



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

Work in CitiManager for Non-cardholders (Program Administrators)

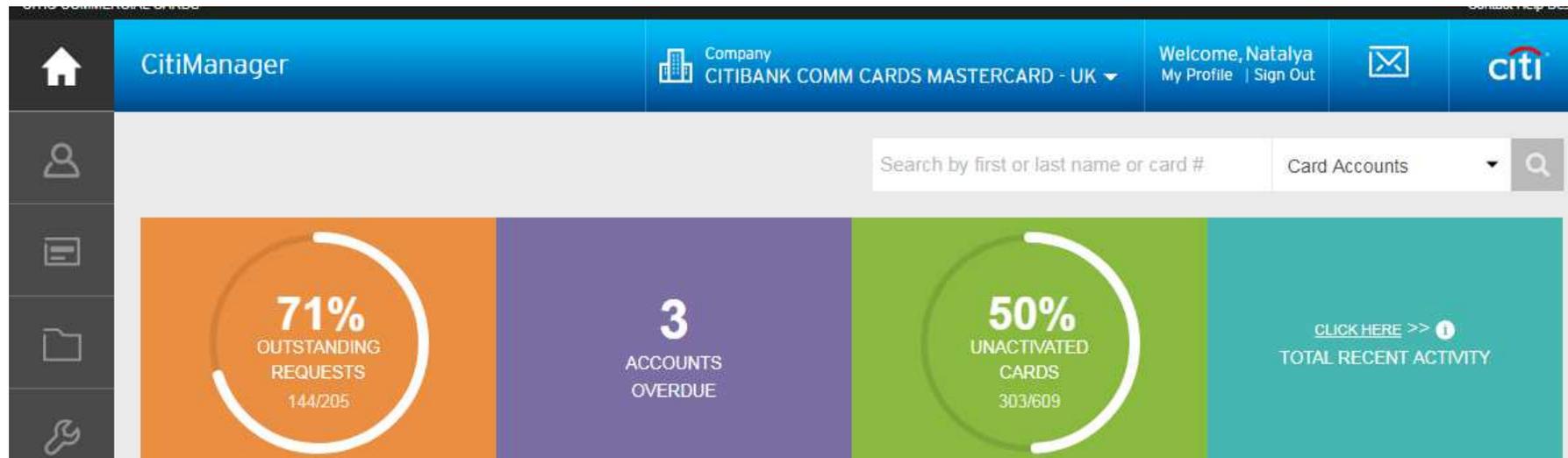
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Citimanager – Home Page

Citimanager Home page now includes a dashboard which provides the below summary



➤ Summary of all request which are pending for approval Vs total request IDs

Ex: 142/203
142 Requests which are in waiting for approval status from 203

➤ List of accounts which are overdue (Delinquent) will be displayed in this box. Any Card/Account which has crossed the Payment due date reflecting in Citimanager statement are classified as delinquent

➤ Summary of Card which are not activated Vs total cards

Ex: 303/609
303 Number of Cards which are not activated under the hierarchy to which you have access will be displayed from 609

➤ Displays the total recent transaction on the Account which are yet to be stateded (unbilled)

Temporary Block/Card Closure



In order to block/unblock cards use Manage Card program -> Account Maintenance tabs

1 step

The screenshot shows the 'Account Maintenance' search form in CitiManager. The 'Account Maintenance' tab is highlighted. Below the breadcrumb 'HOME / Account Maintenance', there are steps: '1. Search', '2. Country and Language', and '3. Form Details'. The search form has fields for 'ACCOUNT NUMBER', 'FIRST NAME', 'LAST NAME', 'USERNAME', and 'HIERARCHY NAME'. A 'SEARCH' button is highlighted with an orange box, and a 'RESET' button is also visible.

Select the needed search parameters, the required card and press Update Account

| USERNAME | NAME | ACCOUNT NUMBER | STATUS |
|----------------------------------|----------------------|----------------|---------------------------|
| <input checked="" type="radio"/> | ENKATERINA TUMANGOVA | 410000 | N-Card not activated |
| <input type="radio"/> | ENKATERINA TUMANGOVA | 420000 | L-Card lost or stolen |
| <input type="radio"/> | ENKATERINA TUMANGOVA | 410000 | Card Active |
| <input type="radio"/> | ENKATERINA TUMANGOVA | 420000 | A-Card closed by Customer |
| <input type="radio"/> | ENKATERINA TUMANGOVA | 750000 | A-Card closed by Customer |
| <input type="radio"/> | ENKATERINA TUMANGOVA | 000000 | A-Card closed by Customer |

UPDATE ACCOUNT

Lookup Hierarchy

You can also look up specific hierarchies within your span of control by clicking the Lookup Hierarchy button. Only hierarchies within your span of control display. To expand a hierarchy, click the + sign next to the hierarchy tree. Select the checkbox next to the hierarchy. This allows you to filter search results by the hierarchy selected.

