



Variation Notice

This variation notice provides full details of the changes, as they apply to your:

- Unsecured Credit Terms and Conditions and Other Important Information
- Financial Table

These changes form part of, and must be read in conjunction with, your existing terms and conditions. You can find the current terms and conditions relating to your account at citibank.com.au/termsandconditions.

It is important that you read this notice carefully and keep a copy of it for your records.

How to read this notice

1. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.
2. If a section or sub-section is not specifically mentioned in this notice it remains unchanged.
3. If a section or sub-section is specifically mentioned in this notice:
 - a. a change is shown alongside the current wording as "replacement";
 - b. a new section or sub-section is shown as "new";
 - c. a deleted section or sub-section is shown as "deleted".

Change to your Unsecured Credit Terms and Conditions and Other Important Information effective 1 October 2021.

We have changed how a Fixed Payment Option (FPO) fee is charged when you set up a new FPO from 1 October 2021. A FPO fee may now be charged in the first statement sent to you after your FPO is established and form part of the minimum payment due. As a result of this, it also changes how we apply payments when you have an FPO and how interest is charged on the FPO fee if you don't pay on time. We have also clarified how we apply payments to your account with respect to certain fees and special promotion cash advances. A new 'Card Balance' definition is also included in the Dictionary section. Accordingly, the following amendments are made to the terms and conditions:

Changes to Part A: Terms and Conditions

Section 4. Payments

Sub-section. Application of Payments

Current	Replacement
<p>We will apply payments to your account in the following order, considering the transactions and credit plans outstanding on your account:</p> <ol style="list-style-type: none">1. Monthly instalments that are overdue, then any that are due in the current statement period;2. Any expenses incurred enforcing these conditions;3. Annual fees;	<p>We will apply payments to your account in the following order, considering the transactions and credit plans outstanding on your account:</p> <ol style="list-style-type: none">1. The following amounts in the order that we determine - any initial interest charge, monthly instalment, FPO fee and related interest that are now due or overdue;2. Any expenses incurred enforcing these conditions;3. Establishment fee, Annual fees or Monthly Service fees;

Current	Replacement
<p>4. Interest charges in order from the portion of the closing balance which attracts the lowest interest rate to the portion which attracts the highest interest rate;</p> <p>5. Any late payment fee (see the financial table);</p> <p>6. Balance transfers and special promotions; if more than one balance transfer or special promotion applies to the account, repayment will be applied first to the plan with the lowest APR, then to the plan with the next lowest APR, and so on, in ascending order. If the same APR applies to two balance transfers or special promotion plans, payment will first be applied to the plan having the earlier commencement date. Upon expiry of any balance transfer or special promotional plan any remaining balance will revert to the APR for cash advances and payments will be allocated in the order of cash advance transactions;</p>	<p>4. Interest charges in order from the portion of the closing balance which attracts the lowest interest rate to the portion which attracts the highest interest rate;</p> <p>5. Any late payment fee (see the financial table);</p> <p>6. Balance transfers and special promotions that have already appeared on a statement (excluding FPOs and cash advance special promotions); if more than one balance transfer or special promotion applies to the account, repayment will be applied first to the plan with the lowest APR, then to the plan with the next lowest APR, and so on, in ascending order. If the same APR applies to two balance transfers or special promotion plans, payment will first be applied to the plan having the earlier commencement date.</p>

Current	Replacement
<p>7. Non special promotion purchases that have already appeared on a statement in the order they appeared;</p> <p>8. Cash advances that have already appeared on a statement in the order they appeared;</p> <p>9. All other fees and charges (whether they have appeared on the statement or not) in order from oldest to newest;</p> <p>10. Balance transfers and special promotions that have not yet appeared on a statement; if more than one balance transfer or special promotion applies to the account that has not yet appeared on a statement, repayment will be applied first to the plan with the lowest APR, then to the plan with the next lowest APR, and so on, in ascending order. If the same APR applies to two balance transfer or special promotion plans, payment will first be applied to the plan that was first posted to your account.</p>	<p>Upon expiry of any balance transfer or special promotional plan any remaining balance will revert to the APR for cash advances and payments will be allocated in the order of cash advance transactions;</p> <p>7. Non special promotion purchases that have already appeared on a statement in the order they appeared;</p> <p>8. Cash advances (including cash advance special promotions) that have already appeared on a statement in the order they appeared;</p> <p>9. All other fees and charges (whether they have appeared on the statement or not) in order from oldest to newest;</p> <p>10. Balance transfers and special promotions (excluding FPOs and cash advance special promotions) that have not yet appeared on a statement; if more than one such balance transfer or special promotion applies to the account that has not yet appeared on a statement, repayment will be applied first to the</p>

