

Citi's Travel Promotion with VFS Services Philippines Private, Inc

PROMO MECHANICS/TERMS AND CONDITIONS:

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 **December 15, 2020 to March 15, 2021**. ("Promo Period"). All transactions must be made within the Promo Period to avail of the Promo.

2.2 The promo entitles the Cardholders below discounts:

	Test Service Type	Minimum Pax	Price in PHP for Citibank Customer
01	<p>At LAB: Dedicated counter for VFS Global customer (Pricing varies depending on the preferred laboratory.)</p> <p>VFS Partner Laboratories:</p> <ul style="list-style-type: none"> • South Super Hi-Way Molecular Diagnostic Laboratory, Inc. KM 17 West Service Road, Paranaque City Metro Manila • Philippine Red Cross <ul style="list-style-type: none"> i. PRC Logistic & Multipurpose Center Laboratory, EDSA corner Apo St., Brgy. Barangka, Mandaluyong City ii. PRC Port Area Laboratory, Bonifacio Drive, Port Area Manila City iii. PRC Clark Laboratory, Bldg N7397, Ninoy Ave., Clark Civil Aviation Complex, Clark Pampanga iv. Capitol Site, Kumintang Ibaba, Batangas City 	NA	3,200 – 4,200
02	<p>At your Doorstep: *Service provided at customer's home/ office.</p> <p>*by: Detoxicare Molecular Diagnostics Laboratory, Inc.</p>	26-49 pax	3,400
		10-25 pax	3,550
		5-9 pax	3,700
03	<p>Drive Thru: a *drive-thru testing site, customer can stay in their car while a health care provider collects the specimen sample.</p> <p>*by: Detoxicare Molecular Diagnostics Laboratory, Inc. One World Makati Medical and Wellness (Drive-Thru) – 926 Pasay Road, Makati</p>	NA	3,700

04	Priority (24hrs turn-around): Results provided within 24 hrs. Service provided by South Super Hi-Way Molecular Diagnostic Laboratory, Inc.	NA	3,900
05	Prime Time: Customer can choose their preferred time of appointment. Service provided by Philippine Red Cross.	NA	4,500
06	At your Doorstep + Priority (24hrs turn-around time): *Service provided at customer's home/office And results provided within 24hrs. *by: Detoxicare Molecular Diagnostics Laboratory, Inc.	5-9 pax	5,400

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

- a. Visit VFS website
- b. Click on "Book COVID test" tab to book an appointment.
- c. Select Preferred country in the drop-down list
- d. Choose a booking channel. Select e-mail if booking request via mail is preferred.
- e. Customer will be routed to the registration page.
- f. Customer must click on "Start" to begin registration. The Click to talk option should be used by customers only after filling out the registration form.
- g. Select preferred location for testing – City and locality.
- h. Select preferred date and interval in a day. Take note that weekend slots cannot be scheduled online and will have to be coordinated directly with VFS via email.
- i. Fill up customer personal details.
- j. Review the details entered before submission.
- k. Once submitted, an auto-generated acknowledgement email with the booking reference no. will be received by the applicant.
- l. Use "Click to talk" option and enter mobile number/phone number to finalize booking details. VFS Helpdesk to call client at mobile number/phone number given within 24 hrs.
- m. Customer to present the first 6 digits of Citi credit card (Citi BIN numbers) to VFS Helpdesk to avail of the Citi exclusive rates.
- n. Payment via Online link will be sent thru an e-mail. A unique payment link is sent per applicant.
- o. Customer shall provide required data and confirms payment.
- p. Customer enters OTP to proceed. One-time password will be sent to **customer's registered email address.**
- q. Booking confirmation will be sent to client's email address.

FOR MOBILE:

- a. Visit VFS website
- b. Click on "Book Covid Test" tab to book an appointment.
- c. Select preferred country in the drop down list.
- d. Choose a booking channel; Select e-mail if booking request via mail is preferred.
- e. Customer will be routed to the registration page .

- f. Select preferred location for testing - city and locality.
- g. Select preferred date and interval in a day. Take note that weekend slots cannot be scheduled online and will have to be coordinated directly with VFS via email.
- h. Fill up customers personal details.
- i. Review the details entered before submission
- j. Once submitted, An auto-generated acknowledgement email with the booking reference no. will be received by the applicant.
- k. Use "Click to talk" option and enter mobile number/phone number to finalize booking details. VFS Helpdesk to call client at mobile number/phone number given within 24 hrs.
- l. Customer to present the first 6 digits of Citi Credit Card (Citi Bin Numbers) to VFS helpdesk to avail the Citi exclusive rates.
- m. Payment via online link will be sent through an email. A unique Payment link is sent per applicant.
- n. Customer shall provide required data and confirms payment.
- o. Customer enters OTP to proceed. The One-Time Password (OTP) will be sent to **customer's registered email address.**
- p. Booking confirmation will be sent to client's email address.

2.4 Discount is valid on products:

- 1. **At LAB:** Dedicated counter for VFS Global customer
- 2. **Prime Time:** Customer can choose their preferred time of appointment
- 3. **Drive Thru:** Customer can stay in their car while a health care provider collects the specimen sample in a drive-thru testing site.
- 3. **At your Doorstep:** Service provided at customer's home/ office.
- 4. **Priority (24hrs turn-around):** Results provided within 24 hrs.
- 5. **At your Doorstep + Priority (24hrs turn-around time):** Service provided at customer's home/office and results provided within 24hrs.

2.5 For more information about the promo, please visit VFS website.

2.6 This promo cannot be used in conjunction with any other Promo and discount that requires a voucher code.

2.7 All purchases are subject to terms and conditions of the Citi Card Agreement.

2.8 The Promo offer is not exchangeable for cash, credit or other goods and services.

2.9 Any issue on the actual purchase should be directed and will be resolved by **VFS Services Philippines Private, Inc.** For any concerns/inquiries regarding the promo, please email: covidtest.ph@vfsglobal.com.

Any issue specific to the booking may be resolved with **VFS Services Philippines Private, Inc.**

2.10 Citibank is not an agent of any of **VFS Services Philippines Private, Inc** 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 Customer helpline at +632 879 04918 .

2.11 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.

2.12 Fraud, abuse or any unauthorized action relating to the credit card transaction, the availment of the Free Gift, the participation in the Promo, or the redemption of the Free Gift 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.

3. The participating Cardholders are bound by the terms and conditions of **VFS Services Philippines Private, Inc.** and Citi Card Agreement.
4. The offer is not valid with other on-going promotions, discounts, vouchers, and other privileges.
5. The offer cannot be exchanged for cash.

Per DTI Fair Trade Permit No. FTEB-110673, Series of 2020.

For any concerns, you may call us at (632) 8995-9999 or send us a message through www.citibank.com.ph. Citibank, N.A. Philippine Branch is supervised by Bangko Sentral ng Pilipinas with telephone number (632) 8708-7087.