SEARCH

| | | |
|----------------------|---|---------------------------------------|
| ACCOUNT NUMBER | FIRST NAME | LAST NAME |
| <input type="text"/> | <input type="text"/> | <input type="text" value="Samanova"/> |
| USERNAME | HIERARCHY NAME | |
| <input type="text"/> | <input type="button" value="SELECT HIERARCHY"/> | |

[HOME](#) / [ACCOUNT MAINTENANCE](#) /

Select Hierarchy

| | | |
|--------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 0005329745251008275 ZAO CB CITIBANK - MC CB |
| <input type="checkbox"/> | <input type="checkbox"/> | 000000002 MC CB REL2LVL |
| <input type="checkbox"/> | <input type="checkbox"/> | 000000003 MC CB ADDON3LVL |
| <input type="checkbox"/> | <input type="checkbox"/> | 000000051 Citibank MC CB SPb |

Temporary Block/Card Closure

2 step

Select country and language and press “Show form”

The screenshot shows the CitiManager interface. The top navigation bar includes the CitiManager logo, company information (АО КБ СИТИБАНК - MC CB - RU), user information (Welcome, Natalya), and a sign-out link. The main content area is titled 'Account Maintenance' and shows a progress indicator with three steps: '1. Search', '2. Country and Language', and '3. Form Details'. The 'Country and Language' step is active, displaying two dropdown menus: '* SELECT COUNTRY' (set to RUSSIAN FEDERATION) and '* SELECT LANGUAGE' (set to ENGLISH). A 'SHOW FORM' button is highlighted in blue. To the right, the 'Настройки карты' (Card Settings) form is visible, with the 'Блок-код' (Block code) dropdown menu highlighted in orange and set to 'Unblock'. A yellow box labeled 'set/remove block code' has an arrow pointing to this dropdown. Below the form, a 'SUBMIT' button is highlighted in blue, with a yellow box labeled 'submit' and an arrow pointing to it. A large black arrow points from a text box to the 'SUBMIT' button. The text box contains the instruction: 'You can set/remove block code for the card in the Card maintenance column, then press Submit'. The bottom right corner features the Citi logo.

set/remove block code

You can set/remove block code for the card in the Card maintenance column, then press Submit

submit

Temporary Block/Card Closure

The temporary block (G block) can be put in the following cases:

- Card is lost/stolen/broken
- There's temporarily no need in a card's use (e.g.: maternity leave, temporary no need for expenses)
- Company's decree (e.g. if an employee doesn't render statements of his expenses)

The closure (A block) can be done in the following cases:

- No need in a card
- An employee's dismissal

Note: A card blocked by Program Administrator can be unblocked under the administrative message CorCrCa2 through CitiDirect, or via Citimanager request. A client will not be able to unblock his card if it is blocked on PA demand.

Therefore, in case a card with the same number is being issued (e.g. if a Cardholder has changed his last name), there's no need to block it. An administrative message for card reissuance will be enough. The Cardholder will be able to use his old card until the new one gets activated.

Otherwise the Cardholder will face the problem activating his new card. He will actually succeed in activating it, but in order to unblock it he'll need to apply to his PA.

In case a card with a new number is being issued, the old one should be blocked (F/L-depending on the reason for re-issue).

If a card is closed (A block) it's impossible to unblock it back.

Limit Change for a Card

In order to change spending limit for a card (which is done on the same page as where cards can be blocked), please do the following steps:
Write in the new value for a card's spending limit, monthly cash withdrawal limit/count
press "Submit"

Limit change

Настройки карты

НОВЫЙ РАСХОДНЫЙ ЛИМИТ *
20000

БЛОК-КОД
Unblock

ЛИМИТ НА СНЯТИЕ НАЛИЧНЫХ * ‡
1000

КОЛИЧЕСТВО СНЯТИЙ НАЛИЧНЫХ В МЕСЯЦ *
5

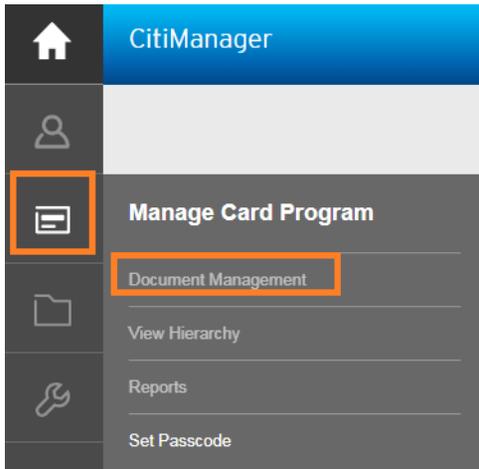
ЯЗЫК ФОРМИРОВАНИЯ ВЫПИСКИ ‡
RUSSIAN

СИТИБАНК CARDHOLDER ACCOUNT AGREEMENT
[Data protection notice \(DPN\)](#)

