

Important Notice: Changes to your Credit Card Statement Date

With effect from 1st November 2022, Citibank Berhad (Citi) has transferred ownership of its consumer banking business to United Overseas Bank (Malaysia) Berhad (UOB). As part of the transition, we are preparing to move to ONE single combined statement for all your credit cards. This means your statement and payment due dates will be consolidated and merged into one for ease of your future statement and payment reference.

This change is applicable to you as, per our record, you are either:

- holding multiple Citi/ UOB branded credit cards with different statement dates; or
- holding Citi branded credit card statement date on the 19th and/or 30th of each month; or
- holding both Citi and UOB branded credit card with different statement dates; or
- A combination of any of the above.

You will receive an email and/or SMS notification no later than July 2023 on the confirmation of when these changes will take effect.

In the meantime before the above takes effect, your current statement date and payment due date is still valid. Please continue to remit payment on or before payment due date to avoid finance charges and late fee charges.

IMPORTANT NOTES

- Rest assured, you will still enjoy an Interest Free Period of at least twenty (20) days commencing from the new statement date if you make full payment of the outstanding balance from the previous month's statement by the Payment Due Date. Please note that when this change takes effect for the month of transition to the new statement date, your statement period may be extended whereby the duration between your last statement date and the next statement date may cover a longer period than the usual 30 days. Please refer to your latest credit card statement and continue to remit payment(s) at any time (on or before the payment due date) to avoid finance charges and late fee charge.



- If you have any existing/on-going active instalment plans under your Citi/ UOB credit card account(s), the instalment interest rate, tenure and monthly repayment amount of your existing instalment plan shall remain unchanged.
- If you are holding any Cash Back credit card and/or Rewards Points earning credit card with category spend and minimum spend requirement, the Cash Back/ Rewards Points earning period will be calculated from the last statement date up to the new statement date. Monthly capping and minimum spend requirement remains unchanged.
- Please update any standing instruction(s) you may have or make necessary payment arrangements based on the new payment due date to avoid finance charges and late fee charge, or service interruption on your credit card.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q1. What is Credit Card Statement Date?

A1. The billing period of time to which a credit card statement applies, usually about a month. This is the period of time between each statement date. For each period, the statement will show all transactions processed to your Card Account during that period.

Q2. Can I maintain different statement dates on selected credit cards?

A2. There can only be one (1) statement date for all your credit cards with UOB effective from August 2023.

Q3. What will happen to my Payment Due Date?

A3. Payment due date will continue to be 20 days from the new statement date. Please update your standing instructions (if any) or make necessary payment arrangements based on the new payment due date to avoid finance charges and late fee charge, or service interruption on your credit card.

Q4. Will this have any impact on fees and finance charges?

A4. With this change, your statement period is extended for the month on transition to the new statement date, of which the duration between your last statement date and the next statement date will now cover a longer period.
If you paid less than the full statement balance in the prior month, finance charges will continue to accrue on the extended statement period until full payment is received.
You are advised to remit payment at any time (on or before payment due date) to avoid finance charges and late fee charge.



Q5. Will this impact the credit card tiered finance charge on my Citi/ UOB credit card?

A5. The applicable tiered finance charge will continue throughout the statement period in accordance to the rates prescribed by Bank Negara Malaysia under the Credit Card Guidelines.

Q6. Will this impact how I earn monthly Cash Back / Rewards Points earning?

A6. For the transition month when this change takes effect, the period in which you will be earning Cash Back/ Rewards points will be extended based on the longer duration between your last statement to the new statement date, while the monthly capping remains unchanged.

- If you have made additional usage/ category spend exceeding the maximum cap on or before the extended statement period, the eligible Cash Back / Rewards Points earning is still subject to the maximum cap as per current credit card features.
- This also means you will have an extended period to meet the minimum usage/category spend criteria over the extended statement period for you to qualify and earn up to the Cash Back/ Rewards points capping.

For more details on Cash Back / Rewards Points earning, please visit www.citibank.com.my/credit-cards/terms-and-conditions and www.uob.com.my/personal/cards/credit-cards-terms.page

