



FREQUENTLY ASKED QUESTIONS

1. Why are you increasing the monthly interest rate on credit card receivables?

This is in accordance with the Bangko Sentral ng Pilipinas Circular No. 1165, dated January 19, 2023, which amends the maximum interest or finance charge for credit card receivables to 36% annually, or 3% monthly.

2. When will the new rate take effect?

The new interest rate takes effect starting February 10, 2023 and will be applied to new transactions and existing unpaid balances on your Citi credit card/s.

3. Are personal loans included in this new circular?

No, this will only cover credit card balances.

4. Can the new monthly interest rate apply only to transactions starting February 10, 2023?

No, the change in monthly interest rate will apply to all unpaid credit card balances as of February 10, 2023.

5. For transactions that were made before the effective date of the BSP Circular but remain unpaid, what interest rate will be applied?

If you have an unpaid balance, the new monthly interest rate of 3% will be applied starting February 10, 2023.

6. Will the interest rate for credit card Cash Advance transactions also change to 3%?

All unpaid credit card balances, including credit card Cash Advances, will use the 3% monthly interest rate starting February 10, 2023.

7. Will this affect the annual effective interest rate of my installment transaction like Citi Speed Cash and Citi FlexiBill?

There will be no change in the annual effective interest rate of your installment transaction. We will continue to charge the interest rate and/or fees as disclosed on the date you availed the installment transaction, which shall be applied during its entire term.

However, if you are unable to pay in full the Total Amount Due as indicated in your current or previous monthly Statement of Account by the payment due date, (i) the billed portion of the Principal component of your Monthly Installment Due (MID) in the current Statement, and (ii) any unpaid portion of any previous Principal component of your MID in your current Statement of Account will be subject to daily interest at the Retail Interest Rate as set out in the Statement of Account.



8. Will this affect my existing 0% Citi PayLite installment plan?

Your existing 0% Citi PayLite installment plan/s will not be affected. No additional fees and interest will be charged if you pay in full the Total Amount Due stated on your monthly Statement of Account by the payment due date, for the duration of the installment term.

However, if you are unable to pay in full the Total Amount Due as indicated in your current or previous monthly Statement of Account by the payment due date, the (i) billed monthly installment due in your current statement, and (ii) any unpaid portion of any previous installment(s) due in your current Statement of Account, will be subject to daily interest using the Retail Interest Rate as set out in the Statement of Account.

9. May I ask for a sample computation using the new Monthly Interest Rate?

In the illustration below, if the cardholder does not pay the Total Amount Due indicated on the January Statement of Account, the interest charges will be computed as follows:

- 2% monthly interest rate will apply from January 24 (day after the previous statement date) until February 9, 2023
- 3% monthly interest rate will apply starting February 10, 2023 until the next statement date

Jan Cycle 23	
Statement Date	Jan 23, 2023
Beginning Balance (Retail transactions only)	20,000.00
Due Date	Feb 13, 2023

Period Covered	Balance Subject to Finance Charge	# of Days	Monthly Interest Rate Applied ¹	Interest Charge
Jan 24 – Feb 9	20,000.00	17.00	2%	226.67
Feb 10 – Feb 23	20,000.00	14.00	3%	280.00
Feb 23 SOA Interest Charge				506.67

¹Interest rates are quoted based on a 30-day period.