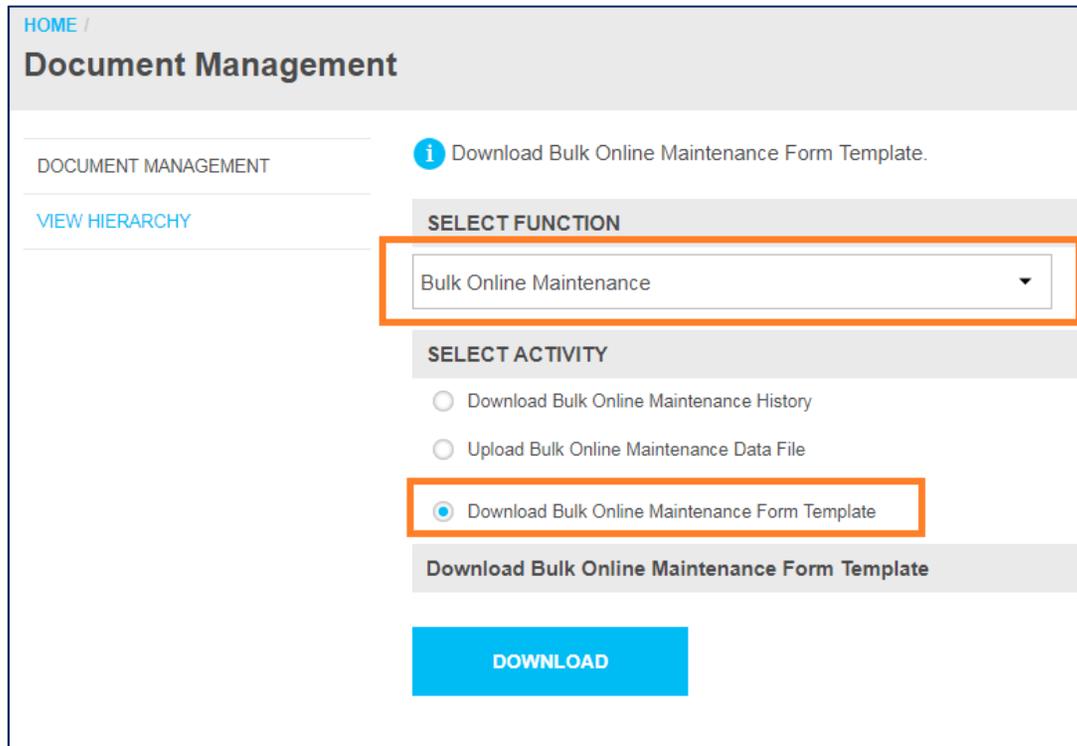
АО КБ СИТИБАНК

SUBMIT CANCEL

Bulk Limit Change for Cards



If you need to change limits for a large number of cards you can use **Bulk Online Maintenance (BOLM)** form



Select:
«Bulk Online Maintenance» ->
«Download Bulk Online Maintenance» ->
«Download»

Bulk Limit Change for Cards

Select hierarchy and press Download Excel template

HOME / DOCUMENT MANAGEMENT / Download Form Template

Download Bulk OLM form. Please select one or more

HIERARCHY

[-] [Redacted]

[x] [Redacted]

[+] [Redacted]

[Redacted]

[+] [Redacted]

[Redacted]

[Redacted]

[Redacted]

DOWNLOAD CANCEL

Please select a format to download:

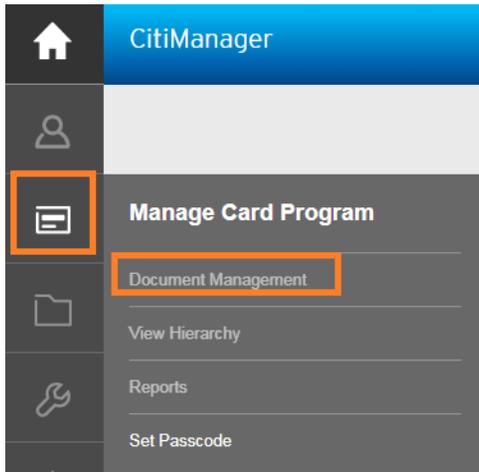
Download Excel Template

Download Text Template

DOWNLOAD CANCEL

Fill out the template (new line for each employee). **Note that the column Language preference of the applicant is mandatory**

| | A | B | C | D | E | F | G | |
|---|---|-----------------|---------------------------|--------------|------------------------------|----------------------------|-----------------|-----|
| 1 | Form ID | 333.Номер карты | 311.Новый расходный лимит | 310.Блок-код | 277.Лимит на снятие наличных | 278.Кол-во снятий наличных | 5081.Risk Level | 221 |
| 2 | System pre-filled data in the Please enter the 16 digit ac Введите новый расходный А-закрытие карты, G - врем Please enter ATM Cash with Please enter the cash withd Укажите буквенное значен | | | | | | | |
| 3 | 17224 | | | | | | | |



Bulk Limit Change for Cards

To upload the form use **Bulk online maintenance**> **Upload Bulk Online Maintenance Data File**

Press Browse and select the required file. Press Upload.

i Upload Bulk Online Maintenance File. The fields marked with asterisk (*) are mandatory.

