

### (適用於Citibank Rewards銀聯信用卡) 花旗銀行(香港)有限公司(簡稱「發卡公司」)按下列的條款發出Citi銀聯信用卡(簡

稱「此卡」)給閣下(簡稱「基本卡持有人」)和任何經基本卡持有人提名而又獲發 卡公司批准發給附屬卡之人士(簡稱「附屬卡持有人」)。基本卡持有人和附屬卡持 有人(每位簡稱「持卡人」,基本卡持有人和附屬卡持有人亦統稱「持卡人」)在簽 署或使用此卡時,即表示共同及個別同意或確認同意遵守本合約以下條款及負責 支付據以下條款應付給發卡公司的款項,但附屬卡持有人毋需負責基本卡持有人 或其他附屬卡持有人的債務

- 1.1 持卡人明白發卡公司是基於持卡人所提供的資料在現在或未來均為正確 無誤才簽發此卡給持卡人。所申報資料如有任何更改包括職業、工作或 居住地址、永久居留地或電話號碼,持卡人將立即書面通知發卡公司。 1.2 持卡人同意發卡公司對持卡人與發卡公司的電話通話進行電話錄音。
- 2. 此卡的使用
- 2.1 此卡由一港幣(主)賬戶(簡稱「港幣賬戶」)及一人民幣(替換)賬戶(簡稱 「人民幣賬戶」)所組成。在本合約中使用「賬戶」一詞時是分別指每個
- 2.2 持卡人將須(a)於收到此卡後立即簽署(須與信用卡申請表格或發卡公司 所訂明的該其他文件上的簽署相同); (b)經常小心保管此卡並確保此卡 於任何時間均由持卡人持有;及不可允許任何第三者以任何方式使用此 卡;(c)不能使用超過發卡公司不時酌情決定的信貸限額(簡稱「客戶信 貸限額」);(d)不能使用超過發卡公司不時酌情決定的現金透支限額(簡 稱「現金透支限額」),現金透支限額為客戶信貸限額的一部份;(e)不 能使用超過發卡公司不時酌情決定的信貸限額(簡稱「信貸限額」);及 (f)不可在此卡被收回或取消後繼續使用。
- 2.2 持卡人將須把使用此卡的私人密碼保密,若該密碼一旦洩露給其他人, 持卡人須立即通知發卡公司。倘若持卡人之私人密碼不論因任何原因洩 露給其他人,持卡人將須完全承擔一切由此而招致的後果、損失及/或 其他責任,並須全數賠償發卡公司一切因此而引起之損失。
- 2.3 當使用此卡時,持卡人應確定於任何單據上的簽署與信用卡申請表格 (或發卡公司所訂明的該其他文件)及此卡上的簽署相同,以便發卡公司 可以進行核對確認。為免生疑,持卡人若未能實行此要求,將不會免除 其使用此卡的任何責任。若持卡人想就此卡採用新的簽署,需事先向發 卡公司提出書面申請。
- 3. 經此卡實行的交易
- 3.1 此卡可在發卡公司的任何分行和其他接受此卡的財務機構及商戶使用。 此卡可用作購買物品和服務、現金透支、付賬和獲得發卡公司不時提供 或安排之其他與信用卡有關的設施或服務。此卡亦可用作申請由發卡公 司提供之信用卡貸款計劃(包括但不限於「Quick Cash」套現分期計劃 或賬單「分期更好使」計劃或簽賬「分期更好使」計劃或折現計劃或結 餘轉戶計劃或商戶分期計劃)。
- 3.2 即使持卡人/會員沒有簽署任何單據和/或此卡之使用已超過客戶信貸限 額或貸款限額和/或沒有確認信用卡,持卡人/會員仍須負責一切因使用

