

Citibank® Online

Get started with Online Bill Payment

1

Once signed on, from your home page click on the **Payments** tab. Then click **Add a New Payee**.

2

Choose either **Credit Card**, **Other type of business**, or **Pay an Individual**. Select a category. Enter the requested information and click **Next**.

3

If your payee is in our Merchant Directory, their information will appear automatically. Click **Next** to add this payee to your list.

4

To make a payment, click **One-Time Payment** in the Payments tab. Then select the payee you want to pay.

5

Choose the account you want to make your payment from. Enter the amount and date you want the payment made. Then click **Next**.

6

Double-check your entry and confirm your payment by clicking **OK**, and your done!

- **Make one-time & express payments**
Schedule payments from the next day up to one year in advance. Pay multiple bills at once.
- **Set up recurring payments**
Pay ongoing bills so you don't have to remember each time they're due.
- **Receive account alerts**
Be notified of important account activity, such as payments due, low balances and deposits cleared.
- **View your payee spending report**
See how much you've spent on each payee.
- **Pay other people**
Send electronic payments using an email address or bank account/routing number.

Citibank's Online Bill Payment Promise¹

Sent On Time, Every Time. Online bill payments are sent within 24 hours of the date you specified or on the next business day. If we don't make a payment according to your instructions, we'll resolve any late fees or finance charges that you may incur.²

No hidden charges. That's right—Citibank's online bill payment service is free no matter how many bills you pay and regardless of whether you make one-time or recurring payments.

Support 24/7. Report a bill payment problem online and get a fast response. Or speak directly with Customer Service 24 hours a day, seven days a week.



¹Applies only to payments made from Citibank checking account(s).

²This assumes that you have properly completed the bill payment instructions. For example, you must schedule payments processed electronically at least two business days in advance; for payments processed by check, 5-7 business days notice is required. If you want to cancel an online bill payment, you must do so by 11:59 pm ET prior to the date the payment is scheduled to be made.

