



Frequently Asked Questions

General Information

1. What is "My Vouchers"?

"My Vouchers" is an e-voucher wallet within the Citi Mobile® App designed to store and manage your digital vouchers. This feature allows you to conveniently acquire special e-vouchers yourself within the app and also receive limited-offer e-vouchers directly delivered by Citibank (Hong Kong) Limited ("Citi") as part of promotions.

2. What kinds of e-vouchers can I enjoy via "My Vouchers"?

You can enjoy e-vouchers in two primary ways:

- **Limited Offers:** These are e-vouchers provided by Citi as part of special promotions and campaigns.
- **Get Yourself:** You can browse and select available e-vouchers from the "Hot Deals" section, specifically by scrolling down to "Discover New Vouchers" and tapping "View all" to choose your preferred e-voucher.

3. Who is eligible to use the e-vouchers from Citi?

This feature is exclusively available to existing Citi Credit Card Principal Cardholders. Supplementary cardholders are not eligible for this feature.

4. Can my e-vouchers be used overseas?

No, your e-vouchers are currently valid for use only within Hong Kong.

Finding, Using, and Managing My Vouchers

5. How can I discover and get e-vouchers from the Citi Mobile® App?

You can discover and acquire new e-vouchers through several entry points in the Citi Mobile® App:

- **"My Vouchers" Wallet:** Click "My Vouchers" at the "Rewards Widget" on your Citi Mobile® App.
- **Credit Card Account Summary:** Select your credit card from the Citi Mobile® App homepage, tap the "Hot Deals" icon, scroll down to the "Discover New Vouchers" section, and click "View All".
- **"Settings" Menu:** Navigate to the "Settings" menu, then select the "Rewards Miles and Cash Rebate" section, and tap "Hot Deals" icon, scroll down to the "Discover New Vouchers" section, and click "View All".
- **"Get More" Section:** Go to the "Hot Deals" page via "Get More", scroll down to the "Discover New Vouchers" section, and click "View All".

All available promotions will be listed in the "View all vouchers".

6. Where can I find the e-vouchers I have acquired or been awarded by Citi?

To view your saved e-vouchers, simply log in to your Citi Mobile® App and tap on the "My Vouchers" Wallet. All your active e-vouchers will be listed under the "Awarded" tab.

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Borrow only if you can repay!**

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7. How can I check the record of my e-vouchers in "My Vouchers"?

The "My Vouchers" wallet has different tabs to help you manage and track the status of your e-vouchers:

- **Awarded:** This tab stores all active e-vouchers you have acquired or been awarded by Citi until they are used.
- **History:** This tab provides a record of all e-vouchers you have successfully used.
- **Expired:** This tab displays any e-vouchers that have passed their validity period.

Please note that records in the "History" and "Expired" tabs are retained for one year from the date the voucher was last modified (i.e., when it was used or when it expired). Alternatively, when the total number of records in the "Awarded", "History" or "Expired" tab reach a maximum capacity of 190 records of vouchers, the oldest existing record in that tab will be systematically replaced by the most recent one.

8. Why can't I get an e-voucher that is displayed as "Fully redeemed"?

Certain e-vouchers are subject to a limited quota. If the available quota for a specific e-voucher has been fully redeemed by other customers, you will be unable to acquire it. An "out-of-stock" message will be displayed if you attempt to get a fully redeemed e-voucher.

9. Why has my e-voucher disappeared from "My Vouchers" Wallet?

After you use an e-voucher from the "Awarded" tab in your "My Vouchers" Wallet, it will automatically move to the "History" tab, where you can still view its details and voucher code. If an e-voucher expires before you use it, it will move to the "Expired" tab and will no longer be available for use.

10. How long are my e-vouchers valid and what happens when they expire?

Each e-voucher has a specific expiry date, which is clearly stated on its details page and within the terms and conditions that govern the use of e-voucher after you select it from the "Awarded" tab. Customers are responsible for checking the validity period before acquiring and using e-vouchers. Once the validity period ends, the e-voucher will automatically expire and move to the "Expired" tab in your "My Vouchers" Wallet.

11. How do I use e-vouchers online?

Customers are responsible for reading and accepting the terms and conditions that govern the use of e-voucher before proceeding to use any e-voucher. To use your e-voucher for online transactions, please input the provided voucher code in the designated field during the checkout process on the merchant's website. For specific instructions, kindly refer to the "How to Use" section detailed for your particular e-voucher.