9.2 持卡人同意,若發卡公司成功將與電子月結單服務及/或電子通知書服

務有關的電郵(如適用)送遞往持卡人指定的電郵地址,應視為將每月結

單及/或指定通知書送交持卡人。若發卡公司未能將電子月結單服務及/

或電子通知書服務有關的電郵送遞往持卡人/指定的電郵地址,或基於

任何理由,儘管持卡人登記電子月結單服務及/或電子通知書服務,發

卡公司可全權酌情決定將任何帳戶月結單及/或通知書郵寄往持卡人最

結單服務及/或電子通知書服務,而毋須給予任何理由或事前通知。發

卡公司保留權利,可透過事先向持卡人發出通知隨時全權酌情決定不時

有適當的互聯網及電訊服務及具有適當的設備,持卡人應保持使用電子

9.3 發卡公司可不時酌情決定修改、限制、撤銷、取消、暫停或中止電子月

9.4 持卡人明白到,電子月結單服務及/或電子通知書服務須要求持卡人擁

9.5 基於使用電子月結單服務及/或電子通知書服務,持卡人承諾向發卡公

9.6 若發卡公司在合理重試後,仍未能將有關電子月結單服務及/或電子通

將自動取消。發卡公司並會恢復向持卡人印發月結單及/或通知書。

9.7 若持卡人擬取消電子月結單服務及/或電子通知書服務的登記,須於下

知書服務的電郵送遞給持卡人,電子月結單服務及/或電子通知書服務

期月結單/下一張通知書日期前不少於10個工作天前透過Citibank網上

理財,或於下一個結單/下一張通知書日期前最少15個工作天致電

Citibank電話理財服務熱線2860 0333/白金卡服務專線2860 0360

(僅供花旗銀行白金卡持卡人使用)/Ultima服務專線2860 0308(僅供花

旗銀行Ultima持卡人使用)/Citi Prestige服務專線2860 0338(僅供花旗

銀行Citi Prestige持卡人使用)/American Express服務專線2860 0366

(僅供Citi Cash Back American Express® Card會員使用)或前往花旗銀

行分行,通知發卡公司。在取消電子月結單服務及/或電子通知書服務

其他設備因持卡人使用電子月結單服務及/或電子通知書服務所導致的

(包括但不限於)任何損失、損害或支出而承擔任何責任,除非純粹直接

知書服務的安全性及確保未獲授權的第三方不能進入使用。但是,持卡

人確認,發卡公司對於電子月結單服務及/或電子通知書服務通過在任

何司法管轄區內任何適用的互聯網服務供應商、網絡系統或其他同類型

系統所傳送的任何資料的保安、保密或機密事宜,並不保證。持卡人確

認其明白並接受所有使用電子月結單服務及/或電子通知書服務可能涉

及的風險,包括但不限於電子月結單服務及/或電子通知書服務在未經

持卡人授權的情況下被截斷、監察、修改、竄改或被送遞或披露予其他

屬公司或其他軟件供應商的專有權軟件。持卡人同意發卡公司已就電子

月結單服務及/或電子通知書服務向持卡人授予使用該軟件的非專用特

許,此特許僅容許持卡人使用該軟件作預定之用途。持卡人同意不會進

9.10 電子月結單服務及/或電子通知書服務使用發卡公司的、發卡公司的附

的登記後,發卡公司將恢復向持卡人印發月結單及/或通知書。

因發卡公司疏忽或蓄意錯失所致,則作別論。

9.8 持卡人同意,發卡公司毋須就持卡人的數據、軟件、電腦、電訊設備或

9.9 持卡人同意發卡公司應以合理努力,確保電子月結單服務及/或電子通

就電子月結單服務及/或電子通知書服務徵收費用

月結單服務及/或電子通知書服務的設備穩妥可靠。

- 此卡而實行的交易(簡稱「交易」)。未有持卡人/會員簽署使用此卡而 實行的交易包括但不限於以電話、傳真、郵寄或電子媒介、直接授權 從戶口轉賬付款、或利用自動櫃員機服務(無論此設備是屬於發卡公司 與否)或透過商戶之銷售點終端機或用信用卡電話服務或任何其他發卡 公司不時認可的設備發出的指示。
- 3.3 持卡人不可使用此卡參與任何非法活動(包括互聯網上的非法賭博)。發 卡公司保留權利拒絕處理或支付發卡公司懷疑涉及非法賭博或根據適用 法律可能為不合法的交易。如發卡公司合理相信處理或支付有關交易 (a)發卡公司、(b)花旗集團及其集團公司,包括發卡公司在內("集團公 司")、及/或(c)發卡公司或任何集團公司選擇向其提供服務而又非付款 設施供應商的任何第三方(即指構成全球付款系統設施的第三方,包括 但不限於,通訊、結算或付款系統、中介銀行及代理銀行("付款設施供 應商"))("第三方服務供應商")可能違反(i)任何當地或海外的司法管轄區 的法律或規章,或(ii)發卡公司在任何當地或海外的司法管轄區與任何 具司法管轄權的規管、檢控、稅務或政府機關("機關")訂立的任何協議 ((i)及(ii)統稱為"法律或規章"),發卡公司可拒絕處理或支付有關交易。 發卡公司將無須就持卡人因在本條款下的交易遭拒絕處理及支付而蒙受 的任何損失或損害向持卡人負責。
- 3.4 儘管本合約有所規定,如根據本合約就未經授權的交易在結算日期之前 提出報告,持卡人有權扣留有爭議的金額。在進行調查期間,發卡公司 將不會對爭議金額收取任何財務費用或利息,亦不會針對持卡人作出不 良信貸報告。調查如實完成後,如調查結果表明該報告並無根據,發卡 公司有權就整段期間(包括調查期間)對爭議金額重新收取任何未償還的 費用及收費或利息。誠信調查的結果對持卡人具有約束力。
- 3.5 如果商戶無法交付或履行全部或部分的產品或服務,或由於任何原因就 有關產品或服務違約,包括但不限於商戶的停業、破產或清盤行動,持 卡人仍然有責任按照相關的信用卡機構規則支付全數交易金額。
- 3.6 任何因產品及/或服務引起的索償、糾紛或投訴都應由持卡人直接與商 戶解決。無論此類糾紛(包括但不限於未收到產品及/或未能履行服務) 能否得到解決,持卡人仍然須遵守相關的信用卡機構規則並有責任按照 本合約規定的方式清還全數交易金額。
- 3.7 發卡公司既不是產品及服務的供應商,也不是商戶的代理人,因此不負 責產品或服務的質量、保養、送貨、供應、安裝、任何知識產權之所有 權及與產品或服務相關的任何事宜。商戶為此類產品或服務及所有配套 服務獨自承擔所有有關的責任及負債。

- 4.1 發卡公司將為此卡的港幣賬戶及人民幣賬戶分別設立戶口。所有以人民 幣計值的交易之款項和所有有關費用、收費、利息、欠款和其他據本合 約應付的款額(統稱為「費用」)將從人民幣賬戶支取。所有其他交易之 款項和有關費用將從港幣賬戶支取。
- 4.2 發卡公司將每月向持卡人發出此卡的月結單(簡稱「月結單」),詳列各 賬戶所有的交易及費用(簡稱「月結單結欠」)及到期繳付日(簡稱「付款 限期」)。此卡的月結單將包括港幣賬戶及人民幣賬戶分別的付款細節 持卡人須使用相關賬戶用以計值之貨幣的資金分別支付給每個賬戶。
- 4.3 若自上一期月結單後沒有任何交易而賬戶的貸方或借方結餘亦少於發卡 公司不時訂定的金額(就港幣賬戶而言現時為港幣二十元;就人民幣賬戶 而言現時為人民幣二十元)的話,發卡公司可以不向持卡人發出月結單。

