



Cash Rebate Frequently Asked Questions

1. What is Cash Rebate?

Cash Rebate is a redemption program which allows customers to redeem their ThankYou® Points/Points/ Miles for a statement credit. The Cash Rebate redemption program can be availed through the following redemption channels:

- a) Citibank Online
- b) Citibank Mobile

2. How does Cash Rebate work?

Through Citibank Online:

- Once signed on to Citibank Online, select the 'Accounts' tab on the top menu.
- Choose the eligible Citi Credit Card and click 'View Rewards' link near the card image.
- Enter the One Time Password (OTP) sent to the mobile number registered with Citibank and accept the terms and conditions to proceed
- Click on the 'Cash Rewards' from the menu bar and select the 'Cash Rebate' option
- Choose the required denomination, add to cart and complete the request

Through Citibank Mobile:

- Once signed on to Citibank Mobile, choose the eligible Credit Card and click 'View Rewards' under your statement details.
- Click on the 'Cash Rebate' option and select the amount that you would like to convert using the slider provided.
- Tap on the 'Redeem Now' button which also indicates that you agree to the Terms and Conditions
- Redemption is complete and a summary of your transaction will be displayed

3. Who is eligible to use the Cash Rebate feature?

The Cash Rebate feature is available to the Basic Cardholder of any of the following cards. This list may be amended from time to time with prior notice to you.

Citi Prestige
Citi Premier
Citi Rewards
Citi Premier Miles
Citi Life

4. Is there a min amount I can redeem?

Cash Rebate via Citibank Mobile has a minimum redemption amount of AED 20 and increases in intervals of AED 10. If you enter an amount below the minimum it will be rounded up to AED 20. If you enter an odd amount it will be rounded down to the nearest multiple of AED 10 (e.g., AED 58 will be rounded down to AED 50)

Cash Rebate via Citibank Online has a minimum redemption amount of AED 25



5. Is there a program fee to use Cash Rebate Online?

No. There is no fee to use Cash Rebate as it is a part of the Citi ThankYou® Rewards and Citi Rewards Program

6. Where can I view my statement credit for a Cash Rebate redemption?

A credit with your redemption information will appear on your next statement. This information can be found once logged in to Citibank Online, under your Credit Card Transaction details

7. Do I still have to make the required minimum payment and/or payment on overdue amounts on my credit card account if I perform Cash Rebate redemptions?

Yes, the required minimum payment and/or overdue amount reflected on your credit card statement must be paid in accordance with your credit card agreement. Your payment obligations do not change.

8. Do I still have to make the full payment on my credit card account if I receive Cash Rebate statement credits amounting to my current month's outstanding amount payable?

Yes, the full payment amount reflected on your credit card statement must be paid in accordance with your credit card agreement.

9. How long will it take to receive my Cash Rebate statement credit?

You will receive your statement credit within two business days.

10. Can I cancel my Cash Rebate Online redemption?

No. A Cash Rebate redemption cannot be cancelled or reversed. Once your points are transferred, the points may not be transferred back.

11. How will the Cash Rebate statement credit appear on my credit card statement?

Upon confirmation of successful redemption, the redemption will show in your account as a statement credit in your next statement cycle.