SELECT FUNCTION

Bulk Online Maintenance

SELECT ACTIVITY

Download Bulk Online Maintenance History

Upload Bulk Online Maintenance Data File

Download Bulk Online Maintenance Form Template

UPLOAD BULK ONLINE MAINTENANCE DATA FILE

* SELECT FILE TO UPLOAD

BROWSE

UPLOAD

Bulk Limit Change for Cards

To check the file upload status select function – **Bulk Online Maintenance**-> select activity- **Download Bulk Online Maintenance History**

i Download Bulk Online Maintenance History

SELECT FUNCTION

Bulk Online Maintenance

SELECT ACTIVITY

Download Bulk Online Maintenance History

Upload Bulk Online Maintenance Data File

Download Bulk Online Maintenance Form Template

DOWNLOAD BULK ONLINE MAINTENANCE HISTORY

The Search Results screen displays based on the search criteria used.

i Please click on the link to download the appropriate file.

UPLOADED FILE:

FROM DATE:

TO DATE:

VIEWING 1-20 OF 23 | < | 1 | 2 | >

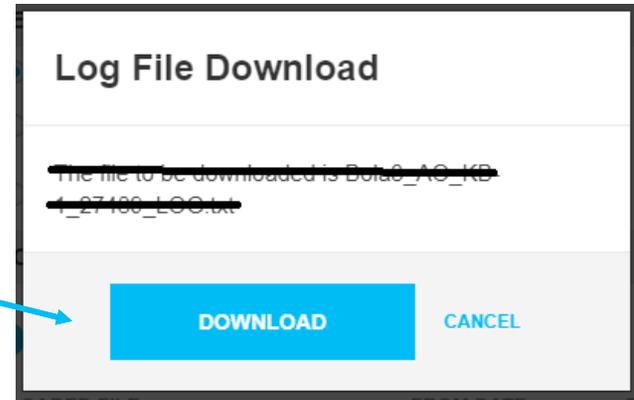
The generated Log-txt file contains information about the upload (successful upload or error description of every line). The file is always generated. The lines without errors are uploaded. Please, don't upload the correct lines for the second time in order not to create double applications. If you need to download this file press it.

| UPLOADED/ARRIVED FILE | UPLOADED/ARRIVED DATE | ORIGINAL ERROR FILE | ERROR DESCRIPTION FILE | STATUS |
|----------------------------|------------------------|----------------------------------|----------------------------------|-----------|
| [Redacted] | 17/06/2016 05:46:48 AM | [Redacted] R.xls | [Redacted] G.txt | Completed |
| [Redacted] | 16/06/2016 10:00:00 AM | [Redacted] | [Redacted] | Completed |

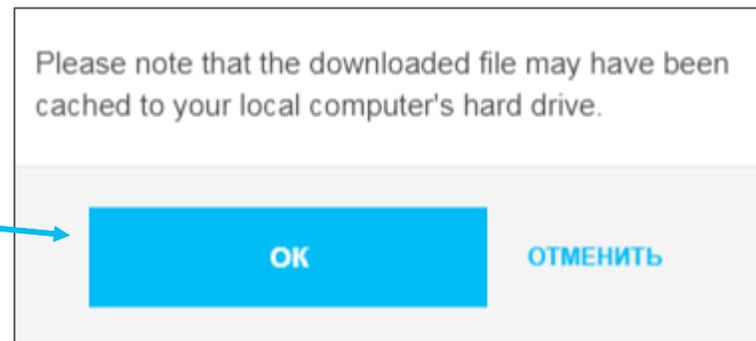


Bulk Limit Change for Cards

After selecting a file, display the following window: click "DOWNLOAD"



Next, the system will ask a question about your consent to download this file, click OK.



After downloading the file (in txt format) must be open. A file with this format will open in the NOTEPAD.



example



Corporate Card Maintenance not Available in CitiManager

In **Citimanager** the following functions are not available:

1. Card Class change
2. Card reissuance
3. Inactive card maintenance
4. Exclusion of a card from Fraud Monitoring

To perform these actions it is necessary to authorize administrative messages in CitiDirect.