行任何有關該軟件的分拆、解編、複製、更改或還原工程,亦不會准許

稱「Citi Alerts即時短訊服務」),即代表持卡人接受並同意受本合作約

第10條款約束,並支付與使用Citi Alerts即時短訊服務的任何費用。持

卡人同意遵從任何及所有現時或此後制定、頒佈或執行並適用於

Citi Alerts即時短訊服務的法律、法規、規定及官方指引,以及發卡公

司不時向持卡人提供,藉以規管有關Citi Alerts即時短訊服務使用其他

何第三者接觸到任何機密資料。發卡公司將不會為任何 機密資料的披

全性及確保未獲授權的第三方不能進入使用。但是,持卡人確認,發卡

公司並不保證通過Citi Alerts即時短訊服務所傳送的任何資料的保安、

保密或機密事宜。持卡人確認其明白並接受所有使用Citi Alerts即時短

訊服務可能涉及的風險,包括但不限於Citi Alerts即時短訊服務在未經

持卡人授權的情況下被截斷、監察、修改、竄改或被送遞或披露予其他

服務的任何資料,均只作持卡人(而非任何其他人士)的參考用途,不應

公司,均不會為任何未能或延遲向持卡人傳送資料或資料中的任何錯誤

或偏差而負上任何法律責任或責任,除非該責任由發卡公司或該電訊公

司引致的任何疏忽或故意失責所造成。持卡人明白,發卡公司及任何該

電訊公司均不會為其合理控制範圍外任何原因所引致之後果(包括但不

限於持卡人的電訊設備因任何原因未能接收資料、任何電訊故障、互聯

網服務供應商失靈、電力故障、設備或裝置失靈、停頓、受到干擾或有

所不足、天災、政府行為、內亂、罷工、戰爭、火災、水災或爆炸)負

電訊公司)並非發卡公司的代理,亦不代表發卡公司,且與發卡公司並

無合作、合夥、聯營或其他關係。發卡公司不會為該第三方 (包括系統

他軟件供應商的專有權軟件。持卡人同意發卡公司已就Citi Alerts即時

短訊服務向持卡人授予使用該軟件的非專用特許,此特許僅容許持卡人

拆、解編、複製、更改或還原工程,亦不會准許任何其他人士進行上述

11.1 發卡公司保留權利並可以在毋需給與持卡人任何理由或事先通知下,收

回、暫停、延長或更改任何提供給持卡人的設施或服務、提高或降低客

戶信貸限額、信貸限額或現金透支限額、收回任何或所有此卡、結束賬

戶或終止本合約。在不局限發卡公司上述權利及作為實例說明,發卡公

司可能在下述情況下行使該等權利,例如持卡人違反本合約之任何條

使用該軟件作預定之用途。持卡人同意不會進行任何有關該軟件的分

10.6 持卡人明白支持Citi Alerts即時短訊服務的第三方(包括發卡公司指定的

10.7 Citi Alerts即時短訊服務使用發卡公司的、發卡公司的附屬公司及/或其

10.4 持卡人確認,任何持卡人透過其電訊設備所收到的Citi Alerts即時短訊

10.5 發卡公司及發卡公司為提供Citi Alerts即時短訊服務而指定之任何電訊

10.2 持卡人須負責其電訊設備的保安,並須採取一切合理的防範措施以防任

10.3 持卡人同意發卡公司應以合理努力,確保Citi Alerts即時短訊服務的安

10.1 持卡人同意,通過登記及使用本公司透過電訊設備傳達提示的服務(簡

任何其他人士進行上述事項。

設施、優惠或服務的其他條款及條件

將之作為與其有關事宜之不可推翻的證據

上任何法律責任或責任。

事項。

營運者)引致的任何損失負上責任。

- 4.4 除發卡公司可使用其權利要求持卡人在付款限期之前或當日繳付每個賬 戶之月結單結欠外,持卡人將按照發卡公司列載於花旗銀行信用卡服務 收費表(簡稱「服務收費表」)或不時訂定的收費率支付以下各款項給發

  - 月結單上顯示的每個賬戶之最低付款額(簡稱「最低付款額」),但
  - 持卡人亦可償還多於最低付款額的款項。
  - 若持卡人因任何理由獲容許超越其客戶信貸限額,不論發卡公司是 否收取超額費用或即時增加臨時信用額服務之費用,發卡公司仍有 權要求持卡人除了須償還最低付款額外,還需繳付發卡公司任何或 全部的超越客戶信貸限額的款項。
- (c) 現金透支費用及現金透支利息 持卡人每次使用現金透支服務須繳付載列於服務收費表的現金透支 費用,而發卡公司將按有關每個賬戶的現金透支總額(包括現金透 支費用)由現金透支提取日起至全數繳付至相關賬戶為止,收取財 務費用。除非發卡公司另行通知,如果持卡人於香港、澳門或其他 國家(不包括中國內地)使用有銀通標誌、銀聯標誌或花旗銀行的自 動櫃員機提取現金,均會視作從港幣賬戶作現金透支。如持卡人於 中國內地使用有銀通標誌的自動櫃員機(花旗銀行自動櫃員機除外) 提取人民幣現金,會視作從港幣賬戶作現金透支;如持卡人於中國 內地使用有銀聯標誌(有銀通標誌的自動櫃員機除外)或花旗銀行的 自動櫃員機提取人民幣現金,則視作從人民幣賬戶作現金透支。所 有財務費用將以每日計算和累積。月結單內相關賬戶之現金透支利 息之實際年利率已包括每個賬戶之現金透支費用及財務費用在內
- 並根據銀行營運守則所訂定的淨值法計算。
- 發卡公司將每月檢討閣下每個賬戶的情況,若任何一個賬戶之上期 月結單(簡稱「上期月結單」)所述的月結單結欠未能在付款限期當 日或之前繳付,發卡公司將就其上期月結單的未繳付之結欠由上期 月結單日起直至全數存入相關賬戶為止,收取財務費用(根據月結 單或服務收費表或發卡公司不時酌情通知的利率收取,以服務收費 表所顯示的最低金額為下限)。此外,所有由上期月結單日起計的 所有相關賬戶之新交易簽賬將計入未付之結欠中,以計算各項由相 關交易日起計的財務費用(即使該各項新交易是在本月月結單的付 款限期才需付款)。所有財務費用將以每日計算和累積。
- 若發卡公司未能在付款限期當日或之前全數收到賬戶之最低付款 額,發卡公司將收取列載於服務收費表上之逾期手續費。
- 發卡公司將於其指定日期向持卡人之港幣賬戶收取列載於服務收費 表上不可退還的年費。發卡公司亦將就現金付款或索取任何有關賬 戶紀錄之服務,從該賬戶收取列載於服務收費表上的服務費用。
- (g) 退票/自動轉賬退回的收費 若付款入賬的支票不能兌現或自動轉賬之授權被拒絕或撤銷,發卡 公司將從賬戶中收取列載於服務收費表上的退回手續費(如有)。
- 款、沒有支付到期款項或開始或面對破產、償債或類似行為或訴訟或為 了令任何法律或規章可獲遵從
- 11.2 持卡人須以書面通知發卡公司終止本合約。 11.3 發卡公司可以(無論有否暫停或減少信貸,或收回此卡,或終止本合約) 要求持卡人立刻償還每個賬戶內全部之欠款。即使本合約經已終止,持 卡人仍須負擔因本合約所產生或仍然存在之責任。
- 11.4 如發卡公司不論因任何原因終止此合約,發卡公司有權於合約終止後六 個月內任何時間向持卡人發出任何卡以取替此卡。
- 11.5 不論出於任何原因,發出給基本卡持卡人的信用卡(「基本卡」)一旦被 終止,將終止根據該基本卡所發出的所有附屬卡。"
- 11.6 基本卡持卡人或附屬卡持卡人可以透過以下方式終止附屬卡(而不終止 基本卡): (i)通知發卡公司及(ii)剪掉附屬卡或退回附屬卡。如果附屬卡 未按上述方式被剪掉或退回,發卡公司可在收到終止通知後,根據適用 於終止信用卡的程序採取相應的行動,以防止附屬卡繼續被使用。基本 卡持卡人需要對透過附屬卡進行的任何交易負責,直至該附屬卡被剪掉 或退回,或直到發卡公司能實施適用於終止信用卡的程序為止,以較後 者為準。

