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## PROMO MECHANICS/TERMS AND CONDITIONS – Citi’s LoveToClick Sale with Shopback

### 1. Eligibility

The promo (“Promo”) is open to all principal and supplementary Citi Cardholders (“Cardholder”) whose credit cards have been issued by Citibank, N.A. Philippines Branch and are active and in good credit standing.

### 2. Promotion Mechanics and Conditions

2.1 The promo is from **November 22, 2019 to November 21, 2020**. (“Promo Period”). All transactions must be made within the Promo Period to avail of the Promo.

2.2 The promo entitles the Cardholders **P500** cashback for a min. spend of **P5,000** accumulated across all partner sites.

2.3 To avail of the promo, the Cardholder must complete the following steps:

a. To avail of the Promo, qualified Citibank Cardholders may register and/or sign-up at Shopback via [www.shopback.ph/citibankph](http://www.shopback.ph/citibankph). Before logging in or signing-up, ensure that you enable cookies in your device.

b. An email confirmation of such registration will be sent to the Citi Cardholder’s registered email address. After registration of new customers, will receive P250 sign-up cash rebate (“cashback”) on their Shopback account.

c. Once registration is complete, the qualified Citibank Cardholder can now start shopping at Shopback’s partner merchants via [www.shopback.ph/citibankph](http://www.shopback.ph/citibankph) by clicking any of the said merchant icons. e.g. Lazada, Agoda, ZALORA, etc. Standard Terms and Conditions of the respective merchants apply.

d. Once ready, click the “Shop Now” button in the pop-up message that will appear.

e. After which, Citibank cardholders can start shopping via the partner merchant’s website. Additional reminders for successful crediting of cashback:

- Ensure that cardholder will complete the purchase within the same window of the partner merchant’s website.

- Ensure that cardholder will complete the purchase on the same device.

- Ensure that you have enabled cookies in your device.

f. In addition to cashback provided by selected Shopback partner merchants, an additional P500 cashback will be credited to the cardholder for a minimum accumulated spend of P5,000.

g. Eligible cashback credits will reflect on your Shopback account within 48 hours under the “Pending” tab.

h. Cashback will be tagged “Redeemable” once merchant validates transaction between 30 to 60 business days, to ensure there is no cancellation/return/exchange. For online travel aggregators (ex Agoda), cashback will be tagged as pending after purchase and to be validated by merchant after booking/stay has been availed. Cashback will be tagged “Redeemable” 60 business days after checkout from property.

i. Payout can be requested once “Redeemable” amount reach P300

j. Orders that are later changed, cancelled or refunded will not qualify for this promotion.

2.4 Any issue on the actual purchase should be directed and will be resolved by filling out a form at

<https://www.shopback.ph/account/missingcashback>, plus, submitting your email confirmation at [help@shopback.ph](mailto:help@shopback.ph).

2.5. Any issue specific to the booking may be resolved with Shopback.

2.6 Citibank is not an agent of any of Shopback and makes no representation as to the quality of the goods and services provided. All feedback regarding quality of the goods and services provided should be directed to the respective Shopback.

2.7 In case of dispute with respect to the Cardholder's eligibility, coverage of dates, and fulfilment, Citibank's decision shall prevail. All questions or disputes regarding the Cardholder's eligibility for the Promo shall be resolved by Citibank with the concurrence of DTI.

2.8 Fraud, abuse or any unauthorized action relating to the credit card transaction or the participation in the Promo, may result in the disqualification of the Customer from the Promo, or suspension or cancellation of the Card privileges at Citibank's discretion. This shall be without prejudice to any legal action that may be taken by Citibank.

**For any concerns, you may call us at (632) 8895-9999 or send us a message through [www.citibank.com.ph](http://www.citibank.com.ph).**

Citibank, N.A. Philippine Branch is supervised by Bangko Sentral ng Pilipinas with telephone number (632) 8708-7087.

Terms and conditions apply. Per DTI Fair Trade FTEB Permit No. 22491, Series of 2019.