Current	Replacement
<p>11. Non-special promotion purchases that have not yet appeared on a statement in order from oldest to newest; and</p> <p>12. Cash advances that have not yet appeared on a statement in order from oldest to newest.</p> <p>By requesting a fixed payment option, you request that we will first apply payments made during a statement period to the amount of any monthly instalment payment under a fixed payment option which is due or overdue in the current statement period as described above. You may withdraw this request at any time. If you do so we may cancel the fixed payment option in which case any outstanding balance of the fixed payment option will revert to the applicable standard APR.</p>	<p>plan with the lowest APR, then to the plan with the next lowest APR, and so on, in ascending order. If the same APR applies to two balance transfer or special promotion plans, payment will first be applied to the plan that was first posted to your account. Upon expiry of any such balance transfer or special promotional plan any remaining balance will revert to the APR for cash advances and payments will be allocated in the order of cash advance transactions;</p> <p>11. Non-special promotion purchases that have not yet appeared on a statement in order from oldest to newest; and</p> <p>12. Cash advances (including cash advance special promotions) that have not yet appeared on a statement in order from oldest to newest.</p> <p>13. The main FPO balance(s), and where there are multiple FPOs, unless you otherwise direct, we will apply extra payments to FPOs</p>

Current	Replacement
	<p>in the order of FPO APR (first to the FPO(s) with a higher APR), and if more than one has the same FPO APR, then first to the FPO that is set up earlier.</p> <p>By requesting a FPO, you request that payments made to your account in a cycle will be first applied to the following amounts in the order that we determine - any initial interest charge, monthly instalment, FPO fee and related interest, any of which are due or overdue in that period as described in these terms and conditions. You may withdraw this request at any time. If you do so we may cancel the FPO in which case any outstanding balance of the FPO will revert to the applicable standard balance type and APR.</p>

Section 5. Special Promotions

Sub-section. Fixed Payment Option Terms and Condition

Current	Replacement
<p>Introduction</p> <ul style="list-style-type: none"> Your Fixed payment option (also called an FPO or instalment plan) is a plan under which a particular balance is paid off in instalments. 	<p>Introduction</p> <ul style="list-style-type: none"> Your Fixed Payment Option (also called an FPO or instalment plan) is a plan under which a particular balance is paid off in instalments.

Current	Replacement
<ul style="list-style-type: none"> • You can make a new transaction or convert part of your outstanding balance including a retail purchase or cash advance to be an FPO only where we agree to this as part of a special promotion. We may not agree to allow the whole of your available credit to be applied to an FPO. • A fee may apply for setting up the FPO (we may call this an FPO fee or other names). If this fee applies, it Drops Out of the FPO (instead it forms part of your retail purchase balance). • When you apply for, or agree to, the FPO you agree that you will be given details of and must agree to these changes: <ul style="list-style-type: none"> • the fee (if any) that will apply to set up an FPO; • the APR for the FPO (FPO APR) (which is likely to be different to the APR that would have applied to the balance if it had not been converted to an FPO, and may be zero); and 	<ul style="list-style-type: none"> • You can make a new transaction or convert part of your outstanding balance including a retail purchase or cash advance to be an FPO only where we agree to this as part of a special promotion. We may decide not to allow the whole of your available credit to be applied to an FPO. • A fee may apply for setting up or holding the FPO (we may call this an FPO fee or other names). If this fee applies, it does not form a part of your FPO balance. Instead a fee for setting up the FPO will be shown on your statement for the cycle in which you set up your FPO, and the amount of the FPO fee that is due will form a part of the minimum payment due on that statement. If the fee is for holding the FPO, the FPO terms will set out how it will be charged and paid. • When you apply for, or agree to, the FPO you agree that you will be given details of and must agree to these changes:

Current	Replacement
<ul style="list-style-type: none"> • the length of the term, which is the number of months in which you pay the instalments. • We charge interest on the FPO from when the FPO is set up until it is cancelled or repaid in full, and it is generally charged to your account at the end of each cycle. 	<ul style="list-style-type: none"> • the fee (if any) that will apply to set up or hold an FPO; • unless the fee is charged on establishment of the FPO, when and how frequently it is charged, and any other details. • the APR for the FPO (FPO APR) (which is likely to be different to the APR that would have applied to the balance if it had not been converted to an FPO, and may be zero); and • the length of the term, which is the number of months in which you pay the instalments. • Unless the FPO APR is zero, we charge interest on the FPO from when the FPO is set up until it is cancelled or repaid in full, and it is generally charged to your account at the end of each cycle.