The templates are

CorCrCa2 (Reissuance, Card Blocking, Card Unblocking)

CorCrCa3 (Card Class change, Limit Change)

CorCrCa4 (Exclusion of a card from Fraud Monitoring)

Please, ensure that an administrative message is received by the bank before 2 p.m. Moscow Time to be processed on the day of the receipt.

For **Urgent** Administrative Messages, please, use the following templates

CorCrCa7 – (Reissuance, Card Blocking, Card Unblocking)

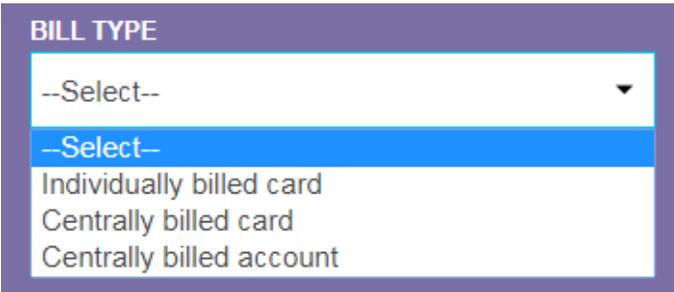
CorCrCa8 – (Card Class change, Limit Change)

CorCrCa9 – (Exclusion of a card from Fraud Monitoring)

Urgent administrative message fee is 5000 rubles.

View Statements

To view statements go to **Card Accounts** –
Select **country** and **Bill type** as shown below.
Press **“Search”**:



The screenshot shows the 'SEARCH FOR CARDS' form. The 'BILL TYPE' dropdown menu is highlighted with an orange box. The 'SEARCH' button is also highlighted with an orange box. The form includes fields for 'CARD FIRST NAME', 'CARD LAST NAME', 'CARD NUMBER', 'COUNTRY', 'CARD ACCOUNT STATUS', 'USERNAME', 'HIERARCHY DETAILS', 'HIERARCHY NAME', 'HIERARCHY UNIT', and 'NAME LINE 1'. There is also a 'LESS OPTIONS' button and a 'RESET' button.

Select the cardholder and press on
card number

VIEWING 1-20 OF 609 | < | 1 | 2 | 3 | 4 | 5 | > |

| CARD NUMBER | USERNAME | CARD NAME | STATUS | BILL TYPE |
|-------------|------------|------------|-------------------------|--------------------------|
| 000000 | [REDACTED] | [REDACTED] | Card closed by Customer | Individually billed card |
| 000000 | [REDACTED] | [REDACTED] | Card lost or stolen | Individually billed card |
| 000000 | [REDACTED] | [REDACTED] | Card closed by Customer | Individually billed card |



View Statements

CARD INFORMATION | EDIT >> **19 9199

CARD OVERVIEW

CARD NAME: ██████████ TOTAL CREDIT LIMIT: GBP 5.00 CREDIT BALANCE AVAILABLE: GBP 5.00

STATEMENTS

[RECENT](#)
[AUG 2018](#)
[JUL 2018](#)
[JUN 2018](#)
[MAY 2018](#)
[APR 2018](#)

[VIEW MORE](#)

CARD CONTACT INFO

CARD NUMBER: ██████████ ACCOUNT STATUS: - Card Active LAST NAME: ██████████
 ADDRESS LINE 1: ██████████ ADDRESS LINE 2: ██████████ CITY: ██████████
 COUNTRY: UNITED KINGDOM PHONE NUMBER: 0000000000000000 MOBILE PHONE NUMBER: ██████████
 FAX NUMBER: 0000000000000000 EMAIL ADDRESS: ██████████ ZIP/POSTAL CODE: ██████████

[BACK](#)

See on the **Statement** tab and **select the month** of a statement. You can also download the statement in Excel or PDF if needed.

If no transaction were made during the selected period you will see the corresponding message. You can also view **Unbilled transactions** (Recent activity) – those performed in the current period for which no statement is available yet.

When you click on the "**View Authorization**" tab, unrated transactions are displayed.

DOWNLOAD (CSV, XLS)

Recent Activity Transaction details, amount or date

[ADVANCED SEARCH >>](#)

| TRANSACTION DATE | POSTING DATE | TRANSACTION DETAILS | EXCHANGE RATE | AMOUNT |
|---|--------------|---------------------|---------------|--------|
| There has been no activity since your last statement. | | | | |

[BACK](#) [VIEW AUTHORIZATIONS](#)

View Accounts Summary (Statements, Unbilled Transactions)

In order to view accounts summary please select the tab “Card Accounts”, select country and the Bill type as “Centrally Billed Account”. Press “Search”.



Select the account and press “Card accounts”.

You can view and download the account statement (all cards’ transactions).

See on the “Statement”. You can also view and download the transactions after the last statement. Press “RECENT”.