- 12.1 發卡公司保留權利可隨時透過事先通知修訂本合約之條款,包括但不限 於就任何收費或費用之定率和付款方式作出的任何修訂。該新修訂條款 將根據適用的營運守則從發卡公司指定之日期生效。
- 12.2 若持卡人拒絕接受發卡公司之新修訂,持卡人須在該修訂生效前停止此
- 12.3 持卡人在發卡公司發出有關新修訂通知生效日期後使用此卡所作之交易 將被視為持卡人無條件地接受並同意該新修訂
- 13. 於發卡公司及/或花旗銀行香港分行持有戶口之持卡人
- 13.1 本條文適用於持卡人於發卡銀行(此卡相關之戶口除外)及/或花旗銀行 香港分行持有戶口者。
- 13.2 花旗銀行戶口及服務之條款(「花旗銀行戶口及服務之條款」)(經不時修 訂或補充)應視為全文皆引用於本合約,如花旗銀行戶口及服務之條款 與本合約之條款不一致,概以本合約之條款為準,惟儘管如此,就有關 押記、結合及合併戶口或保障之權利而言,則應以花旗銀行戶口及服務 之條款內第12條(押記、留置權及抵銷)項下之第12.3、12.4及12.5條(經 不時修訂或補充)(各自為一項「花旗銀行戶口及服務之條款的適用條 文」)為準,而花旗銀行戶口及服務之條款的適用條文內之指稱為:
- (a) 根據本合約,「閣下」應視為包括花旗銀行(香港)有限公司及花旗 銀行香港分行;及
- (b) 「Citigroup Organisation」應附有花旗銀行戶口及服務之條款的第 2.3條 (經不時修訂或補充)/內所述之涵義。

# 14. 其他

- 14.1 發卡公司可在任何時間在毋須事先通知持卡人的情況下,將其在本合約 內的任何或所有權利或業務轉移、轉讓、轉授或分包予任何人仕。在無 損於前文所述的情況下,如發卡公司合理認為為發卡公司遵從任何法律 或規章而合理所需,發卡公司亦可將發卡公司在本協議內之全部或部份 權益和義務及賬戶中的任何款項轉移給任何集團公司。
- 14.2 所有發卡公司發出之通知、月結單或書信可以書面通知、月結單附件或 通知書、電子郵件訊息或印在月結單或通知書上訊息或透過發卡公司認 為恰當之任何其它形式。所有此等發卡公司發出之通知,月結單或書信

- 如須補發此卡,持卡人/會員將須支付列載於服務收費表上的手續
- (i) 外幣匯票託收費用 若持卡人以港幣以外之其他貨幣為港幣賬戶付款或以人民幣以外之 其他貨幣為人民幣賬戶付款,該筆付款只將在發卡公司收到後及扣 除所有收款費用後,才存入相關賬戶中。
- 若所使用信貸額超出客戶信貸限額,發卡公司將按服務收費表收取
- 招額費用。 (k) 賬目調查手續費
- 就每項不成立之賬目調查,發卡公司將收取列載於服務收費表上的 賬目調查手續費(如有)。
- (I) 拖欠財務費用(如適用) 發卡公司將每月檢閱每個賬戶以決定是否對相關賬戶收取拖欠財務 費用。若賬戶顯示發卡公司未能在任何月結單的付款限期或之前收 到該月結單的最低付款額,發卡公司將就相關賬戶該月結單之隔一 期後的月結單未繳付之結欠及相關賬戶該月結單之隔一期後的月結 單日起之所有新簽賬收取拖欠財務費用(列載於服務收費表上)以取 代財務費用,即使該各項新交易是在該月結單的付款限期日才需付 款。該拖欠財務費用將繼續適用直至發卡公司在任何連續六期月結 單的付款限期或之前均收到相關月結單上相關賬戶的最低付款額為 止,此後財務費用將在適用時開始徵收。拖欠財務費用將每日計算
- (m) 支票提取賬戶盈餘手續費 若持卡人/會員以支票提取賬戶盈餘,發卡公司將收取列載於服務 收費表上的手續費用(如有)
- (n) 補發月結單手續費 若持卡人申請補發月結單,發卡公司將收取列載於服務收費表上的
- (o) 申請補發簽賬存根手續費 若持卡人/會員申請補發簽賬存根,發卡公司將收取列載於服務收 費表上的手續費(如有)。
- (p) 查閱個人資料手續費 若持卡人要求查閱個人資料,發卡公司將就每項個人資料查閱收取 列載於服務收費表上的手續費。
- (q) 即時增加臨時信用額手續費 持卡人/會員若使用即時增加臨時信用額服務,需就獲批的臨時信 用額的全數繳付列載於服務收費表上的手續費(如有)。
- (r) 動態貨幣兌換費 在香港以外地區進行的任何動態貨幣兌換交易,而交易的金額以港 元從港幣賬戶中扣除或以人民幣從人民幣賬戶中扣除的話,該交易 將會被徵收服務收費表所訂明的動態貨幣兌換費。
- (s) 商戶分期計劃取消交易手續費 不論任何原因,若取消商戶分期計劃,將會被徵收服務收費表所訂 明的取消交易手續費(如有)。
- (t) 郵寄月結單費用
- 在向持卡人最後在發卡公司登記的地址發送後即為有效發出,並在該等 通訊方式之通常遞送時間內視為已由持卡人收取。
- 14.3 發卡公司特此被授權(但並非必須)接納經以下方式發出的指示:(a)據稱 由持卡人發出的電話、電傳電報、郵寄、傳真傳輸或書面指示;或(b) 以發卡公司不時指定的方式透過電子途徑(包括電子郵件及短訊)發出的 指示,儘管有任何錯誤、誤解、欺詐、偽造或在條款上不清晰或欠缺授 權,不須發卡公司查詢有關人士作出或據稱給予此等指示的權限或身 份,或查詢它們是否真實。但如發卡公司合理相信執行有關指示,(a) 發卡公司、(b)任何其集團公司及/或(c)任何其第三方服務供應商可能違 反法律或規章,發卡公司可拒絕執行有關指示。發卡公司將無須就持卡 人因在本條款下的指示遭拒絕執行而蒙受的任何損失或損害向持卡人負
- 14.4 本合約條款之中文翻譯本僅作指引參考用。如中、英文本有任何差異
- 14.5 除文意需另作解釋,否則,所有本合約內有單數含義之字眼亦包括雙數 含義,而有雙數含義之字眼亦包括單數含義,如適當時所有男性之字眼 亦包括女性和/或中性
- 本合約之標題僅作參考用途,並不影響本合約之詮譯。 14.6 本合約受香港法律管轄並應根據香港法律詮譯。持卡人茲此同意接受香

