

Informasi penyesuaian layanan terkait proses pengalihan aset dan liabilitas bisnis *Consumer Banking* Citibank N.A., Indonesia ("Citibank") kepada PT Bank UOB Indonesia ("UOB Indonesia")

Kepada Nasabah yang terhormat,

Terima kasih atas kepercayaan Anda terhadap Citibank sebagai mitra perbankan Anda.

Bersama ini kami informasikan bahwa pengalihan aset dan liabilitas Bisnis *Consumer Banking* Citibank kepada UOB Indonesia akan dilakukan pada 18 November 2023 ("Tanggal Penyelesaian"). Apabila ada perubahan atas Tanggal Penyelesaian, kami akan memberi tahu Anda sebagaimana mestinya.

Sangat penting bagi Anda untuk memperhatikan tanggal penyesuaian layanan di [Lampiran-Daftar Penyesuaian Layanan](#) yang terdapat di halaman terakhir surat ini untuk menunjang kelancaran aktivitas perbankan Anda. Hingga pemberitahuan lebih lanjut, layanan yang tidak disebutkan di [Lampiran-Daftar Penyesuaian Layanan](#) akan tetap tersedia.

Terdapat penambahan informasi terkait dengan fitur Pembukaan Rekening Deposito Berjangka, Tarik Tunai menggunakan Kartu Kredit dan Layanan Pengkininan Data yang mengalami penyesuaian layanan. Silakan merujuk pada [Lampiran-Daftar Penyesuaian Layanan](#) untuk mendapatkan informasi terbaru.

1. Layanan Kartu Kredit Citi® dan Citibank Ready Credit®

Penyesuaian terhadap Kartu Kredit Citi® dan Citibank Ready Credit® akan berdampak pada beberapa layanan seperti penukaran Citi Rewards® Points/Citi Miles/Cashback, Tarik Tunai di ATM, *Direct Debit Instruction*, Citi Quick Cash® dan layanan lainnya. Silakan merujuk ke [Lampiran-Daftar Penyesuaian Layanan](#) untuk daftar layanan Kartu Kredit® dan Ready Credit® yang mengalami penyesuaian.

Hal - hal yang perlu diperhatikan hingga tanggal Penyelesaian:

- Kartu Kredit Citi® Anda masih dapat digunakan sesuai dengan ketentuan dan manfaat masing - masing jenis Kartu Kredit Citi® yang berlaku saat ini, antara lain pengumpulan Citi Rewards® Points/Citi Miles/Cashback dari transaksi, penggunaan Priority Pass dari Kartu Kredit Citi PremierMiles® dan Kartu Kredit Citi Prestige®, *complimentary 4th night stay, airport transfer*, asuransi perjalanan.
- Kartu Citibank Ready Credit® Anda masih dapat digunakan untuk penarikan tunai dan transfer dana di ATM.

2. Layanan Retail Banking

Bagi nasabah yang memiliki produk tabungan, giro, deposito, investasi ataupun polis asuransi yang dibeli melalui Citibank, layanan perbankan Anda akan mengalami penyesuaian seperti yang tertera di [Lampiran-Daftar Penyesuaian Layanan](#).

Untuk memudahkan pengiriman informasi, mohon pastikan data Anda di Citibank adalah yang terkini, termasuk alamat surat menyurat, alamat email, dan nomor telepon.

Untuk informasi lebih lanjut, silakan kunjungi www.citibank.co.id/citi-faq atau hubungi Saluran Telepon Khusus Citibank di (021) 252-9908 pada jam operasional pukul 08.00 - 20.00 WIB.

Hormat Kami,

Cristina Teh-Tan

Head of Consumer Banking

Citibank N.A., Indonesia



Information on service adjustments in relation to the transfer of assets and liabilities of Citibank N.A., Indonesia ("Citibank") Consumer Banking Business to PT Bank UOB Indonesia ("UOB Indonesia")

Dear Valued Customer,

Thank you for your trust as a Citibank Customer.

We would like to inform you that the transfer of assets and liabilities of Citibank's Consumer Banking Business to UOB Indonesia will occur on November 18, 2023 ("Completion Date"). If there is any change to the Completion Date, we will notify you accordingly.