HOME / Search by first or last name or card # Card Accounts

SEARCH FOR CARDS

Card Accounts

| | | |
|---------------------------------------|---|-----------------------------------|
| CARD FIRST NAME | CARD LAST NAME | CARD NUMBER |
| BILL TYPE Centrally billed account | COUNTRY All Countries | CARD ACCOUNT STATUS --Select-- |
| USERNAME | HIERARCHY DETAILS LOOKUP HIERARCHY | HIERARCHY NAME |
| HIERARCHY UNIT | NAME LINE 1 | |

LESS OPTIONS SEARCH RESET

DOWNLOAD (CSV, XLS)

Recent Activity

Transaction details, amount or date

| TRANSACTION DATE | POSTING DATE | TRANSACTION DETAILS | EXCHANGE RATE | AMOUNT |
|---|--------------|---------------------|---------------|--------|
| There has been no activity since your last statement. | | | | |

BACK VIEW AUTHORIZATIONS

CARD INFORMATION | EDIT >>

CARD OVERVIEW

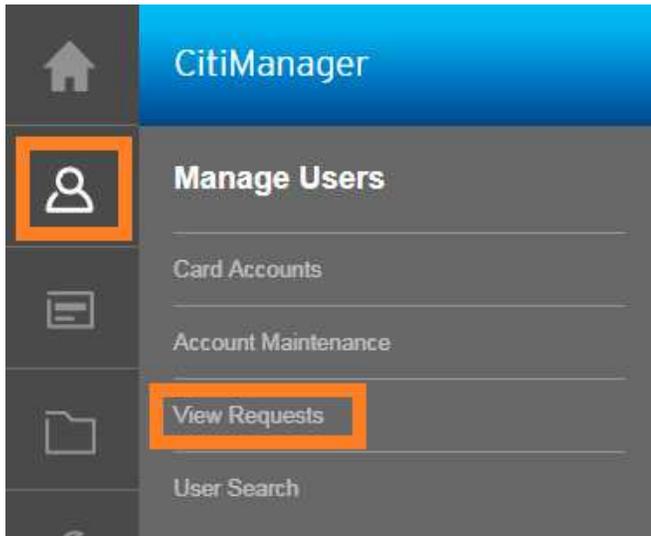
CARD NAME TOTAL CREDIT LIMIT GBP 5.00 CREDIT BALANCE AVAILABLE GBP 5.00

STATEMENTS

RECENT AUG 2018 JUL 2018 JUN 2018 MAY 2018 APR 2018

VIEW MORE

Manage Users (View requests)



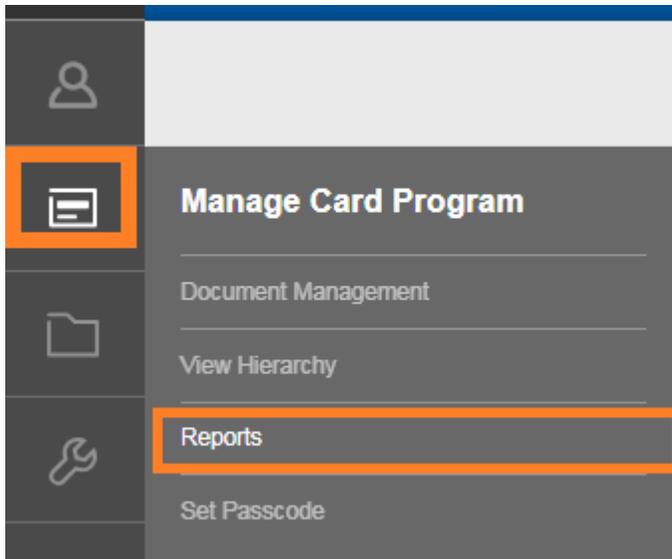
The screenshot displays the 'View Requests' page in CitiManager. The page header includes the CitiManager logo, user information (Welcome, Natalya), and a search bar. The main content area is titled 'SEARCH FOR REQUESTS' and features several search filters: REQUEST ID, FIRST NAME, LAST NAME, USERNAME, FROM DATE, TO DATE, and HIERARCHY DETAILS. A 'SEARCH' button is located at the bottom right of the search area. Below the search filters, there is a 'REFINE BY REQUEST TYPE' section with a list of request types and checkboxes, and a 'REFINE BY STATUS' section with a list of statuses and checkboxes. A 'REFINE SEARCH' button is located at the bottom of the refinement sections. To the right of the refinement sections is a table of requests with columns for REQUEST ID, NAME, STATUS, REQUEST TYPE, and LAST MODIFIED DATE. The table contains 15 rows of data, each representing a request. A 'DOWNLOAD (XLS)' button is located above the table. The page footer shows 'VIEWING 1-20 of 755' and pagination controls.