港法庭的非專屬性司法管轄權。

14.7 此等條款、本合約,及/或持卡人與發卡公司之間的所有任何其他協議 文件、票據或安排的任何規定,不論明示或暗示,既非旨在亦不會賦予 任何人如非因香港法例第623章《合約(第三者權利)條例》的條文而不 會享有的任何強制執行條款的利益或權利,惟(a)根據本條文及《合約 (第三者權利)條例》之條款,任何集團公司(發卡公司除外)(各自為一名 「第三方」)可執行本合約向該集團公司授出或旨在授出任何權利之任何 條款或規定;及(b)毋須任何第三方同意,本合約之各方可隨時撤銷或

### 14.8 有關"BDAI"的披露

- "BDAI"是指大數據分析及人工智能應用,一般涉及透過電腦程式模擬 人腦智慧,以超越經典統計學、數學、計量經濟學或金融方法的方式進 行估計、預測、建議或作出決策的量化方法、系統或方式,以達到自動 化及取得大量由保存及記錄人類、工具及機器活動而創造的結構性資料 及非結構性資料的分析見解,包括但不限於來自社交媒體、互聯網裝 置、機器、錄像及錄音的數據。機器學習、多決策樹方法、自然語言處 理、神經網絡、生物特徵認證技術、互聯網曲奇檔案、網絡記錄檔皆為
- 銀行可就個人資料或非個人資料使用BDAI。銀行就個人資料的BDAI的 使用受銀行的有關《個人資料(私隱)條例》的政策聲明("政策聲明")約
- 此外,銀行可自行或透過其服務供應商,使用BDAI作: (a) 進行統計、走勢、市場、行為、使用模式、顧客分類及定價分析;
- (b) 進行信貸、反洗錢、預防欺詐及其他風險評估
- (c) 計劃、研究及發展、服務或產品設計、改善顧客體驗 (d) 預測模型;及
- (e) 任何與上述有關的其他用途。
- 銀行已設立有力的政策及程序以確保數據的安全及完整性及BDAI的使 用是公平及按照適用法律及規例的。

- 若持卡人收取郵寄月結單,發卡公司將收取列載於服務收費表上的
- 4.5 以非人民幣之貨幣達成的交易付款,均會記入港幣賬戶;而以人民幣之 貨幣達成的交易付款,均會記入人民幣賬戶。以非港幣及人民幣之貨幣 達成的交易付款,發卡公司將會按由銀聯在折算日從國際市場兌換率中 選擇的兌換率從交易貨幣折算為港幣,記入港幣賬戶。此等交易亦將另 外收取列載於服務收費表上的手續費。
- 4.6 持卡人同意,持卡人須負全責確保及時收到所有月結單,並當未能及時 收到時向發卡公司作出查詢及要求領取該份月結單。持卡人並承諾核實 每份月結單是否正確。如有任何差異、錯漏、錯誤或不正確的記項或許 情,持卡人應於月結單日期起六十天內通知發卡公司。在該段期間終網 後,有關的發卡公司紀錄及月結單詳情,應為針對持卡人的確證,除了 已通知發卡公司的任何指稱錯誤,以及發卡公司行使權利以調整及修訂 任何記項或詳情(發卡公司可於任何時間行使有關權利)處理其造成的不 當或錯誤之外,發卡公司毋須進一步證明有關紀錄及詳情實屬正確。
- 4.7 如發行附屬卡,發卡公司可以:
  - (a) 以基本卡持卡人於發卡公司之任何其他賬戶的結存,抵銷各附屬卡 持卡人於每張附屬卡的結欠;及
  - (b) 僅以附屬卡持卡人於發卡公司之任何其他賬戶的結存,抵銷該附屬 卡持卡人的附屬卡的結欠。
- 4.8 由發卡公司向基本卡持卡人發出的所有通知、月結單或書信均視為已發 出予基本卡持卡人及每位附屬卡持卡人。由基本卡持卡人向發卡公司發 出的任何指示將對基本卡持卡人及每位附屬卡持卡人具約束力。基本卡 持卡人與任何附屬卡持卡人之間的任何爭議或追討將不影響其在本合約 下的各自義務及責任。

