



A History of Achievement. A Future of Innovation | February 2021



Citi Program Support Contact Information

Key Contacts and Points of Escalation

Client Account Services – 24/7

Servicing Program Administrators

Program-level queries, strategic items or wider program impact:

Customer Account Specialist (CAS)

Shameki Manning

Phone: 1-855-241-0728 Option 2, Ext. 954-1107

Email: commercialcardcso@citi.com

Hours of Operation

08:00 – 16:30 ET

Monday to Friday

Phone: 1-855-241-0728 Option 0

Your Back-Up CAS Team

Danielle Su	08:00-16:30	ext. 954-0109
Kristina Jackson-Cardwood	09:00-17:30	ext. 954-1184
Tom Mccarthy	08:30-17:00	ext. 954-1151
Philip Page	12:30-21:00	ext. 954-1160

Hours of Operation

08:00 to 21:00 ET

Monday to Friday **Email:** commercialcardcso@citi.com

Day-to-day Commercial Card Operations



Online

www.citimanager.com/login



Email- Please use for daily items *mark URGENT for priority items

US: commercialcardcso@citi.com

Canada: ctscardscanada@citi.com



Helpdesk- For Online and File related Issues

08:00 to 19:00 ET

Phone: 1-855-241-0728 Opt 1

Email: CCJAXL1HelpDesk@citi.com

To escalate an issue or concern that Requires Assistance, Please Contact

Points of Escalation

1

CAS Section Manager

Lemonia Rentfrow

Phone: T: 1 (904) 954-9605

Email: lemonia.Rentfrow@citi.com

2

Back up CAS Section Manager

Elizabeth Ramos

Phone: 1 (904) 954-8183

Email: Y.elizabetheramos@citi.com

3

Department Manager of Client Service

Sabrina Dyer

Phone: 1 (904) 954-9241

Email: sabrina.dyer@citi.com

Customer Service – 24/7

Cardholder & General Inquiries

Please reach out to the Customer Service Team after the hours of 9pm ET M-F and on Weekends as they have CAS trained representatives to assist.

US

Phone: 1-800-248-4553

Fax: 1-605-357-2092

Canada

Phone: 1-888-834-2484

Fax: 1-866-236-4440

Sign up for CCRS or CitiManager training by contacting your Account or CAS Manager.

Customer Service provides 24 hours, 7 days a week account service for:

- | | | |
|--|---|---|
| <ul style="list-style-type: none">• Account Closures• Account Maintenance• Address/Phone Change• Name Change• Account Status• ATM/PIN Inquiry• Authorization Inquiry• Authorization Decline• Balance Inquiries• Billing Disputes/Billing Inquiries• Credit Availability• Cardholder Name Changes• Cardholder Spending Limits• Cash Advance / PIN Number Inquiries | <ul style="list-style-type: none">• Credit Balance Refunds• Forced Authorizations• Request Copies<ul style="list-style-type: none">- Charge Slip(s)- Cardholder Memo Statement(s)- Company Statement(s)• General Ledger/Cost Center Changes• Name changes (cardholder)<ul style="list-style-type: none">- Individual Cardholder• Payments<ul style="list-style-type: none">- Finance Charge/Late Fee Inquiry- Payment Inquiries- Payment Problems• Prior Year or YTD Interest | <ul style="list-style-type: none">• Reason for Decline at Point of Sale• Reissue• Replacement Cards• Security Closures (Lost, Stolen, Not Received)• Speedpay Payments• Spending Limits<ul style="list-style-type: none">- Individual Cardholder• Update Verification Information |
|--|---|---|

CAS provides Company / Cardholder Management Changes including:

- | | | |
|---|--|---|
| <ul style="list-style-type: none">• Auto Enroll/File Maintenance Processing• Convenience Checks (Orders/Issues)• Electronic Payment Set-ups (ACH, Direct Debit)• Finance Charges/Late Fee Issues• Hierarchy Inquiries / additions /Revisions• Rollout of Additional Divisions/Sites• MCC Template Inquiries / Additions /Revisions• MasterCard Coverage / Visa Coverage documentation copies & Contact numbers | <ul style="list-style-type: none">• Name Changes<ul style="list-style-type: none">- Company- Program Administrator- Site Coordinator- Card Holder• Payments/Payment Issues / Collections• Program Maintenance/Updates<ul style="list-style-type: none">- Plastic Change- Liability Type- Pricing Changes- Hierarchy Structure Change | <ul style="list-style-type: none">• Security / Fraud Issues• Spending Limits<ul style="list-style-type: none">- Company- Highline Cards- Additions / Changes- MCC Category Spending Changes- Inquiry• Statement Messages• Transaction Investigations |
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New York State Commercial Card Coverage Team

Relationship Management Team

Ongoing Strategic Partner and Escalation Point

- Subject Matter expert for commercial card products and services
- Conduct account reviews
- Work with you to grow the programs

Jim LaPointe – Account Manager – Commercial Cards Program

Office: 302-325-4856

Email: james.d.lapointe@citi.com

Jen Tanseco – Relationship Manager – All Products

Office: 212-816-5493

Email: jennifer.c.tanseco@citi.com

Additional Support Contacts:

Helpdesk

06:30 AM to 9:00 PM ET

Phone: 1-855-241-0728 Opt 1

Email: CCJAXL1HelpDesk@citi.com

U.S. Customer Service – 24/7

Phone: 1-800-248-4553 Fax: 1-605-357-2092

U.S. Collect Call: 904-954-7314

Helpful Tips:

- Allow 24 to 48 hours response time on all email inquiries.
- All email inquiries should include Company Name followed by a brief content description.
- For "Rush" email inquiries please include the word "RUSH" in the subject line followed by your company name and a brief content description.
- Please follow up with a call to your CAS Manager.
- Email communication is not secured. Please include only the last 6 of an account number.
- Please do not send sensitive PII information.
- Library, within CitiManager, is a secured site. Citi forms such as PA or ATI should be uploaded to Library and not sent via email. Please follow up with an email and /or call your CAS Manager to advise of your recent upload.