

Texas Commercial Card Program

Citi Contact and Website Information

Program Administrator

Day-to-day card program management inquiries:

- Processing New Card Applications
- Amendments to authorization controls
- Changes to operational processes and/or procedures
- Changes to core card program setup, structure, processes and/or procedures
- Spending limits
- To add/remove a Program Administrator
- To add/remove users to the CitiManager[®] portal, Citi[®] Custom Reporting System (CRS), Global Card Management Systems (GCMS)

Client Account Specialists (CAS): Barbara Wamsley, Kenneth Oliva,

Kaylen Woodard, Latora Belll Veronica Jackson, Manager Ph (855) 867-0772, Option 2 Fax (904) 954-7700 sotx.comcards@citi.com

- Password Resets
- Assist with building reports

 Assist with navigation and functionality of web-based tools: CitiManager[®] Card Management Portal, Citi[®] Custom Reporting System (CRS), Citi[®] Global Card Management System (GCMS)

Online/Web-based Tool Helpdesk Catherine Nicholas, Aletha Cross La' Crecia Cardona, Manager 855-867-0772, option 1, option 2 CCJAXL1HelpDesk@citi.com

For PA resources, including webinar training, please visit:

https://www.citibank.com/tts/sa/ texas_mn/ Ongoing Strategic and Relationship Management:

- Subject matter expert for commercial card products and corresponding services
- Card Program reviews.
- Program growth, New Products, Credit Increases, optimization.

Client Account Managers:

Brian Smith (214) 579-9574 brian.d.smith@citi.com

Todd Pardee (512) 677-5542 todd.william.pardee@citi.com

Sandra Alvarado (832) 282-1859 sandra.b.alvarado@citi.com

Fraud and Disputes:

- Report Suspected Fraud
- Dispute Transactions

(800) 248-4553