

Promotion Terms & Conditions

1. The Citibank Credit Cards Standard Promotion (hereinafter referred to as “**CCSP2006CT-Promotion**”) is organized by Compargo Malaysia Sdn Bhd (1050769-U) for CompareHero.my (hereinafter referred to as “**CompareHero.my**” or “**we**”) and in partnership with Citibank Berhad (297089-M) (hereinafter referred to as “**Citibank**” or “**Citi**”) as a Service Provider for bank products that are being applied for.
2. Citibank credit cards eligible for CCSP2006CT-Promotion are Citi Simplicity+ Card , Citi Rewards Mastercard, Citi PremierMiles Mastercard, Citi Clear Card, Citi Cash Back Platinum Card, Citi Cash Back Card, and Lazada Citi Platinum Card (hereinafter referred to as “**Eligible Credit Cards**”).

Promotion Period

3. The CCSP2006CT-Promotion comprises of the following periods:
 - a. “**Sign-Up Period**” runs from **19 April 2020** to **30 June 2020**, both dates inclusive;
 - b. “**Redemption Period**” runs from **1 July 2020** to **2 Oct 2020**, both dates inclusive;

Promotion Eligibility

4. The CCSP2006CT-Promotion is open to individuals who:
 - a. are 21 years old and above; and
 - b. have a residential address in Peninsular Malaysia for receiving a Promotion Gift as defined below OR having a residential address outside Peninsular Malaysia for receiving a Substitute Gift as defined below; and
 - c. are either a New-to-Bank or New-to-Card applicant; and
 - i. New-to-Bank is defined as a person who does not have any existing and/or prior accounts or a financial relationship with Citibank. In any event, New-to-Bank does not include present holders of any Citibank_credit card(s) whether issued in Malaysia or otherwise.
 - ii. New-to-Card is defined as an existing Citibank customer who does not hold any active credit card/s from Citibank. In any event, New-to- Card does not include any individual who had cancelled any of his/her Citibank_credit card within **twelve (12)** months before the date of application and is re-applying for any Citibank Credit Card under the CCSP2006CT-Promotion.
 - d. register their interest, during the Sign-Up Period, for any of the Eligible Credit Cards on CompareHero.my website, to get redirected to Citibank website; and
 - e. completes the Citibank online application process before the end of the Sign-Up Period; and
 - f. has their application for the Eligible Credit Cards approved and activated by the Citibank (hereinafter referred to as “**Cardholder/s**”) within forty-five (45) days from the end date of the CCSP2006CT-Promotion.
5. The following individuals are not eligible for the CCSP2006CT-Promotion:
 - a. permanent and/or contract employees of Citibank_(including its subsidiaries and related companies) and their respective immediate family members; and/or
 - b. representatives and/or agents (including advertising and campaign agents) of Citibank_and their respective immediate family members; and/or
 - c. any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their credit card account(s), any facility, service or accommodation granted by Citibank, including Citibank_Online (Website); and/or
 - d. those who have registered for a previous credit card promotion organized by Citibank within the three (3) months preceding the start date of CCSP2006CT-Promotion. It is clarified that any such individual will not be eligible for this CCSP2006CT-Promotion irrespective of whether their Eligible Credit Card application made under the previous promotion with Citibank has been completed and/or approved by Citibank.
6. CompareHero.my reserves the right to reject information submitted on the CompareHero.my website and/or social media if we deem it not legible, in non-English alphabets, to use foul language, or suspect it as spam or of a fraudulent nature.

Promotion Mechanics

7. Cardholders who fulfil the Promotion Eligibility requirements set out in clauses 4 and 5, and their subclauses above, within forty-five (45) days from the end date of the **Promotion Name** will be considered a **“Successful Cardholder”** of the CCSP2006CT-Promotion.
8. Each Successful Cardholder may be entitled to, and shall only receive **one (1)** CCSP2006CT-Promotion gift (hereinafter referred to as **“Promotion Gift”**), regardless of the number of approved and activated Eligible Credit Cards issued by Citibank.
9. Promotion Gift is defined as **one (1) Viewsonic 19 VA1903H LED Flat HD Ready.**
10. Successful Cardholders who receive the Promotion Gift shall not be eligible to participate in other sign-up card campaigns, promotions or offers by Citibank or its third-party sales agents.
11. Successful Cardholders without a residential address in Peninsular Malaysia will not be issued a Promotion Gift but will instead be issued one (1) **“Substitute Gift”** instead.
 - a. Substitute Gift is defined as a one (1) **RM200 Lazada eVoucher** and request for other options will not be entertained.
 - b. Each Successful Cardholder without a residential address in Peninsular Malaysia will not be issued more than one (1) Substitute Gift, even if they have more than one (1) approved or activated Eligible Credit Cards from the Bank Name.

