

Citi India consumer banking customers are now served by Axis Bank.

Citi India has transferred ownership of its consumer banking business to Axis Bank (registration number L65110GJ1993PLC020769).

Consumer banking customers can continue to use all existing Citi products and/or services, branches, ATMs, internet banking and Citi Mobile® App as usual. Axis Bank is the provider of Citi branded consumer banking products in India temporarily and Citi India is providing certain services in respect of those products.

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Redemption of Reward Points towards Air Miles Transfer at select Airline partners/loyalty programs with hotel partners

(Applicable on Citi Rewards Card, IndianOil Citi Platinum/Titanium Card, Citi Corporate Card, Citi PremierMiles Card and Citi Prestige Card)

Q 1. How many airline miles do I get on normal spends on my card?

Card Type	Reward points earned (Points / Rs. Spent)	Those points, if transferred to Airline Miles
Citi PremierMiles Card	4 Miles / Rs.100	2 Airline Miles
Citi Rewards Card	1 Point / Rs.125	0.75 Airline Miles
IndianOil Citi Card	1 Point / Rs.150	0.75 Airline Miles
Citi Prestige Card	1 Point / Rs.100	4 Airline Miles
Citi Corporate Card	2 Points / Rs.125	1.32 Airline Miles

Q 2. Which are the airlines where this facility is available? What is the conversion ratio?

Airline	Citi Rewards Card	IndianOil Citi Platinum/Titanium Card	Citi Corporate Card	Citi PremierMiles Card	Citi Prestige Card
Intermiles	Yes, 1point=0.75 miles	Yes, 1point=0.75 miles	Yes, 1point=0.66 miles	Yes, 1point=0.5 miles	Yes, 1point=4 miles
Air India	Yes, 1point=0.75 miles	Yes, 1point=0.75 miles	Yes, 1point=0.66 miles	Yes, 1point=0.5 miles	Yes, 1point=4 miles
Etihad	No	No	No	Yes, 1point=0.5 miles	Yes, 1point=4 miles
Cathay Pacific	No	No	No	Yes, 1point=0.5 miles	Yes, 1point=4 miles
British Airways	No	No	No	Yes, 1point=0.5 miles	Yes, 1point=4 miles
Singapore Airlines	No	No	No	Yes, 1point=0.5 miles	Yes, 1point=4 miles
Qatar Airways	No	No	No	Yes, 1 point=0.5 miles	Yes, 1point=4 miles
Taj InnerCircle Membership	No	No	No	Yes, 2 points=1 TIC point	Yes, 1 points = 1 TIC point
InterContinental Hotel Group	No	No	No	Yes, 1 point = 1 reward point	Yes, 1 point = 4 Reward points
Flying Blue (Air France and KLM)	No	No	No	Yes, 1 point = 0.5 mile	Yes, 1point=4 miles
Virgin Atlantic	No	No	No	Yes, 1 point = 0.5 mile	Yes, 1point=4 miles
Qantas	No	No	No	Yes, 1 point = 0.5 mile	Yes, 1point=4 miles
Turkish Airlines	No	No	No	Yes, 1 point = 0.5 mile	Yes, 1point=4 miles

Q 3. How can I place a request for rewards redemption towards air miles?

Request for reward redemption can be placed via any of the below ways

1. Citibank Online:
 - Login to Citibank Online with your User ID and IPIN
 - Click on “Redeem Rewards” on the left navigation panel
 - Select your credit card and click on “Miles transfer”
2. Citi Mobile App
 - Login to Citi Mobile App with your User ID and IPIN
 - Select your credit card
 - Click on Rewards and select “Miles transfer”
3. Alternatively, Contact us at 24x7 CitiPhone
 Note: Kindly contact CitiPhone for miles transfer towards Air India frequent flyer program

Q 4. What is the minimum number of points I can redeem in a single transaction?

Airline	Citi Rewards Card	IndianOil Citi Platinum/Titanium Card	Citi Corporate Card	Citi PremierMiles Card	Citi Prestige Card
Intermiles	250 points	250 points	250 points	100 points	250 points
Air India	100 points	100 points	100 points	100 points	250 points
Etihad Airlines	NA	NA	NA	100 points	250 points
British Airways	NA	NA	NA	100 points	250 points
Singapore Airlines	NA	NA	NA	100 points	250 points
Cathay Pacific	NA	NA	NA	100 points	250 points
Qatar Airways	NA	NA	NA	100 points	250 points
Taj InnerCircle Membership	NA	NA	NA	100 points	250 points
InterContinental Hotel Group	NA	NA	NA	100 points	250 points
Flying Blue (Air France and KLM)	NA	NA	NA	100 points	250 points
Virgin Atlantic	NA	NA	NA	100 points	250 points
Qantas	NA	NA	NA	100 points	250 points
Turkish Airlines	NA	NA	NA	100 points	250 points

Q 5. How long will it take for the miles to reflect on my frequent flyer account/loyalty program?

Airline/ Loyalty Program	
Intermiles	05 working days from the date of placing the request
Air India	03 working days from the date of placing the request
Etihad Airlines	14 working days from the date of placing the request
British Airways	05 working days from the date of placing the request
Singapore Airlines	14 working days from the date of placing the request
Cathay Pacific	05 working days from the date of placing the request
Qatar Airways	05 working days from the date of placing the request
Taj InnerCircle Membership	03 working days from the date of placing the request
InterContinental Hotel Group	05 working days from the date of placing the request
Flying Blue (Air France and KLM)	05 working days from the date of placing the request
Virgin Atlantic	05 working days from the date of placing the request
Qantas	05 working days from the date of placing the request
Turkish Airlines	05 working days from the date of placing the request