- 5.1 發卡公司將不時規定支付款項方式。如持卡人/會員經由發卡公司之自 動櫃員機付款或其他可接受的支付款項方式,所支付之款項將受發卡公 司不時適用之條款約束,包括當時適用之交易記錄和存款信封上之有關 條款。若使用發卡公司之自動櫃員機以現金存款,付款金額需經銀行職 員或其代理人核證後,才存入賬戶中。
- 5.2 發卡公司將不會從港幣賬戶轉換和/或轉賬餘額或多繳的款項到人民幣 脹戶以償還另一脹戶之餘額,反之亦然。持卡人將須要根據本合約,直 接支付到相關的賬戶,以繳清月結單結欠。
- 5.3 任何從人民幣賬戶的賬戶盈餘作出的人民幣轉賬或提款均須受本合約的 條款及發卡公司可能不時全權酌情設定的每日限額所限制。即使本合約 已有任何規定,發卡公司有權以相同貨幣或其全權酌情決定的不同貨幣 根據兌換當日的匯率作出兌換以償還賬戶的賬戶盈餘予持卡人。
- 5.4 如設定以港幣銀行戶口透過靈活自動轉賬或支票還款以支付人民幣賬戶 之脹款,港幣將根據發卡公司於每月處理靈活自動轉脹或支票還款當E 的匯率兌換為人民幣。由於匯率浮動,持卡人應在使用靈活自動轉賬的 相關港元銀行賬戶存有足夠的資金以兌換成人民幣或為支票還款支付足 夠資金,以避免支付不足導致須支付在本合約所規定的財務和/或其他
- 5.5 若持卡人未能按本合約支付到期需付或應付的款項,發卡公司可能委派 收賬公司催收有關款項。若發卡公司因向持卡人催繳、追收或在控告持 卡人賠償在本合約規定下應付之欠款或因持卡人違反或不遵守本合約條
- "花旗衍生數據"是指銀行透過BDAI或其他方式收集、生成及/或衍生的 與客戶相關的匯總及匿名化資料或數據,但不包括可以直接或間接確定 個人身份的任何個人資料或數據。銀行可不受限制地免費使用花旗衍生 數據。在不限制銀行上述權利的情況下,銀行或其集團公司可以有償或 無償地以研究、趨勢或市場分析或報告形式將花旗衍生數據轉移予其集 團公司,以及其他第三方,前提是適用法律及規例允許進行此類轉移。
- 14.9 多家個人信貸資料服務機構模式(「MCRA模式」)使信貸提供者(例如花 旗銀行)能夠透過多家信貸資料服務機構(「CRAs」)共享及使用信貸資 料,而所有個人信貸資料均透過信貸資料平台(「CRP」)的中央資料庫 發送或存儲。您理解、確認並同意花旗銀行並非信貸資料平台的營運 商,並將不會就因使用信貸資料平台和/或任何信貸資料服務機構所提 供的服務而造成的任何損失或損害承擔任何責任,這包括但不限於
- (a) 任何因信貸資料平台之營運或任何人或任何一方使用信貸資料平台 而導致的資料延誤遲、不能使用、中斷、故障、錯誤、不准確、遺 失、誤用或損失害,或
- (b) 信貸資料服務機構、任何其他信貸提供者,或任何多家個人信貸資 料服務機構模式或信貸資料平台的擁有者、營運商、服務提供者或 其他參與者違反義務、欺詐、故意違約或疏忽。您亦同意並接受信 貸資料平台的擁有者及營運商不對任何人或任何一方因使用信貸資 料平台而引起的任何損失或損害承擔責任。

- 15.1 以下條款及細則適用於商戶分期計劃,客戶須同時遵守相關的本合約 除非另有定義或上下文另有註明,所有粗體術語應具有相關本合約中所
- 15.2 本商戶分期計劃(簡稱「本計劃」)是由發卡公司絕對酌情決定提供的貸 款計劃(下文稱「本貸款計劃」),並只在持卡人惠顧發卡公司可能不時 指定及通知的商戶(各稱「商戶」)時適用於持卡人。就每次使用本計劃 所作的交易而言(各稱「計劃交易」)
- (a) 持卡人不可撤銷地授權發卡公司一筆過將全數計劃交易金額(「貸 款金額」)繳付予商戶(可在商戶提供全部或部分相關產品或服務前 繳付),及保證經信用卡向發卡公司以等額的每月分期償還此金額 (各稱「分期付款」),即在計劃交易日期被收取第一筆分期付款, 及隨後的每月分期付款將在與計劃交易日期相同的曆日從卡中扣除 (如月份中並無該曆日,則將於下一個曆日扣除),直至全數清還貸 款金額。在本合約中,每個從卡收取分期付款的日期均稱為「分期 付款日期」;
- 對此有絕對的酌情權。如持卡人/會員取消本計劃,則可能會被收 取《服務收費表》中規定的「商戶分期計劃取消交易手續費」(如 有),並將被全數收取未清還的貸款金額: (c) 貸款金額會從客戶信貸限額中扣除並轉為相應期數之分期付款。每

(b) 本計劃之提供須視乎申請合資格與否及賬戶狀況的查核,發卡公司

筆分期付款均不得取消,並會每月從賬戶支取,直至完全繳清貸款 金額。發卡公司將於持卡人每月支付分期付款後按比例恢復賬戶的 客戶信貸限額。就此,只有未償還的分期付款金額將仍然佔用賬戶 的客戶信貸限額。任何退回或交換產品將不會影響在本計劃下的付 款責任;

- 款而需作出其他補償,而須支付律師費、收賬費用或其他開支,持卡人 將補償發卡公司法庭按訴訟各方共同基金基準評定的律師費(合理地招 致及金額合理的費用及開支),雙方另行協議除外。與此有關的其他合 理地招致的費用及開支(包括收賬公司的費用)將由持卡人補償,但最高 補償金額為原欠付款項金額的百份之三十(30%)。
- 5.6 持卡人與商戶對購物及服務之糾紛,將由持卡人直接與商戶自行解決。 有關任何商戶所供應之貨品或服務,或有任何商戶拒絕接受此卡,發卡 公司將毋需對此負責。商戶的退款在發卡公司收到其正確無誤的退款單 據後,才轉還到賬戶中。
- 5.7 發卡公司只會在如實收到已兌現的付款及將外幣付款據發卡公司一般慣 常運作由發卡公司兌換成港幣(在存入港幣賬戶的情況下)或人民幣(在存 入人民幣賬戶的情況下)後,並在不作任何抵銷、追討、附帶條件、限 制、扣除或預扣下,才被視為收到持卡人的付款及已將付款存入賬戶
- 5.8 脹戶所收到的款項或其他進脹,可按照下列次序支付:(1)法律及收賬費 用;(2)財務費用;(3)現金透支利息;(4)所有適用的收費及費用,包括 但不限於現金透支費用、逾期手續費、超額費用、服務費用、退票/自 動轉脹退回費用(如有)、補發新卡費(如有)及賬目調查手續費(如有);(5) 任何計劃或發卡公司其他的分期計劃下未付的分期付款餘額;及(6)其 他交易之未付本金餘額(在該些交易被徵收的財務費用利率有所不同的 情況下,費用收取次序為最高利率至最低利率);或可在發卡公司毋須 預先通知持卡人之下但認為適當的次序支付款項。
- 5.9 閣下同意本行可在任何時候郵寄支票至閣下最後更新之通信地址,以退 還該戶口內部分或全部之結餘,而毋須事先通知
- 5.10 在不影響本合約的其他條款下,若持卡人需離開香港一段時間,持卡人 須在離開香港前安排繳付費用給發卡公司。