| REQUEST ID | NAME | STATUS | REQUEST TYPE | LAST MODIFIED DATE |
|------------|------------|---------------------------------------|---------------------------------|------------------------|
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 25/08/2018 10:38:09 PM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 08/09/2018 07:21:14 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 29/07/2018 03:02:41 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 29/07/2018 02:41:54 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 29/07/2018 02:14:35 AM |
| [REDACTED] | [REDACTED] | Processed | SEPA direct debit authorization | 31/07/2018 07:03:22 AM |
| [REDACTED] | [REDACTED] | Processed | SEPA direct debit authorization | 31/07/2018 07:03:22 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 28/07/2018 05:24:28 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 28/07/2018 04:57:46 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 14/08/2018 08:13:30 AM |
| [REDACTED] | [REDACTED] | Waiting for Card Application Approval | SEPA direct debit authorization | 08/08/2018 10:17:20 AM |
| [REDACTED] | [REDACTED] | Processed | SEPA direct debit authorization | 05/08/2018 01:58:09 AM |
| [REDACTED] | [REDACTED] | Processed | SEPA direct debit authorization | 11/04/2018 01:27:47 AM |
| [REDACTED] | [REDACTED] | Processed | SEPA direct debit authorization | 23/03/2018 03:07:06 AM |
| [REDACTED] | [REDACTED] | Processed | SEPA direct debit authorization | 20/03/2018 01:30:37 AM |

Here you can view pending user requests and reset registration details for the users. In order to find a user, please enter the needed data and press "Search"



Manage Card Program (Reports)



Here you can view different users' requests reports. Please, enter the needed parameters and press "Generate". See an example on the next slide.

ГЛАВНАЯ СТРАНИЦА /

Отчеты

i Просмотрите и создайте отчеты. Сообщите имя, От даты и К выбору даты обязателен. Разница между значениями в полях «С даты» и «До даты» не может превышать 31 день.

ПОИСК : ОТЧЕТЫ User activity report

* С ДАТЫ * ДО ДАТЫ С ДО ВРЕМЕНИ

СВЕДЕНИЯ ОБ ИЕРАРХИИ ДЕЙСТВИЕ ВЫПОЛНЕНО

[ПОИСК В ИЕРАРХИИ](#)

Manage Card Program (Reports)

Select Report name, then set the needed time frame “From date” “To date”, enter the needed username and select the needed action performed by the user. E.g.: if you need to know when a user logged in the system within a certain time frame, select “User logged in” action. Press “Generate”.

The screenshot displays the CitiManager interface for generating reports. The top navigation bar includes the CitiManager logo, company information (АО КБ СИТИБАНК - МС СВ - RU), user information (Welcome, Natalya), and a Citi logo. The main content area is titled "Reports" and includes a search section for reports. The search section is titled "SEARCH : REPORTS" and features a dropdown menu for "User activity report". Below this, there are several input fields: "* FROM DATE" (27/08/2018), "* TO DATE" (06/09/2018), "FROM TIME" (12:00 AM), and "TO TIME" (12:00 AM). There are also fields for "HIERARCHY DETAILS" (with a "LOOKUP HIERARCHY" link), "USERNAME", and "ACTION PERFORMED" (set to "User logged in"). A "LESS OPTIONS" button is visible on the left. A dropdown menu for "ACTION PERFORMED" is open, showing a list of actions such as "User added alternate user for CBC", "User confirmed payment", and "User logged in".

SEARCH : REPORTS User activity report

* FROM DATE: 27/08/2018 * TO DATE: 06/09/2018 FROM TIME: 12:00 AM TO TIME: 12:00 AM

HIERARCHY DETAILS
[LOOKUP HIERARCHY](#)