It is essential that you stay informed on the important dates associated with these service adjustments as stipulated in [Appendix-List of Service Adjustment](#) on the last page of this letter to ensure smooth banking activity. Until further notice, services that are not listed in the [Appendix-List of Service Adjustment](#) will remain available.

There is additional information related to Time Deposit Account Opening, Cash Advance with Credit Card, and Data Update Services which is undergoing service adjustments. Please refer to the [Appendix-List of Service Adjustment](#) for the latest information.

1. Citi® Credit Card and Citibank Ready Credit®

Service adjustments to Citi® Credit Card and Citibank Ready Credit® will impact several services such as Citi Rewards® Points/Citi Miles/Cashback redemption, Cash Withdrawal at ATM, Direct Debit Instruction, Citi Quick Cash® and other services. Please kindly refer to the [Appendix-List of Service Adjustment](#) attached to this letter for list of services that will be impacted.

Things to pay attention to until the Completion date:

- You can still use your Citi® Credit Card and enjoy the benefits of your card(s) following the current terms and conditions, for instance, earning of Citi Rewards® Points/Citi Miles/Cash Back from transactions, Priority Pass facility from Citi PremierMiles® Card and Citi Prestige® Card, complimentary 4th night stay, airport transfer, travel insurance
- Your Citibank Ready Credit Card® can still be used for cash withdrawals and fund transfers at ATMs.

2. Retail Bank

For customers with savings, current, deposit, investment or insurance products purchased through Citibank, there will be some service adjustments to your transactions and services as stipulated in [Appendix-List of Service Adjustment](#).

To allow the delivery of the latest information, please kindly ensure that your data including your mailing address, email address, and telephone number registered in Citibank is updated.

For more information, please visit www.citibank.co.id/citi-faq or call Citibank's Dedicated Support Line at (021) 252-9908 during operational hours at 08:00 - 20:00 WIB.