### 6. 此卡遺失及被竊

- 6.1 持卡人應根據發卡公司不時提供之指示留意此卡及密碼之保安。若此卡 遺失或被竊或被人知悉其密碼,持卡人須在合理可能的情況下盡快致 電發卡公司之Citibank電話理財服務2860 0333 / 白金卡服務熱線 2860 0360 (僅供花旗銀行白金卡持卡人使用) / Ultima服務熱線 2860 0308 (僅供花旗銀行Ultima持卡人使用),通知發卡公司。
- 6.2 在持卡人通知發卡公司其遺失或被盜取卡/個人密碼或其他人知道其個 人密碼前,持卡人均須對透過此卡實行的所有交易(不論持卡人授權與 否)負責。不過,如損失並不是因持卡人的欺詐行為,或嚴重疏忽,或 違反條款6.1而引致的,持卡人對未經授權交易要承擔的責任則以港幣 五百元為上限。上述所提及持卡人的承擔金額上限,並不適用於自動櫃 員機使用此卡(不論是否發卡公司之自動櫃員機)的交易。
- 6.3 若此卡遺失或被竊,發卡公司無義務補發新卡給持卡人。如發卡公司同 意補發新卡,持卡人在使用該補發新卡時,須受本合約條款約束。

## 7. 發卡公司的權利

- 7.1 持卡人同意發卡公司可以隨時毋須事前通知,從持卡人於發卡公司及花 旗銀行開設之任何形式及任何貨幣的賬戶,無論該些賬戶是持卡人獨自 或與其他人仕共同擁有,抵銷或調動所存之任何款項,以償還持卡人使 用此卡之任何貨幣的欠款。若某些欠款因某些待發事件尚未需要償還 發卡公司及花旗銀行有權暫停支付相等於欠款額的賬戶存款給持卡人 直至此待發事件發生為止。
- (d) 發卡公司及商戶可全權酌情決定本計劃不可與任何其他優惠項目同 時使用。所有與本計劃有關的事宜及爭議,須以發卡公司之最終決
- (e) 每次分期付款之支付將如同任何其他從賬戶中扣除的一般交易般處 理,並受本合約的所有條款約束。在任何情況下,持卡人須根據本 合約中之條款向發卡公司清還全數貸款金額,並有責任承擔所有費 用,包括但不限於逾期還款收費。
- (f) 發卡公司可根據其絕對權力及在任何時候毋須發出任何事先通知及 理由而決定:(i)拒絕向持卡人提供本計劃;或(ii)撤回或取消本計劃/ 本貸款/賬戶。任何上述事件發生後,或如持卡人取消賬戶,持卡 人須立即向發卡公司清還該賬戶下所有未償還之債務,包括但不限 於本貸款計劃的任何未償金額。
- (g) 已記賬的分期付款的1.5%將包括在最低付款額中
- (h) 如發卡公司在每月付款限期之前收到(或已經收到)月結單中的月結 單總結欠的全數款項,發卡公司將只收取分期貸款之日公布的利率 及/或費用(該利率及/或費用將適用於整個分期貸款期間),而不會 就此計劃交易收取額外費用及財務費用,直至您清還所有分期付
- 然而,如發卡公司並未如以下月結單所示收到月結單總結欠的全數
- a. 當前月結單及上一張月結單
- 當前月結單中已記賬的每月分期付款將從月結單的分期付 款日期起衍生財務費,直至您全數清還當前的未償還結欠 的前一日,及
- ii. 當前月結單中之前每月分期付款的任何未償還部分將從當 前月結單日之翌日起衍生財務費用,直至您全數清還當前 的未償還結欠的前一日。
- b. 只限當前月結單
- i. 當前月結單中已記賬的每月分期付款將從當前月結單日之 翌日起衍生財務費,直至您全數清還當前的未償還結欠的 前一日。
- 請注意,如您僅支付最低付款額,您將需要比預定期限更長的時間 才能全數清還本貸款計劃。最低付款額只包含已記賬分期付款的 1.5%,詳情已列載於本合約的第15.2(g)條,亦請參考本合約第5.8 條了解有關付款的分配次序。
- 此外,如發卡公司在付款限期之前未收到全數的最低付款額,您 將被收取拖欠財務費用(代替財務費用)(如適用)及必須支付由發卡 公司所釐定並不時通知您的逾期手續費,而您的信貸記錄亦將反 映拖欠還款的情況。以上內容須受本合約之條款約束,並適用於 您的Citi信用卡賬戶。有關拖欠財務費用(如適用)的收費詳情,持 卡人/會員應參考本合約的條款4.4(I)。現行的財務費用、拖欠財 務費用及逾期手續費刊載於以下網址之費用表上 www.citibank.com.hk/chinese/credit-cards/pdf/Fee\_Schedule.
- (i) 積分、八達通現金或現金回贈將按已記賬的分期付款每月誌入賬 戶。
- 16. 自動更新替換卡資料指示

