

## PayNow Terms and Conditions

I wish to participate in the funds transfer service known as "PayNow" by linking an identification number or a mobile phone number to a deposit account, a Ready Credit account or a credit card account maintained with Citibank Singapore Limited (hereinafter referred to as "you" or the "Bank") and hereby agree to be bound by and adhere to the terms and conditions as follows:

1. I must be a natural person.
2. I shall use PayNow services in the manner and under the terms and conditions established by you via Citibank Online, Citi Mobile or other channels specified by you.
3. I understand that I may select only my identification number or my primary mobile number based on your latest records (each such number shall be referred to as a "Proxy") to be linked to a deposit account, a Ready Credit account or a credit card account held with the Bank (each such account shall be referred to as an "Account"). I represent and warrant that I own each Proxy and I am lawfully authorised to operate (whether singly or jointly) each Account. A "link" as used in these terms and conditions means a link between a Proxy and an account (including an Account) for PayNow services and "to link" and "to unlink" shall be construed accordingly.
4. (A) I will not link a Proxy to an Account if such Proxy is currently linked to an account with any other bank or third party and (B) I will not link a Proxy to an account with any other bank or third party if such Proxy is currently linked to an Account.
5. I understand and accept that when I link a Proxy to an Account, that Proxy, the account name and account number of that Account, my assigned nickname and such other information relating to me or that Account necessary for the provision of PayNow services to me will be transferred to and stored with the operator of PayNow.
6. IF YOU RECEIVE NOTICE OF AN ATTEMPT TO LINK A PROXY TO AN ACCOUNT WITH ANY OTHER BANK OR THIRD PARTY, WHERE SUCH PROXY IS CURRENTLY LINKED TO AN ACCOUNT WITH YOU, YOU WILL USE REASONABLE ENDEAVOURS TO CONTACT ME WITHIN THREE (3) BUSINESS DAYS. IF WITHIN THESE THREE (3) BUSINESS DAYS (A) I CANNOT BE CONTACTED OR (B) I CONFIRM TO YOU THAT I NO LONGER OWN THE RELEVANT PROXY, I AGREE THAT YOU MAY IMMEDIATELY UNLINK SUCH PROXY FROM THE ACCOUNT TO WHICH IT IS LINKED AND REMOVE SUCH PROXY FROM MY RECORDS WITH YOU. I UNDERSTAND AND ACCEPT THAT SUCH UNLINKED PROXY COULD THEN BE LINKED TO AN ACCOUNT WITH ANOTHER BANK OR THIRD PARTY FOR PAYNOW SERVICES, AFTER WHICH FUNDS TRANSFERRED TO THAT PROXY WILL BE RECEIVED IN THAT ACCOUNT WITH THAT OTHER BANK OR THIRD PARTY.
7. At any time a Proxy is linked to an Account, I will maintain a valid email account in my records with you. I understand and accept that you may not be able to reach me within three (3) business days in accordance with paragraph 6 if you have to contact me by postal mail. In the event a Proxy is removed from my records pursuant to paragraph 6, I shall promptly provide you with my updated identification number or mobile number, as the case may be.
8. At any one time, a Proxy may be linked to only one Account but multiple Proxies may be linked to the same Account. I agree that you may without notice to me unlink a Proxy from an Account which is (a) closed, placed with a block or otherwise limited in its operation in any manner, (b) inactive, (c) subject to any investigation or court proceeding or (d) deemed inappropriate for use with PayNow for any other reason, in each case as determined by you in your sole discretion.

