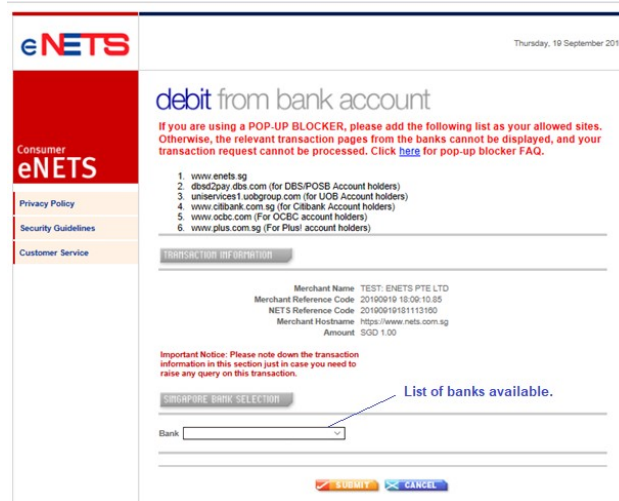


FAQs for Merchants on eNETS Debit - Citibank's Cessation of service

<u>Potential Queries from Merchants</u>	<u>Recommended Responses</u>
<p>Q1: Why are my customers unable to make payment using Citibank internet banking with eNETS?</p> <p>Merchants who have been using eNETS debit (ie.internet banking) will find that they are unable to use Citibank.</p>	<p>From 11 Jul 2021 onwards, the option for your customers to pay using Citibank via eNETS Direct Debit will no longer be available.</p> <p>(OR</p> <p>From 11 Jul 2021, Citibank will no longer be available as an option via eNETS debit payment on eNETS platforms.)</p> <p>For alternative modes of online payment, eNETS customers can continue to use DBS / UOB / OCBC / Standard Chartered Bank for their internet banking transfers via eNETS debit.</p>
<p>Q2: Will Citibank be available via eNETS Debit payment gateway again?</p>	<p>Currently, there are no plans to reintroduce Citibank as a mode of payment on eNETS debit platform.</p> <p>eNETS remains committed to extend all available modes of payments to our merchants and consumers.</p>
<p>Q3: What happens if my consumers really need to use Citibank to make payment via eNETS debit, due to unforeseen circumstances?</p>	<p>We are not able to provide the option of using Citibank. This is because the bank partner has stopped offering eNETS debit payment through their internet banking platform with effect from 11 Jul 2021 onwards. We appreciate your understanding.</p> <p>You may wish to advise your customers to use internet banking accounts such as DBS, UOB and OCBC or Standard Chartered bank instead.</p> <p>Refer to screenshot below for reference.</p>



Other modes of payment are also available via eNETS. They include eNETS credit and eNETS Online QR, which are available to merchants who have subscribed to these modes of payment.

For more information on other modes of payment, you may wish to visit www.nets.com.sg.

Q4: What happens to my previous transactions that my customers had made using Citibank internet transfer via eNETS payment gateway?

If your customers have done previous internet banking transactions with Citibank and received a successful notification with an eNETS merchant transaction reference number prior to 11 July 2021, this transaction would have been completed without exception.

Should you require further confirmation on the status of the payment, you can verify the said transaction with your eNETS settlement report which you can download on eNETS admin portal at: <https://admin.nets.sg/>

Q5. For any other queries relating to eNETS debit that my customers encounter, whilst using our eNETS debit payment gateway, what can we do?

You may wish to visit our website at: <https://www.nets.com.sg/faqs/faq-enets-personal/>

Alternatively, you can email your enquiry to info@nets.com.sg with the following details :

- Your UMID or NETS MID
- Error code received
- Merchant Transaction Reference number
- eNETS transaction reference (if available)
- eNETS Transaction Date & Time
- Transaction Amount

Q6. My customers called and complained that they cannot pay via eNETS debit.

Q7. Will Citibank be informing consumers on the cessation of eNETS debit payment as an offering on their internet banking platform?

You may refer to Citibank's website or other platforms for more information.

Citibank has shared that they will be updating their customer communication in:

- a) Retail Statement
- b) Ready Credit Statement
- c) Statement notice

under "Important notice section" which is found at the end of the statement. For more information, please refer to Citibank Singapore Limited's website.