- 7.2 除非第13條(使用花旗銀行香港分行理財服務之持卡人)適用,持卡人要 求發卡公司及花旗銀行香港分行(各自為一名「Citi支付實體」)向閣下 以外之其他人士(各自為一名「Citi債權人」)承諾於Citi債權人向Citi支 付實體作出書面要求核實持卡人未能於該屆滿日期前解除任何債務時 閣下將解除持卡人拖欠Citi債權人之任何債務。持卡人承諾各自賠償閣
- 下各方因作出該承諾而可能遭受之所有虧損或負債。」 7.3 此卡乃屬於發卡公司所有,不得轉讓。若發卡公司要求,持卡人必須盡
  - 7.4 持卡人同意(a)發卡公司、(b)任何其集團公司及/或(c)任何其第三方供應 商,可為遵照任何法律或規章,就預扣、入息稅、增值稅、任何物業出 售或處置稅、徵稅或其他合法收取款項(統稱"已收取款項"),從向持卡 人或持卡人的賬戶或任何持卡人的賬戶支付的任何款項中,或從持卡人 的賬戶或任何賬戶中,預扣或扣減款項或金額與已收取款項相等的款項 。任何已收取款項須根據相關規定依時向有關機關支付。持卡人會在合 理可行範圍內盡早獲通知任何已收取款項。持卡人確認發卡公司將無須 向持卡人償付被付款設施供應商預扣或扣減的任何款項。此外,以發卡 公司或任何其集團公司或其第三方服務供應商現時或已經以其資金支付 或現時或將會被要求向機關支付應屬於但當時並非已收取款項的金額為 限,持卡人須向發卡公司彌償有關款項,連同與其相關的任何利息及罰 款。持卡人明白發卡公司無須就機關所提出的任何付款要求提出反對
- 8.1 持卡人同意發卡公司不時收取有關持卡人之個人資料,可根據發卡公司 不時備有供客戶索取之不時生效的有關個人資料(私隱)條例的政策聲明 為其所述的目的,供任何集團公司或第三方服務供應商及有關個人資料 (私隱)條例的政策聲明中所述人士(不論在香港境內或境外),及為遵從 任何法律或規章或應任何法院、法律程序、審計或任何機關的調查所規 定而供有關機關使用、保存、向其披露及/或轉移。即使有任何適用的 不披露協議存在,前述內容亦應適用。持卡人確認有關個人資料及戶口 資料或記錄可以轉移至沒有嚴格資料保障或資料私隱法律的司法管轄
- 8.2 持卡人同意發卡公司不時生效的有關個人資料(私隱)條例的政策聲明將 全面適用於此卡及賬戶及隨之而生或與之有關之所有事項。此外,如持 卡人是外地國民或居民,而發卡公司(不管現在或將來)已用持卡人的國 籍/居住國家的相關資料私隱要求制定了一份適用的資料私隱通知,持 卡人承認持卡人同意發卡公司在Citibank網上理財服務"私隱條款"所列 出的該"私隱條款/通知",並且發卡公司可能會不時更新這些條款。
- 8.3 持卡人明白及同意其必須不時應發卡公司要求向發卡公司提供令發卡公 司或任何其集團公司可遵從任何法律或規章的資料。
- 9. 電子月結單/電子通知書服務
- 9.1 通過登記和使用發卡銀行以電子方式提供電子賬戶月結單及/或指定通 知書(分別簡稱「電子月結單服務」及「電子通知書服務」),持卡人接 受及同意受本合約第9條款約束。在登記電子月結單服務及/或電子通 知書服務後,持卡人將不會再收到月結單及/或指定通知書的印本文件 (指定通知書包括閣下於網頁www.citibank.com.hk/e-advice不時列出 種類的通知書)。持卡人同意遵從任何及所有現時或此後制定、頒佈或 執行並適用於電子月結單服務及/或電子通知書服務的法律、法規、規 定及官方指引,以及發卡公司不時向持卡人提供,藉以規管有關電子月 結單服務及/或電子通知書服務使用其他設施、優惠或服務的其他條款
- 16.1. 持卡人/會員可以授權另一方使用持卡人/會員的信用卡卡號和有效日期 資料,藉此從持卡人/會員的信用卡賬戶自動扣除款項,這稱為自動更 新替換卡資料指示(簡稱「自動更新替換卡資料指示」)。
- 16.2. 為了設立自動更新替換卡資料指示,商戶將要求持卡人/會員填寫有關 表格,自動更新替換卡資料指示中有關扣數日期及收取金額的詳細資 料,應在有關表格中列出。
- 16.3. 持卡人/會員於商戶設立自動更新替換卡資料指示後,如希望取消該指 示,需直接向商戶提出。發卡公司建議持卡人/會員至少在下一次預定 付款前15天執行此操作。在持卡人/會員取消授權之前,商戶有權要求 發卡公司從持卡人/會員的信用卡賬戶中扣款,而發卡公司有義務執行
- 16.4. 因應以下條款內第16條項下之第16.6條,當信用卡取消或替換後,持卡
- 人/會員有責任重啟所有相關自動更新替換卡資料指示。 16.5. 請保留與商戶更改或取消任何自動更新替換卡資料指示的副本。如果商 戶未有按照持卡人/會員的指示採取行動,則可以對請求提出異議。
- 16.6. 如果持卡人/會員的卡號及/或卡到期日期有改變,例如由於先前的卡遺 失、被盜、被取消或持卡人/會員的賬戶被關閉,持卡人/會員需要聯絡 商戶以取消或更改持卡人/會員的自動更新替換卡資料指示。在不排除 持卡人/會員的前述責任的情況下,如相關信用卡協會能向特定商戶提 供有關信用卡取消或更改資料的更新服務,而持卡人/會員並沒有拒絕 該服務,持卡人/會員將會被視為授權發卡公司執行以下行動(如發卡公
- (a) 向信用卡協會提供持卡人/會員的替換卡詳細資料,以更新自動更 新替换卡資料指示或告知信用卡協會持卡人/會員的舊卡已被取消 或賬戶已被關閉;及/或
- (b) 如果已替换了卡,則自動更新替换卡資料指示會適用於替换卡和/ 或新的到期日(視情況而定)。除了將使用持卡人/會員的替換卡卡號 和新到期日資料外,否則將繼續按照該指示從持卡人/會員的卡賬 戶中扣款。此外,除了將使用持卡人/會員的替換卡資料外,持卡 人/會員的賬戶將繼續按照自動更新替換卡資料指示進行扣賬而不 是舊卡資料。
- 16.7. 在執行每張自動更新卡資料指示之前,持卡人/會員必須確保在持卡人/ 會員的賬戶有可用的扣賬額,以使該筆款項能夠在持卡人/會員的扣賬 額度之內扣除。
- 16.8. 如果持卡人/會員的卡賬戶沒有足夠的信用額度來支付自動更新替換卡 資料指示的付款金額,發卡公司仍然可以根據發卡公司遵守本合同條款 的前提下酌情決定履行該項交易。通過兌現該項交易,這可能會導致超 出持卡人/會員的信用額,但並不會因此而改變了持卡人/會員的信用 額,請參考發卡公司資料概要及服務收費表以了解可能適用的任何收



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