12. How do I use e-vouchers in-store?

Customers are responsible for reading and accepting the terms and conditions that govern the use of e-voucher before proceeding to use any e-voucher. To use your e-vouchers at a participating physical store, please follow these steps:

- Present your e-voucher to the merchant at the point of sale.
- The merchant will provide a specific merchant code required to unlock your voucher code within the app.
- Upon successful entry of the merchant code, your Citi Mobile® App will display a confirmation screen containing the voucher code for the merchant to apply. For detailed redemption procedures, please refer to the "How to Use" section of your specific e-voucher, as steps may vary by offer.

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13. What should I do if my e-voucher code is not working?

Customers are responsible for reading and accepting the terms and conditions that govern the use of e-voucher before proceeding to use any e-voucher. If you encounter an issue where your e-voucher code is not working, please contact our CitiPhone Banking Hotline for assistance.

Security and Privacy

14. How secure is the "My Vouchers" capability?

Citi prioritizes the security of your financial information and personal data. The "My Vouchers" capability is fully integrated within the secure environment of the Citi Mobile® App, utilizing advanced encryption and other robust security measures to protect your information and transactions.

15. Will my personal data be shared with merchants when I use an e-voucher?

Citi adheres to strict privacy policies. Any data sharing with merchants will be in accordance with the terms and conditions that govern the use of e-voucher and our privacy policy. For detailed information, please review the relevant privacy statements available through Citi.

16. What if my mobile device is lost or stolen?

In the event your mobile device is lost or stolen, please immediately contact CitiPhone Banking Hotline to report the incident. This action will help protect your accounts and any accessible e-vouchers from unauthorized access.

Further Assistance

17. Where can I find the terms and conditions for specific e-vouchers?

The terms and conditions that govern the use of e-voucher are typically available within the voucher details section of the Citi Mobile® App. Please tap on the individual e-voucher to view this information before acquiring or using it.

18. Who can I contact for more support?

For further assistance or inquiries regarding the "My Vouchers" capability, please contact CitiPhone Banking Hotline through the channels available on the Citi website or within the mobile app.

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常見問題

一般資訊

1. 什麼是「我的優惠券」？

「我的優惠券」是 Citi Mobile® App 內設的一個電子優惠券錢包，專為您集中儲存及管理各類電子優惠券。此功能讓您可透過 Citi Mobile® App 輕鬆領取精選電子優惠券，更可接收由花旗銀行（香港）有限公司（「花旗銀行」）直接發送的限時推廣電子優惠券。

2. 我可以透過「我的優惠券」獲享哪些電子優惠券？

您可透過兩種主要途徑獲享電子優惠券：

- **限時優惠：** 這些電子優惠券由花旗銀行提供，作為特定推廣活動的禮遇。
- **自行領取：** 您可在「熱門優惠」專區內瀏覽及領取電子優惠券，只需向下捲動至「發掘最新優惠券」，然後點擊「顯示全部」即可選擇您心儀的電子優惠券。

3. 哪些客戶符合資格使用花旗銀行電子優惠券？

此功能僅供現有 Citi 信用卡基本卡客戶使用。Citi 附屬卡客戶不適用於此功能。

4. 我的電子優惠券可在海外使用嗎？

不可以，您的電子優惠券目前只適用於香港境內使用。

尋找、使用及管理我的優惠券

5. 如何透過 Citi Mobile® App 發掘及領取電子優惠券？

您可透過 Citi Mobile® App 的多種途徑發掘及領取新的電子優惠券：

- 「我的優惠券」：請在您的 Citi Mobile® App 內，點擊「獎賞目錄」裡的「我的優惠券」。
- 信用卡帳戶總覽：從 Citi Mobile® App 首頁選取您的信用卡，點擊「熱門優惠」圖示，向下捲動至「發掘最新優惠券」專區，然後點擊「顯示全部」。
- 「設定」選單：前往「設定」選單，選擇「獎賞、里數及現金回贈」，然後點擊「熱門優惠」圖示，向下捲動至「發掘最新優惠券」專區，然後點擊「顯示全部」。
- 「Get More」：透過「Get More」進入「熱門優惠」頁面，向下捲動至「發掘最新優惠券」專區，然後點擊「顯示全部」。

所有可供領取的推廣活動將顯示於「查看所有優惠券」中。

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6. 在哪裡可以找到我已領取或由花旗銀行贈送的電子優惠券？

如欲查閱您已領取的電子優惠券，只需登入 Citi Mobile® App 並點擊「我的優惠券」錢包。所有有效的電子優惠券將顯示於「獎賞優惠」分頁下。

7. 如何查閱「我的優惠券」內的電子優惠券記錄？

「我的優惠券」設有不同分頁，助您管理及追蹤電子優惠券的狀態：

- **獎賞優惠**：此分頁儲存所有您已領取或由花旗銀行贈送的有效電子優惠券，直至使用為止。
- **已使用**：此分頁提供所有您已成功使用的電子優惠券記錄。
- **已過期**：此分頁顯示所有已過期的電子優惠券。

