Citi Card Program Contacts

Contact Information for Cardholders:

Citi Customer Service (phone # on the back of card) 1-800-248-4553	• Questions about Declined Transaction (see note below) • Report a Lost/Stolen Card • Dispute a Transaction • Report Suspected Fraud on Account • Assistance with Technical items (logging into Citi Tools)
Your Entity Program Administrator	• Credit Limit Increases • Opening Additional Merchant Categories for card acceptance

Declined Transactions/Temporary Fraud Blocks:
Any time that you are told that your card has been declined and you are unsure of the reason, the most expedient manner to determine the reason and get it resolved is to call the customer service number on the back of your card.

Citi manages fraud in a very aggressive manner and the industry continues to experience increasing fraud levels. Therefore, there may be an occasion when you experience a temporary block on your account. By calling customer service, they will be able to determine the reason for the block and either resolve or transfer you to the fraud department if necessary.

Please be aware that standard procedure when your account is blocked is for the Fraud Early Warning department to contact the cardholder by text or email (via automated system) and/or phone (via representative). Therefore, please be sure that the correct, up-to-date contact information is maintained for your account. For a centrally billed account, the Program Administrator must make any changes. For an individually billed account, changes can be made via your Program Administrator or by calling customer service.

Contact Information for Program Administrators:

Most account maintenance can be completed immediately and easily online within the Citi System Tools, however, for additional assistance, please contact the appropriate area noted below.

Technical Help Desk 1-888-836-5011, Option 1 CCJAXL1HelpDesk@citi.com	All Technical Questions or Issues, such as: • Password Resets • CitiManager questions or assistance • Citidirect Card Maintenance System (CCMS) questions or assistance • Citibank Custom Reporting System (CCRS) questions or assistance • Assistance creating reports • File Delivery (e.g. transaction or mapper files) • Bulk Maintenance questions • Online Application questions

Client Account Specialists (CAS) 1-888-836-5011, Option 3 CAS department is available M-F, 7 am- 9 pm EST **<u>Please Note:</u>** SOC has a **dedicated** CAS manager (noted below), however, any member of the CAS area can provide assistance. After choosing Option 3, simply stay on the line for the next available CAS manager or if you have dialed his extension, just press "0" when you hear the message. Jim Radford 1-888-836-5011, Option 3, Ext 9541110 james.h.radford@citi.com	• Basic maintenance to a cardholder account that you are unable to complete through the Citi Tools, such as: – questions about declined authorizations – adding /removing MCCG templates – opening/closing accounts – card activations – address changes • Best Practices or questions regarding managing your program • Changes or Enhancements to your Citi System Tools • Payment or Delinquency issues on your billing accounts • Credit Related Issues for your program. • Library Folder questions (your dedicated CAS is the only person who has access to your library folder). • Follow-up on Auto-Enrolls or File Maintenance submitted via Library • Best Options available to change a Parameter on a Large Number or All Accounts. (Your CAS rep can work with you to determine if the bulk maintenance tool or uploading a file maintenance spreadsheet via library is most efficient) • Follow-up on Applications Previously Submitted [All paper applications should be faxed to 605-357-2092.] • New or Revised PA or Approving Official setup or maintenance forms
Account Manager MaryKay Casey 1801 Broadway, Suite 1400 Denver, CO 80202 Office: 303-308-3166 Mobile: 303-818-0080 marykay.casey@citi.com	Point of contact for commercial card program optimization and growth strategies, program enhancements and overall client satisfaction.
Other Helpful Contacts:	• Paper Applications Fax 605-357-2092 • Fraud Early Warning (FEW) Dept 1-800-945-3114 (direct) Customer Service can also transfer to FEW. This number is for both cardholders and PAs. • If you suspect an email from Citi is not legitimate or phishing, please forward to spoof@citicorp.com.