LESS OPTIONS

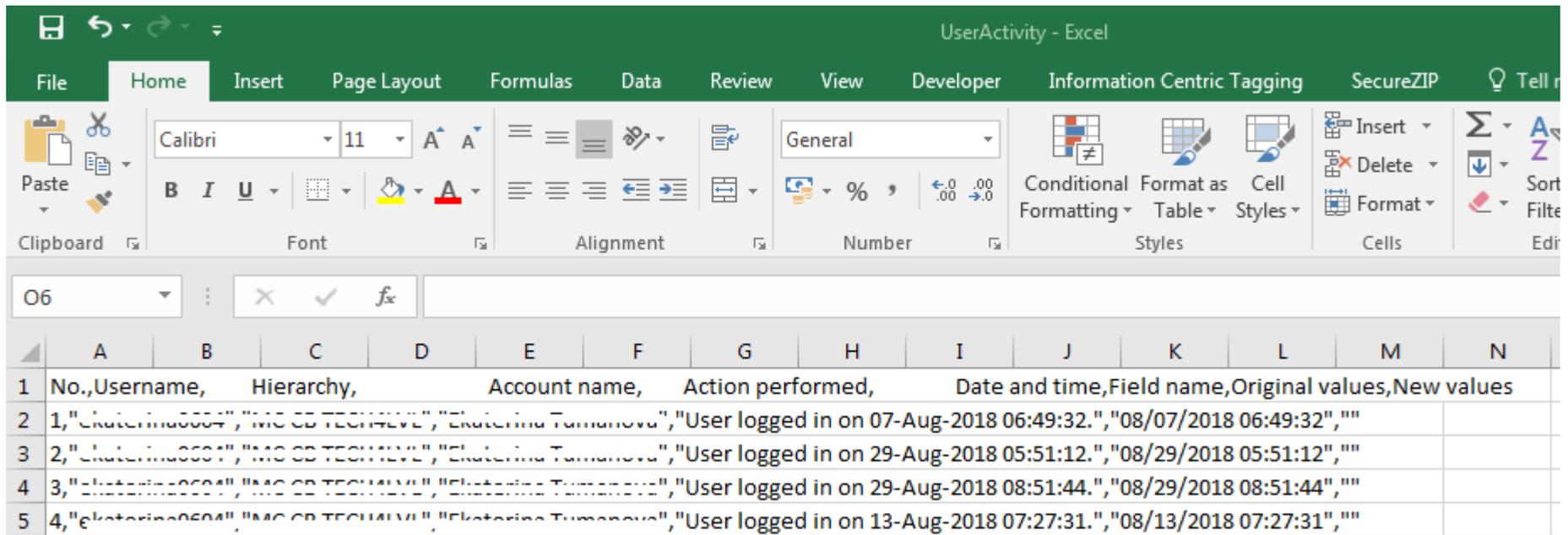
USERNAME

ACTION PERFORMED: User logged in

- User added alternate user for CBC
- User added alternate user for IBC
- User confirmed payment
- User confirmed refund request.
- User created new trip.
- User de-activated account
- User deleted alternate user for CBC
- User deleted alternate user for IBC
- User deleted refund request(s).
- User deleted trip.
- User deletes the FAQ document for a language and region combination
- User disconnected - timed out
- User disconnected - timed out.
- User does not provide a Consent preference
- User entered OTP has expired
- User entered incorrect answer.
- User entered wrong password
- User has modified other profile
- User has modified own profile
- User logged in

Manage Card Program (Reports)

An Excel file downloading will start immediately. Example:



| No. | Username | Hierarchy | Account name | Action performed | Date and time | Field name | Original values | New values |
|-----|-----------------|-------------------|----------------------|---|-----------------------|------------|-----------------|------------|
| 1 | "Ekaterina0604" | "MC CB TECHLEVEL" | "Ekaterina Tumanova" | "User logged in on 07-Aug-2018 06:49:32." | "08/07/2018 06:49:32" | | | |
| 2 | "Ekaterina0604" | "MC CB TECHLEVEL" | "Ekaterina Tumanova" | "User logged in on 29-Aug-2018 05:51:12." | "08/29/2018 05:51:12" | | | |
| 3 | "Ekaterina0604" | "MC CB TECHLEVEL" | "Ekaterina Tumanova" | "User logged in on 29-Aug-2018 08:51:44." | "08/29/2018 08:51:44" | | | |
| 4 | "Ekaterina0604" | "MC CB TECHLEVEL" | "Ekaterina Tumanova" | "User logged in on 13-Aug-2018 07:27:31." | "08/13/2018 07:27:31" | | | |

User search (reset password)

In order to reset password for a cardholder please select «User search» –then type in the cardholder’s name and press «Search», then «Reset Password»



The screenshot shows the 'SEARCH FOR USERS' form. The 'User Search' dropdown is selected. The 'LAST NAME' and 'USERNAME' fields are filled with redacted text. The 'SEARCH' button is highlighted with an orange box. Below the form, a table displays search results with columns: USERNAME, FULL NAME, CARD NUMBER, ROLE, EMAIL ADDRESS, and STATUS. The first result shows a redacted USERNAME and 'Activated' status.

The screenshot shows the 'User Details' page. The 'RESET PASSWORD' button is highlighted with an orange box. The page is divided into sections: 'CARD DETAILS' (with fields for USERNAME, ACCOUNT NAME, COMPANY NAME, and HIERARCHY DETAILS), 'CONTACT DETAILS' (with fields for COUNTRY, ZIP/POSTAL CODE, EMAIL ADDRESS, CONTACT NUMBER, and FAX NUMBER), and 'USER ROLE(S)'. Redacted text is visible in the USERNAME, ACCOUNT NAME, and EMAIL ADDRESS fields.

Commercial Cards Customer Service

Dear Clients,

thank you for your participation! To get more information or leave requests please contact us:

Russia +7 495 77 55 999

Kazakhstan +7 727 258 21 22

e-mail: commercialcardscustomerservices@citi.com

Best regards,

Citi Commercial Cards Customer Service