CitiManager® Cardholder *Quick Reference Guide*

How do I update my contact information?

1. Login to **citimanager.com/login**.
2. From the **Home** screen, click the **Cards** icon on the side navigation bar.
3. On the right-side of the screen, click the **Card Maintenance** link. If the **Country and Language** screen displays, verify your country and language preferences and click **Proceed**.
4. Update desired fields, scroll to the bottom of the page and click **Submit**.

How do I access statements electronically?

1. Login to **citimanager.com/login**.
2. From the **Home** screen, click the **Statements** icon on the side navigation bar.
3. From the **Statements** screen, click the **Download** link.
4. Choose desired format (e.g. PDF) and click **Download**.

This functionality is also available from the CitiManager App.

How do I view my card account summary?

1. Login to **citimanager.com/login**.
2. From the **Home** screen, click the **Cards** icon on the side navigation bar.
3. View the desired card account information in the Card Overview, Payments, Statements, Aging of Balance and Card Contact Info sections.

How do I sign up for e-mail and SMS Alerts?

1. Login to **citimanager.com/login**.
2. From the **Home** screen, click the **Alerts** icon on the side navigation bar.
3. Confirm your e-mail address and/or mobile number under **Contact Preferences**.
4. Select the e-mail and/or SMS alerts that you wish to receive by checking the corresponding box.
5. Agree to the Terms & Conditions and click **Save**.
6. To receive your SMS Alerts vis push notification, simply sign on to the CitiManager App, click **Profile** from the ☰ menu and toggle the **Notification** setting to "**On**".

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How do I reset my password?

1. Navigate to **www.citimanager.com/login**.
2. From the CitiManager Site **Login** screen, click **Forgot Password?**
3. Select the **Cardholder** role radio button. Complete the **Card Number** and **CVV** fields.
4. Validate your identity using one of the following: Date of Birth, Zip Code, or Challenge Question.
5. Choose a contact method where you would like to receive a one-time authentication code and validate that one-time code.
6. Setup your new CitiManager password by typing your new password in the **New Password** and **Confirm Password** fields and click **Save**.

How do I initiate a billing dispute online?

1. Login to **citimanager.com/login**.
2. From the **Home** screen, click the **Statement** icon on the side navigation bar to select the statement.
3. To dispute a transaction, click the **ellipsis** (...) link to display the additional transaction detail.

   Please note that a disputed transaction must be submitted within 60 days of the statement date. Multiple transactions are not allowed to be disputed at the same time.
4. Click the **Dispute** button.
5. From the **Dispute Reason** drop-down list, select the reason for the dispute, complete the required fields, and click **Continue**.
6. To be notified on the resolution of your dispute, turn on the **Dispute Resolution** Alert.
7. Review the dispute details, reason code and the additional details provided and click **Submit**.

   *Please note that if a message indicated a requirement to fax or mail additional dispute information when you selected the dispute reason, click the **Download Dispute Form** button and follow the instructions on the form.*