Promotion Gift Redemption

12. For the avoidance of doubt, it is the Successful Cardholder’s responsibility to redeem the Promotion Gift or Substitute Gift within their respective Redemption Periods.
13. CompareHero.my will contact all Successful Cardholders to redeem the Promotion Gift or Substitute Gift, between 4-8 weeks after card activation (pending official Citibank reports):
 - a. via email (email address in CompareHero.my’s record) with gift redemption instructions; and/or
 - b. via SMS (mobile phone number in CompareHero.my’s record).
14. The Promotion Gift or Substitute Gift cannot be transferred to other parties, is not refundable and are strictly not exchangeable for cash, credit, or other goods.
15. The Promotion Gift or Substitute Gift is considered redeemed when a Successful Cardholder responds to the gift redemption email instructions before the end of the Redemption Period. Any attempt of gift redemption after the Redemption Period will not be entertained and no Promotion Gift will be issued.
16. Delivery or fulfilment of Promotion Gift or Substitute Gift is estimated to be 4 weeks from redeemed date (subject always to availability of third-party distribution and supply channels, stock availability and/or merchant delivery schedules, over which we have no control).
17. The Promotion Gift or Substitute Gift choice of size, technical specifications and/or colour is at the discretion of CompareHero.my, based on available stock from the merchant/s. CompareHero.my can replace the Promotion Gift or Substitute Gift with something of equivalent or higher value if the merchant/s runs out of stock.
18. The Promotion Gift or Substitute Gift does not include any accessories or items (unless stated) that may be shown on any marketing materials, as they are for illustration purposes only.
19. The use of the Promotion Gift or Substitute Gift is subject to terms and conditions of the issuing merchant/s. All additional terms and conditions will be stated in full, upon delivery or fulfilment of Promotion Gift. Additional terms and conditions may include validity dates, spend requirements, applicable or exclusion products and other conditions. The issuing merchant/s reserves the right to alter, cancel, terminate or suspend the order or any part thereof or any part of the applicable terms and conditions from time to time, with or without any prior notice.
20. All servicing or warranty claims should be directed to the merchant, manufacturer or distributor of the Promotion Gift or Substitute Gift. Please refer to the warranty card / box / notification attached with the Promotion Gift.
21. CompareHero.my and Citibank are not in any way endorsing, sanctioning, approving or supporting the brand/s or merchandise of the Promotion Gift or Substitute Gift. Any query and/or dispute on the usage of the Promotion Gift must be directed to, and resolved directly with the issuing merchant/s.
22. Promotion Gift or Substitute Gift brand/s or merchandise are not a participant in or sponsor of this CCSP2006CT-Promotion. The brand/s logo and/or trademarks remains the intellectual property of the brand.
23. By accepting the Promotion Gift and Substitute Gift, the Successful Cardholder agrees to give CompareHero.my the discretion to publish their name and masked phone number in a list on all CompareHero.my’s social media accounts and communication platforms.

General Promotion Terms and Conditions

24. The use of the CompareHero.my website and services constitutes the acceptance of the general [Terms and Conditions](#) and [Privacy Policy](#).
 - a. For the avoidance of doubt, during the course of using CompareHero.my services, individuals that have registered their interest and/or have applied for a Citibank product listed on CompareHero.my, are deemed to have given explicit consent to the collection, use and sharing of their personal data between CompareHero.my and Citibank, for the purposes of the administration of this Promotion, including application status, card activation status, and other qualifying criteria.
25. CompareHero.my reserves the right to (at its own discretion) disqualify any participant and/or withhold or confiscate in full or part any Promotion Gift or Substitute Gift if:
 - a. the participant is found to be, or reasonably suspected of participating in any form of fraudulent practices (including but not limited to false identities, doctoring images, wilful spamming or manipulation of any CompareHero's processes, or website); and/or
 - b. the redemption request is found to have been made via other channels, made outside of the Redemption Period, or are fraudulent, against the spirit of the Promotion, or non-compliant with the Promotion Terms and Conditions

. In the event of disputes, CompareHero.my's decision shall be final.
26. Where we suspect a participant is participating in any form of unlawful and/or fraudulent activity, we reserve the right to report such activity or suspicions to the police or relevant authorities.
27. Final approval of any Eligible Credit Card is determined by the relevant banks in their absolute discretion and is subject to the banks' credit and risk processing criteria. Participating in this Promotion does not guarantee the approval of any Credit Card. CompareHero.my does not guarantee the approval of any Eligible Credit Card.
28. CompareHero.my reserves the right as it deems fit to vary or change any of these promotion terms and conditions from time to time or cancel, terminate, withdraw, suspend and/or replace this promotion with another similar promotion or campaign with prior notice. Such variation, changes, cancellation, termination, withdrawal, suspension and/or replacement will be notified by posting on CompareHero.my website, social media or in any other manner as CompareHero.my deems fit.
29. CompareHero.my reserves the right to change the Sign-up Period or the Redemption Period if the launch of the Promotion is delayed and shall have no liability for the same.
30. In this respect, the participants of this Promotion also signifies their agreement to access the CompareHero.my website and/or social media at regular intervals to view these terms and conditions and to ensure that they are kept up-to-date with any variations or changes which CompareHero.my may effect from time to time. Participants also agree that their continued participation in this Promotion will constitute their acceptance of these terms and conditions (as varied from time to time).
31. Any cancellation, termination, withdrawal or suspension by CompareHero.my of this promotion will not entitle participants to any compensation against CompareHero.my for any and all loss or damage that may be suffered or incurred by the participant as a direct or indirect result of the act of cancellation, termination, withdrawal or suspension.
32. The decisions of CompareHero.my and Citibank in relation to every aspect of the promotion, including but not limited to the definition of Successful Cardholders, shall be deemed final and conclusive under any circumstance and no further appeal, enquiry and/or correspondence will be entertained.
33. These promotion terms and conditions are governed by and construed under the laws of Malaysia.

CompareHero.my's Privacy Policy

Our goal is to maintain your trust and confidence when handling personal information about you. The security of your personal information is our priority. We protect this information by maintaining procedural safeguards that meet Malaysia's PDPA (Personal Data Protection Act 2010) law. We train our employees in the proper handling of personal information. When we use other companies to provide services for us, we require them to protect the confidentiality of personal information they receive as well.

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