Sub-section. Warning - having an FPO means us applying payments in a different order

Current	Replacement
<p>You request, by applying for an FPO, that payments made to your account in a cycle will be first applied to FPOs up to the amount of any initial interest charge or instalment or related interest due or overdue in that period. Any additional payments will be applied to the balance of your account in accordance with your credit card or unsecured credit terms and conditions.</p>	<p>You request, by applying for an FPO, that payments made to your account in a cycle will be first applied to the following amounts in the order that we determine - any initial interest charge, monthly instalment, FPO fee and related interest, any of which are due or overdue in that cycle. Any additional payments will be applied to the balance of your account in accordance with your unsecured credit terms and conditions.</p>

Sub-section. If you don't pay on time

Current	Replacement
<p>If, you fail to pay the minimum payment due and any overdue amount by their payment due date, we charge interest on any unpaid instalment or initial interest charge component (and any interest calculated on them) from the day after the payment due date. It will be calculated using the daily retail rate and the daily calculation method until they are repaid in full. We may also cancel the FPO.</p>	<p>If, you fail to pay the minimum payment due and any overdue amount by their payment due date, we charge interest on any unpaid instalment, FPO fee or initial interest charge component (and any interest calculated on any of them, and any interest on that interest) from the day after the payment due date. It will be calculated using the daily retail rate and the daily calculation method until they are repaid in full. We may also cancel the FPO.</p>

Section. 17. Dictionary

The following has been added to the Definitions section:

card balance means the closing balance less any fixed payment option balance, fixed payment option fee, initial interest charge and monthly instalment for that month.

The following definition has been updated:

monthly instalment (also known as instalment) the monthly repayment instalment under a fixed payment option.

Change to your Unsecured Credit Terms and Conditions and Other Important Information effective 5 October 2021.

We have made change to our complaints handling process in line with updates to the Banking Code of Practice. The timeframe in which we will aim to resolve new complaints has reduced from 45 days to 30 days. Our Customer Advocate remains available to impartially review customer complaints and advise our complaints teams. We have also updated the name of our complaints team to Customer Relations Unit:

Changes to Part C: Credit Guide

Section. What should you do if you have a complaint?

Current	Replacement
<p>Once you have contacted Citi, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly. We will endeavour to resolve your complaint within 3 business days, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. Should it take longer than 45 days, we will contact you in writing to provide an explanation of the reason for the delay.</p>	<p>Once you have contacted the Customer Relations Unit, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. If we are unable to resolve your complaint within 30 days (or within 21 days if it involves a hardship notice, default notice or request to postpone enforcement), we will:</p> <ul style="list-style-type: none">a) tell you the reasons for the delay;b) tell you the date by which you can reasonably expect to hear the outcome of our investigation; andc) give you monthly updates on the progress;

Current	Replacement
	<p>d) tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and</p> <p>e) provide you with contact details for AFCA (also set out below).</p> <p>For complaints involving hardship notice, default notice or request to postpone enforcement, exceptions apply to the 21 day timeframe if we do not have sufficient information to make a decision or we reach an agreement with you. If we require further information from you, then we will request it within 21 days of receiving the complaint.</p> <p>We also have a Customer Advocate whose role is to promote fair customer outcomes, advise and guide our complaints teams on how best to resolve complaints, and recommend changes to our bank policies, procedures and processes.</p>

Sub-section 3. Alternate dispute resolution schemes

Current	Replacement
<p>If despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you still have options.</p> <p>Citibank Customer Advocate</p> <p>Citi has appointed an impartial Customer Advocate to assist in reaching fair outcomes during the dispute process and make it easier for customers when things go wrong. If you are not happy with the outcome from our Customer Relations Unit and would like an impartial review, you can refer your complaint to the Citi Customer Advocate:</p> <p>Email: customeradvocate@citi.com</p> <p>Post: Citigroup Pty Limited Att: Citi Customer Advocate GPO Box 204 Sydney NSW 2001</p>	<p>If, despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you can refer your complaint to:</p> <ul style="list-style-type: none"> The Australian Financial Complaints Authority (AFCA) offers an independent alternative dispute resolution service to customers who have been through the bank's internal complaint process. <p>How to contact AFCA</p> <p>Post: GPO Box 3 Melbourne VIC 3001</p> <p>Phone: 1800 931 678 (free call)</p> <p>Email: info@afca.org.au</p> <p>Website: www.afca.org.au</p> <ul style="list-style-type: none"> The Australian Securities and Investments Commission (ASIC) also has a free information line on 1300 300 630 that can be used to get more information on your rights, and how to make a complaint.

Current	Replacement
<p>Australian Financial Complaints Authority</p> <p>The Australian Financial Complaints Authority (AFCA) offers an independent alternative dispute resolution service to customers who have been through the bank's internal complaint process.</p> <p>How to contact AFCA</p> <p>Post: GPO Box 3 Melbourne VIC 3001</p> <p>Phone: 1800 931 678 (free call)</p> <p>Fax: 03 9613 6399</p> <p>Email: info@afca.org.au</p> <p>Website: www.afca.org.au</p> <ul style="list-style-type: none"> • The Australian Securities and Investments Commission (ASIC) also has a free information line on 1300 300 630 that can be used to get more information on your rights, and how to make a complaint. 	

