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# So Many Ways to Bank

Take advantage of our  
enhanced online, messaging  
and phone channels



citi®

# Citibank easier from wherever you are.

We know that your world can be a busy place. That's why we've enhanced the many easy and convenient ways you can manage your Citibank accounts through International Personal Bank U.S., using online, messaging and phone channels.

Our many ways to bank give you real-time access when you need it.

## Citibank<sup>®</sup> Online

Pay bills, set up electronic alerts, check your account activity, move your money and more from wherever you are. Visit [citibankonline.com](https://citibankonline.com) and get what you need done right away.

## Chat

Once you've signed on, you can get real-time answers when you Chat with Us from the Contact Us page on [citibankonline.com](https://citibankonline.com) or Message Us from the Help and Support menu via the Citi Mobile<sup>®</sup>+ App. Chat / Message service is available only in English.

## CitiPhone Banking<sup>®</sup>

Call for account information and service 24 x 7\*. Choose between convenient self-service automated options or request to speak with a customer service representative. English and Spanish speaking representatives and translation service for other languages are available.

\* Calls are randomly monitored and recorded to ensure quality service. For Text Telephone (TTY) call 1-800-945-0258.

+ The Citi Mobile<sup>®</sup> app is compatible with select mobile devices and is only available for download on U.S. Apple and U.S. Google App Stores. Not all services are available through Citi Mobile<sup>®</sup>. Mobile messaging can be used to get responses to general inquiries and to request certain services. Any inquiries related to sales and the offering of products and services will be referred to a financial professional. Messaging through Citi Mobile Apps is only available in English.

## Need one of the services below? Use these convenient channels...

	Citibank® Online	Chat	CitiPhone Banking®
Alerts - Set up electronic banking alerts	✓	-	-
ATM / Debit Card - Replacement or PIN Reset	✓	-	✓
ATM/Debit Card - Delivery Tracking Number	-	✓	✓
Bank Reference letter	-	✓	✓
Bank Statement copy(ies)	✓	✓	✓
Bill Payment - pay U.S. bills electronically	✓	-	✓
Checkbooks - Order/Reorder	✓	✓	✓
Contact Information Update - Address / Email / Home, Business or U.S. Mobile Phone Numbers	-	✓	✓
Contact Information Update - International Mobile Number	-	✓	✓
Deposit Slips Reorder	-	✓	✓
Investigations - e.g. claims, disputes, funds transfer support	-	✓	✓
Link / Unlink Citi Accounts	✓	✓	✓
Lock Your Card (Citi Quick Lock)	✓	✓	✓
Online support registration	-	-	✓
Online support navigation	-	✓	✓
Privacy Choices - update preferences	✓	✓	✓
Stop Payment	✓	✓	✓
Tax Certification form request - mail / DocuSign	-	✓	✓
Tax Statement copies 1099	✓	✓	✓
Tax Statement copies 1042	-	✓	✓
Transaction Activity - information	✓	✓	✓
Transfer funds - between linked accounts	✓	✓	✓
Transfer funds - external	✓	✓	✓
Travel notice - avoid purchase interruptions	-	✓	✓
Account closure assistance	-	✓	✓

To add or change account owners, beneficiaries or Powers of Attorney, or for services not listed above, e-mail us directly at [citibankservicesupport@citi.com](mailto:citibankservicesupport@citi.com)

## Have Questions?

From wherever you are, and whenever you need assistance, you can always contact us!



**By telephone:** CitiPhone Banking® toll-free within the U.S., available 24 hours a day, 7 days a week.\*

**Citigold® International Account Package and CitiBusiness® through Citigold® International**  
1-813-604-3006 or 1-866-637-9042

**Citi International Personal Account Package**  
1-813-604-3000 or 1-800-568-8555

**Citi Global Executive Account Package**  
1-813-604-3290 or 1-866-213-0890

**Citi Global Executive Preferred Account Package**  
1-813-604-3038 or 1-866-637-9041

**Citigold® Private Client International Account Package**  
1-813-604-3080 or 1-877-309-0914



**By internet:** Chat with us after signing on to [citibankonline.com](http://citibankonline.com) or the Citi Mobile®† App

### IMPORTANT DISCLOSURES

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