請注意，「已使用」和「已過期」分頁中的紀錄將自電子優惠券最後修改日期（即使用或過期當日）起保留一年。此外，當「獎賞優惠」、「已使用」或「已過期」任一分頁中的紀錄總數達到 190 張電子優惠券的上限時，系統將會以最新的紀錄取代該特定分頁中最舊的現有紀錄。

8. 為何無法領取顯示為「已換罄」的電子優惠券？

部分電子優惠券設有數量限制。如該電子優惠券的換領名額已被其他客戶領取完畢，您將無法領取。若您嘗試領取已換罄的電子優惠券，系統將會顯示「已換罄」訊息。

9. 為何我的電子優惠券從「我的優惠券」錢包中消失？

當您從「我的優惠券」錢包內的「獎賞優惠」分頁使用電子優惠券後，該優惠券將會自動移至「已使用」分頁，您仍可在此查閱其詳情及優惠碼。若電子優惠券在您使用前已過期，則會移至「已過期」分頁，並將無法再被使用。

10. 我的電子優惠券有效期多是多久？過期後會如何？

每張電子優惠券均有特定的到期日，此資訊會清楚列於優惠券詳情，以及您在「獎賞優惠」分頁選取優惠券後，用於規定電子優惠券使用的條款及細則中。客戶有責任在領取及使用電子優惠券前查閱其有效期。一旦有效期屆滿，電子優惠券將會自動過期並移至「我的優惠券」錢包內的「已過期」分頁。

11. 如何於網上使用電子優惠券？

客戶應在使用任何電子優惠券前仔細閱讀以及確認用於規定電子優惠券使用的條款及細則。如欲於網上交易使用電子優惠券，請於商戶網站的結帳頁面中，於指定欄位輸入所提供的優惠碼。有關詳細指示，請參閱您所選電子優惠券的「使用方法」部分。

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12. 如何於實體店舖使用電子優惠券？

客戶應在使用任何電子優惠券前仔細閱讀以及確認用於規定電子優惠券的使用的條款及細則。如欲於參與商戶的實體店舖使用電子優惠券，請依照以下步驟：

- 於銷售點向商戶出示您的電子優惠券。
- 商戶將提供特定的商戶代碼，以解鎖您應用程式中的優惠碼。
- 成功輸入商戶代碼後，Citi Mobile® App 將會顯示確認畫面，其中包含優惠碼以供商戶核銷使用。有關詳細兌換程序，請參閱您所選電子優惠券的「使用方法」部分，因步驟可能因應不同優惠而異。

13. 若我的電子優惠碼無法使用，我該怎麼辦？

客戶在使用任何電子優惠券前，應仔細閱讀以及確認用於規定電子優惠券的使用的條款及細則。若您遇到電子優惠碼無法使用的情況，請聯絡花旗銀行電話理財服務熱線尋求協助。

安全及私隱

14. 「我的優惠券」功能的安全性如何？

花旗銀行將您的財務資訊和個人資料安全視為首要任務。「我的優惠券」功能已全面整合於 Citi Mobile® App 的安全環境中，採用先進的加密技術及其他穩健的安全措施，以確保您的資訊和交易受到嚴密保護。

15. 當我使用電子優惠券時，我的個人資料會否與商戶分享？

花旗銀行遵守嚴格的私隱政策。任何資料與商戶的共享，均將依據用於規定電子優惠券使用的條款及細則以及花旗銀行的私隱政策進行。欲了解更多詳情，請查閱 Citi 提供的相關私隱聲明。

16. 若我的流動裝置遺失或被盜，我該怎麼辦？

如您的流動裝置遺失或被盜，請立即聯絡花旗銀行電話理財服務熱線報失。此舉有助於保護您的賬戶及所有可存取之電子優惠券免受未經授權的使用。

更多協助

17. 我在哪裡可以找到特定電子優惠券的條款及細則？

用於規定電子優惠券使用的條款及細則通常可在 Citi Mobile® App 的優惠券詳情中查閱。請點擊個別電子優惠券，以在領取或使用前查看此資訊。

18. 我可以聯絡誰尋求更多支援？

如需更多關於「我的優惠券」功能的協助或查詢，請透過花旗銀行網站或流動應用程式內提供的途徑，聯絡花旗銀行電話理財服務熱線。

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