9. A Proxy can be linked to only an Account which is either (a) an account opened in my sole name or (b) an account opened in my name together with one or more other persons which can be operated with single signing authority (such joint account, a "Joint AND/OR Account") but not one which can be operated with joint signing authority. If I link a Proxy to a Joint AND/OR Account, I understand and accept that no joint account holder may unlink that Proxy from that Joint AND/OR Account nor will I be able to unlink a joint account holder's Proxy from that Joint AND/OR Account, unless the relevant joint account holder and I are authorised to use the same Proxy.
10. I represent that I have the authority and competence to perform any and all transactions in connection with the use of PayNow as well as to perform any and all transactions relevant to each Account.
11. I agree to provide you with any information or document required in connection with the use of PayNow and to promptly notify you of any change to such information or document. I represent that all information and documents furnished in connection with the use of PayNow are true, correct, complete and up to date. An update of a Proxy that is linked to an Account will automatically unlink that Proxy from that Account. I understand that I will have to link the updated Proxy to the same Account if I want to continue receiving funds in that Account through PayNow with that updated Proxy.
12. I understand and agree that, upon successfully linking a Proxy to an Account, any person will be able to transfer funds into that Account using only that Proxy without reference to the account number or any other account information relating to that Account and each such transaction shall be binding and effective against me.
13. I agree that the sending and receiving of funds through PayNow shall be subject to such transfer limits as may be stipulated by you or by the other bank or third party from time to time.
14. I agree to perform an "Ad Hoc FAST Transfer" each time I send funds through PayNow. "Ad Hoc FAST Transfers" allow transfers of funds of up to SGD1,000 daily without transaction signing and without the set-up of pre-authorised payees and accounts for such transfers. I acknowledge that the maximum aggregate outgoing transactions which I can originate in a day via "Ad Hoc FAST Transfers" is SGD10,000, or such other amounts as you may prescribe from time to time.
15. I agree to promptly notify you of any unauthorised use of PayNow by any party.
16. I agree that you shall not be held liable for any losses or damages, expenses or costs whatsoever (including without limitation, any direct, indirect, special, incidental or consequential damages, loss of profits or loss of opportunity) arising in connection with any of the following circumstances:
  - (i) any failure to send or receive any funds through PayNow due to a linked Account being closed, placed with a block or otherwise limited in its operation in any manner;
  - (ii) a linked Proxy being changed, cancelled, suspended, lost, or used by an unauthorised party without your knowledge;
  - (iii) any negligence, act or omission of any third party you engage in connection with the offer of PayNow services, except in the case of your gross negligence or wilful default;
  - (iv) any misuse or any purported or fraudulent use of a Proxy or an Account, including instances whereby online fraud is perpetrated by way of any Malware to subvert any authentication process put in place by you. "Malware" means computer viruses, bugs or other malicious, destructive or corrupting software, code, agent, program or macros, and/or phishing or social engineering schemes which utilise computer software or telecommunications to obtain my personal data or my Proxy or any other information related to me for malicious or fraudulent

purposes, including, without limitation, through SQL injections, cross site scripting, worms, Trojan horses, adware or spyware;

- (v) if you are rendered wholly or partly unable to observe or perform under these terms and conditions or otherwise provide PayNow services to me by reason of causes beyond your control including (but not limited to) equipment, system or transmission link malfunction, failure or sabotage, fire, flood, explosion, acts of elements, acts of God, accidents, epidemics, strikes, lockouts, power blackouts or failure, labour disputes, acts, your obligation to comply with applicable laws, regulations, subsidiary, legislation, court orders, directives, guidelines and/or requirements of courts, regulatory authorities and government authorities (including the Monetary Authority of Singapore and the Office of Foreign Assets Control of the United States Department of the Treasury), or by any other causes which you cannot reasonably be expected to avoid; and
- (vi) my failure to comply with any of these terms and conditions.

17. Except when caused by your gross negligence or wilful default, I agree to compensate and protect you and your affiliates and service providers for and from any and all third party claims, liability, damages, reasonably incurred expenses and costs (including, but not limited to, attorney fees) caused by or arising from my violation of any of these terms and conditions, or infringement by any other user of my Proxy or my Account of any intellectual property or other right of anyone.
18. You reserve the right to change or discontinue, temporarily or permanently, PayNow services at any time after giving reasonable notice to me. In order to maintain the security and integrity of PayNow services you may also suspend my access to PayNow services at any time without prior notice to me. I agree that you will not be liable to me or any third party for any modification or discontinuance of PayNow services save in the case of your gross negligence or wilful default.
19. I agree that you may collect my personal data or other information relating to me and my Accounts and use and disclose such personal data or other information for the purposes of providing, operating, processing and administering PayNow services. In particular, I consent to the disclosure of my personal data and other information (including data and information relating to my Proxies and Accounts) to the PayNow operator for its use, processing and archival and disclosure to service providers, other banks and third parties offering PayNow services and their respective customers, for the purpose of providing, maintaining and enhancing PayNow services and related services to you and such other banks, third parties and their respective customers.
20. I agree to pay all fees and expenses in connection with my use of PayNow in such amount and at such time as specified by you and I authorise you to debit such fees and expenses from any of my accounts.
21. These terms and conditions relating to PayNow constitute a supplement to the Citibank Singapore Limited, International Personal Bank Terms and Conditions and the Citibank Online User Agreement. In the event of any conflict between these terms and conditions and the Citibank Singapore Limited, International Personal Bank Terms and Conditions or the Citibank Online User Agreement, these terms and conditions shall prevail.
22. I agree that you may from time to time, in whole or in part, cancel, revise, or modify these terms and conditions, and I accept and agree to be bound by such terms and conditions as cancelled or revised or modified. Such cancellation, revision or modification shall be deemed enforceable forthwith upon your notification to me through Citibank Online, Citi Mobile or such other channel as you may deem fit.
23. These terms and conditions shall be governed and construed in accordance with the laws of Singapore.