

Frequently Asked Questions:

1. What are the Citi Credit Cards that will be changing to the new design and when are the effective date?

| | New Design Effective Date | New Card Design |
|-------------------|---------------------------|---|
| Citi Prestige | May 2 |  |
| Citi Simplicity+ | May 7 |  |
| Citi PremierMiles | May 30 |  |
| Citi Rewards | July 15 |  |
| Citi Cash Back | August 15 |  |

2. How will the change affect existing Citi cardholders and new applicants?

- For existing cardholders (renewals and replacements):
Existing cardholders will receive cards with the new design when their cards are due for renewal and replacements.
- For new cardholders:
New card applicants will receive cards with the new design when their card application is approved after the effective date.

3. Can I change my card with the new design even before the renewal date?

Yes. However, this is subject to the standard card replacement fee of PHP400.

4. Are there any changes to the card benefits?

There are no changes to the respective card benefits. Cardholders will continue to enjoy the privileges of their existing cards through programs such as Citi World Privileges and other participating merchants.

For more information on card benefits, please visit www.citibank.com.ph

5. Can the cardholder opt for the old design?

The old design will be discontinued as of effective date. Existing cardholders who are using these cards will receive cards with the new design upon card renewal date.