Regards,

Cristina Teh-Tan

Head of Consumer Banking
Citibank N.A., Indonesia

Rincian Penyesuaian Layanan Perbankan Citibank Indonesia

Details of Citibank Indonesia Banking Services Adjustment

No. No.	Penyesuaian Layanan Service Adjustment	Tanggal Layanan Tidak Tersedia Mulai Dari Starting Date of Service Unavailability			
		Agustus August	September September	Oktober October	November November
Layanan Pengkinian Data Data Update Services					
1	Perubahan Kata Sandi E-statement melalui Citibank Online dan CitiPhone Banking® <i>E-statement Password Change via Citibank Online and CitiPhone Banking®</i>		17 Sep 2023		
2	Pengkinian Nomor Kartu Tanda Pengenal, Nomor Paspor dan Nomor Pokok Wajib Pajak melalui Citibank Online, CitiPhone Banking®, dan Cabang <i>National ID Number, Passport and Taxpayer Identification Number Update via Citibank Online, CitiPhone Banking®, and Branch</i>			15 Okt 2023	
3	Perubahan Alamat dan Nomor Telepon melalui Citibank Online dan Citi Mobile® App¹ <i>Change of Address and Phone Number via Citibank Online and Citi Mobile® App¹</i>			15 Okt 2023	
4	Perubahan Alamat dan Nomor Telepon melalui Cabang¹ <i>Change of Address and Phone Number via Branch¹</i>				09 Nov 2023
5	Perubahan Alamat melalui Layanan CitiPhone Banking® <i>Change of Address via CitiPhone Banking® Services</i>				17 Nov 2023
6	Pengunggahan Dokumen melalui Citibank Online dan Citi Mobile® App <i>Document Upload via Citibank Online and Citi Mobile® App</i>			15 Okt 2023	
Layanan Kartu Kredit Citi® dan Citibank Ready Credit® <i>Citi® Credit Card and Citibank Ready Credit® Services</i>					
Pembayaran Kartu Kredit Citi® dan Citibank Ready Credit® <i>Payment for Citi® Credit Card and Citibank Ready Credit®</i>					
1	Debit otomatis pembayaran tagihan Kartu Kredit Citi® dan Citibank Ready Credit® melalui bank BCA, BNI, dan Mandiri² <i>Automatic debit for Citi® Credit Card and Citibank Ready Credit® billing payment through BCA, BNI, and Mandiri²</i>	01 Agu 2023			
2	Pembayaran tagihan Kartu Kredit Citi® dan Citibank Ready Credit® melalui BRI, Danamon, Mega, OCBC NISP, Panin, Permata, dan Kantor Pos² <i>Citi® Credit Card dan Citibank Ready Credit® billing payment through BRI, Danamon, Mega, OCBC NISP, Panin, Permata, and Post Office²</i>	01 Agu 2023			
3	Pembayaran tagihan Kartu Kredit Citi® dan Citibank Ready Credit® melalui bank BCA, BNI, CIMB Niaga, Mandiri, dan Maybank³ <i>Citi® Credit Card dan Citibank Ready Credit® billing payment through BCA, BNI, CIMB Niaga, Mandiri, and Maybank³</i>				17 Nov 2023
4	Pendaftaran dan Pembatalan Layanan Debit Langsung <i>Direct Debit Service Registration and Cancellation</i>			15 Okt 2023	
Fitur Kartu Kredit Citi® dan Citibank Ready Credit® <i>Citi® Credit Card and Citibank Ready Credit® Feature</i>					
1	Tarik tunai ATM melalui bank Sinarmas dan Panin (masih dapat dilakukan melalui ATM Bank lain) <i>Cash advance through Sinarmas and Panin ATM (can still be done through other Bank's ATM)</i>	01 Agu 2023			
2	Tarik tunai menggunakan Kartu Kredit Citi® melalui ATM bank lain <i>Cash Advance with Citi® Credit Card through other Bank's ATM</i>				16 Nov 2023
3	Pendaftaran perlindungan Credit Shield Prestige di Kartu Kredit Citi® / Citibank Ready Credit® <i>Enrollment of Credit Shield Prestige protection in Citi® Credit Card / Citibank Ready Credit®</i>		23 Sep 2023		
4	Pendaftaran PayAll® dan tenggat waktu pembayaran <i>PayAll® registration and due date</i>			15 Okt 2023	
5	Pembatalan pendaftaran PayAll® <i>PayAll® cancellation</i>				16 Nov 2023
6	Pendaftaran 1Bill melalui Citibank Online <i>1Bill Registration via Citibank Online</i>		17 Sep 2023		
7	Pendaftaran 1Bill melalui CitiPhone Banking® dan Partner⁴ <i>1Bill Registration via CitiPhone Banking® and Partner⁴</i>			18 Okt 2023	
8	1Bill pembatalan pendaftaran atau penggantian nomor kartu <i>1Bill cancellation or change card</i>				15 Nov 2023
9	Kenaikan Batas Kredit Permanen⁵ <i>Permanent Credit Limit Increase⁵</i>			15 Okt 2023	
10	Penukaran Rewards (Citi Rewards Points®/Citi Miles/Cashback) dari Kartu Kredit Citi®⁶⁶ <i>Citi® Credit Cards Reward (Citi Rewards® Points/Citi Miles/Cashback) Redemption⁶</i>			15 Okt 2023	
11	Aplikasi Kartu Kredit Tambahan <i>Credit Card Add-On Application</i>			15 Okt 2023	
12	Aplikasi Kartu Kredit tambahan atas nama orang lain <i>Credit Card Supplementary Application</i>			15 Okt 2023	
13	Pembuatan dan Reset PIN Citibank Ready Credit® melalui CitiPhone Banking® <i>Citibank Ready Credit® PIN creation and reset via CitiPhone Banking®</i>			15 Okt 2023	
14	Penggantian Kartu Ready Credit® melalui CitiPhone Banking® <i>Ready Credit® Card replacement via CitiPhone Banking®</i>			15 Okt 2023	
15	Ready Credit® Conversion ("RCC")			18 Okt 2023	
16	Citibank EazyPay Conversion ("Citi FlexiBill® / Citi PayLite®")			18 Okt 2023	
17	Citi Quick Cash® / Citi Quick Cash® Top Up			18 Okt 2023	
Layanan Retail Bank Retail Bank Services					
1	Kartu Debit Citibank® Mastercard - Transaksi Online (Dalam & Luar Negeri) <i>Citibank® Debit Mastercard - Online Transaction (Domestic & Overseas Transaction)</i>	26 Agu 2023			
2	Penggantian Kartu Debit Citibank® melalui CitiPhone <i>Citibank® Debit Cards Replacement via CitiPhone</i>			15 Okt 2023	
3	Penukaran Poin Citi Rewards® dari Kartu Debit Citibank® <i>Citi Reward® Points Redemption from Citibank® Debit Card</i>	16 Agu 2023			
4	Pembukaan rekening giro dan tabungan melalui Cabang, CitiPhone Banking®, dan Citi Mobile® App (Mata Uang Lokal dan Mata Uang Asing) <i>Current and Savings account opening via Branch, CitiPhone Banking® and Citi Mobile® App (Local Currency and Foreign Currency)</i>		09 Sep 2023		
5	Pembukaan rekening deposito berjangka melalui Citibank Online dan Citi Mobile® App <i>Time Deposit account opening via Citibank Online and Citi Mobile® App</i>		09 Sep 2023		
6	Pembukaan rekening deposito berjangka melalui Cabang dan CitiPhone Banking® <i>Time Deposit account opening via Branch and CitiPhone Banking®</i>				09 Nov 2023
7	Setoran cek yang di keluarkan oleh bank luar negeri dengan dalam mata uang asing di cabang Citibank <i>Deposit for Cheque issued by overseas bank in foreign currency in Citibank branch</i>		23 Sep 2023		
8	Transaksi Pembelian (termasuk Customer Investment Plan), Penjualan Kembali, dan Pengalihan Produk Reksa Dana melalui Citibank Online <i>Mutual Funds Products Subscription (including Customer Investment Plan), Redemption and Switching via Citibank Online</i>			15 Okt 2023	
9	Transaksi Pembelian (termasuk Customer Investment Plan), Penjualan Kembali, dan Pengalihan Produk Reksa Dana dan Obligasi melalui Cabang <i>Investment Products Subscription/Buy (including Customer Investment Plan), Redemption/Sell and Switching for Mutual Funds and Bonds via Branch</i>				09 Nov 2023
10	Transaksi Penjualan Kembali Produk Reksa Dana dan Obligasi melalui CitiPhone Banking® <i>Redemption/Sell of Mutual Funds and Bonds via CitiPhone Banking®</i>				09 Nov 2023
11	Pembayaran Pajak melalui ATM, Citibank Online, dan Citi Mobile® App <i>Tax Payment via ATM, Citibank Online, and Citi Mobile® App</i>			15 Okt 2023	
12	Pembuatan Transaksi Terjadwal (standing instruction) baru <i>New Standing Instructions Registration</i>			15 Okt 2023	