Changes to your Financial Table effective 1 October 2021.

The following is only applicable if you have a Citi Ready Credit, Citi Personal Credit or Diners Club Credit Line Accounts.

The FPO fee will now form part of the minimum payment due:

Current	Replacement
<p>Your repayments are monthly on each Payment Due Date, as advised in your statement. Your monthly Minimum Payment Due is the greater of:</p> <ul style="list-style-type: none"> (i) \$30; or (ii) the sum (rounded up to the next dollar) of the interest charges (excluding any interest included in amounts added back below as part of a Fixed Payment Option) for the Statement Period, plus 1% of your Card Balance, and any billed late payment fees as at the end of the Statement Period, <p>plus any Instalment, initial interest charge, or related interest that is part of a Fixed payment option for that month.</p>	<p>Your repayments are monthly on each Payment Due Date, as advised in your statement. Your monthly Minimum Payment Due is the greater of:</p> <ul style="list-style-type: none"> (i) \$30; or (ii) the sum (rounded up to the next dollar) of the interest charges (excluding any interest included in amounts added back below as part of a Fixed Payment Option) for the Statement Period, plus 1% of your Card Balance, and any billed late payment fees as at the end of the Statement Period, <p>plus any Monthly Instalment, Fixed Payment Option fees on that statement, initial interest charge, or related interest on any of them that is part of a Fixed Payment Option for that month.</p>

Minimum Payment Due

The following is only applicable if you have a Citi Personal Loan Plus Account.

The FPO fee that is billed on your statement will now form part of the minimum payment due as disclosed in point 1 of Minimum Payment Due on your financial table:

Current	Replacement
<p>You are required to make repayments monthly on each Payment Due Date, as advised in your statement. Your monthly Minimum Payment Due is:</p> <ol style="list-style-type: none">1. any Instalment, initial interest charge, or related interest that is part of a Fixed payment option for that month; and2. in the event any retail or cash balances outside of the instalment loan (resulting from your use of the reusable credit facility), the greater of:<ol style="list-style-type: none">(i) \$30; or	<p>You are required to make repayments monthly on each Payment Due Date, as advised in your statement. Your monthly Minimum Payment Due is:</p> <ol style="list-style-type: none">1. any Monthly Instalment, Fixed Payment Option fees on that statement, initial interest charge, or related interest on any of them that is part of a Fixed Payment Option for that month; and2. in the event any retail or cash balances outside of the instalment loan (resulting from your use of the reusable credit facility), the greater of:<ol style="list-style-type: none">(i) \$30; or

Current	Replacement
<p>(ii) the sum (rounded up to the next dollar) of the interest charges (excluding any interest included in amounts in item 1 above as part of a Fixed payment option) for the Statement Period, plus 1% of your Closing Balance (less any instalment loan balance and Instalment for that month), plus any billed late payment fees and monthly account service fees as at the end of the Statement Period,</p> <p>Any amount over your Credit Limit and any due but unpaid amounts from previous statements must be paid immediately. Where your Closing Balance less any instalment loan balance and Instalment is less than \$30, this Balance must be paid in full.</p>	<p>(ii) the sum (rounded up to the next dollar) of the interest charges (excluding any interest included in amounts in item 1 above as part of a Fixed Payment Option) for the Statement Period, plus 1% of your Closing Balance (less any instalment loan balance and Monthly Instalment for that month), plus any billed late payment fees and monthly account service fees as at the end of the Statement Period,</p> <p>Any amount over your Credit Limit and any due but unpaid amounts from previous statements must be paid immediately. Where your Closing Balance less any instalment loan balance and Instalment is less than \$30, this Balance must be paid in full.</p>

Fixed Payment Option Fee

The following is only applicable if you set up a Citi Ready Credit Account after 2 August 2020.

- The Fixed Payment Option fee definition disclosed in the financial table has been updated to reference the FPO offer details

Current	Replacement
We may offer you the ability to make a Fixed Payment Option (FPO) and a fee is payable when the FPO is set up. The amount of the fee is currently unascertainable.	We may offer you the ability to make a Fixed Payment Option (FPO) and a fee is payable in accordance with the FPO offer that you agree to. The amount of the fee is currently unascertainable.

For all other Accounts, please insert the following in your financial table:

New	
Fixed Payment Option fee	We may offer you the ability to make a Fixed Payment Option (FPO) and a fee is payable in accordance with the FPO offer that you agree to. The amount of the fee is currently unascertainable.

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