



A History of Achievement. A Future of Innovation | October 2018



## Citi Program Support Contact Information State of New York

# New York State Commercial Card Coverage Team

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## 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](mailto:CCJAXL1HelpDesk@citi.com)

### US 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.

# Key Contacts and Points of Escalation

## Client Account Services – 24/7 Servicing Program Administrators

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

### Senior Customer Account Specialist (CAS)

Verlene Alexander Reed

Phone: 1-855-241-0728 Option 3, Ext. 9541101

Email: [commercialcardcso@citi.com](mailto:commercialcardcso@citi.com)

### Hours of Operation

07:45 to 4:15 ET

Monday to Friday

### Your Back-Up Sr. CAS Team

Katie Nicholas ext. 9541134

Lemonia Tsilimos ext. 9541140

Mendel Claxton ext 9541138

Alex Cross ext. 9541160

Thomas McCarthy ext. 9541151

### Hours of Operation

07:00 to 21:00 ET

Monday to Friday

Email:

[commercialcardcso@citi.com](mailto:commercialcardcso@citi.com)

Phone:: 1-855-241-0728 Option 0

## Points of Escalation

To escalate an issue or concern that Requires Assistance, Please Contact Your Client Service Management Team:

- CAS Section Manager**  
**Stephanie Hicks**  
Phone: T: 1 (904) 954 -5040  
Email: [stephanie.m.hicks@citi.com](mailto:stephanie.m.hicks@citi.com)
- Back up CAS Section Manager**  
**Elizabeth Ramos**  
Phone: 1 (904) 954-8183  
Email: [Y.elizabetheramos@citi.com](mailto:Y.elizabetheramos@citi.com)
- NA Head of Client Account Servicing**  
**Kim Bosco**  
Phone: 1 (904) 954-9393  
Email: [kim.a.bosco@citi.com](mailto:kim.a.bosco@citi.com)

## Day-to-day Commercial Card Operations

### Online

[www.citimanager.com/login](http://www.citimanager.com/login)

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

US: [commercialcardcso@citi.com](mailto:commercialcardcso@citi.com)

Canada: [ctcardscanada@citi.com](mailto:ctcardscanada@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](mailto:CCJAXL1HelpDesk@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

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

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

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