Catatan kaki Footnote

- Termasuk alamat surat elektronik
Including Email Address
- Pembayaran bisa dilakukan melalui menu transfer antar bank atau kanal pembayaran lainnya yang tertulis di <http://www.citibank.co.id/biaya> (CC) dan <http://www.citibank.co.id/biayarc> (RC).
Payment can still be made through interbank transfer menu or other payment channel as listed at http://www.citibank.co.id/biaya (CC) and http://www.citibank.co.id/biayarc (RC).
- Pembayaran bisa dilakukan melalui menu transfer antar bank atau kanal pembayaran lainnya sampai pukul 17.00 WIB tanggal 17 November 2023.
Payment can still be made through interbank transfer menu until 17:00 on 17 November 2023.
- Tanggal penyesuaian layanan akan jatuh pada 23 September 2023 khusus untuk partner: Mercantile Athletic Club, Stella Maris International Education, Sekolah Dyatmika, Yayasan Mitra Netra, The Pakubuwono Residence, Cambridge Condominium, dan Indonet.
Date of service adjustment will fall on 23 September 2023 for partners: Mercantile Athletic Club, Stella Maris International Education, Sekolah Dyatmika, Yayasan Mitra Netra, The Pakubuwono Residence, Cambridge Condominium, and Indonet.
- Kenaikan Batas Kredit Sementara dapat diminta melalui Citi Mobile® App atau Citibank Online sampai 17 November 2023.
Temporary Credit Limit Increase can still be requested through Citi Mobile® App or Citibank Online until 17 November 2023.
- Citi Rewards® Points/Citi Miles/Cashback yang masih tersedia di Kartu Kredit Citi® mulai tanggal 15 Oktober 2023 akan dialihkan ke Kartu Kredit UOBI pada saat tanggal Penyelesaian.
Citi Rewards® Points/Citi Miles/Cashback that is still available in Citi® Credit Card from 15 October 2023 will be transferred to UOBI Credit Card on Completion Date.