<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>Houston</td>
<td>October 2-3, 2018</td>
<td>University of Houston Hilton 4800 Calhoun Rd Houston, TX 77004</td>
</tr>
<tr>
<td>Dallas</td>
<td>October 16-17, 2018</td>
<td>Doubletree by Hilton Hotel Dallas Campbell Centre 8250 N. Central Expressway Dallas, TX 75206</td>
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<tr>
<td>Austin</td>
<td>October 30-31, 2018</td>
<td>Commons Learning Center J.J. Pickle Research Campus 10100 Burnet Road, Bldg. 137 Austin, TX 78758</td>
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</tbody>
</table>
State of Texas Working With Citi: Easy as 1 - 2 - 3

Agenda

- Introduction to Citi
  - Customer Service
  - Client Account Services
  - Technical Help Desk
  - Collections
  - Fraud Management
  - Quality and Training
  - Contact Information

- Citi Web-Based Resources

- Citi’s Online Tools

- Role of an Program Administrator
Goals & Objectives

This course is designed to assist you in achieving the following:

• Understand Citi’s Organizational support structure enabling you (PA) to best utilize the resources available to you and your program personnel.

• Gain insight into Citi’s Web-Based resources as well as our online tools that enable PAs to efficiently manage their programs.

• Gain insight into some of the electronic (digital) processes that Citi provides that are aimed at creating overall program management efficiency.
Introduction to Citi
**Introduction to Citi**

**Client-Facing Roles and Responsibilities**

<table>
<thead>
<tr>
<th>Group</th>
<th>Primary Role</th>
</tr>
</thead>
</table>
| Cardholder Customer Service   | **Customer Service Representatives**
|                               | Receive inbound calls from cardholders regarding general inquiries and requests, provide technical assistance and troubleshoot online access issues, and provide assistance with early stage delinquency inquiries.                  |
|                               | Provide after-hours and weekend support for emergency calls from PAs and handle “Do Not Strand” exceptions.                                                                                              |
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Cardholder Customer Service

Cardholder Customer Service – Fast Facts

• **Customer Service Number**
  – World Wide Toll Free **800.248.4553**
  – Collect Number **904.954.7314**

• **Hours of Operation:**
  – **24/7/365**

• **Primary Functions:**
  – Account Status Inquiry
  – Password Reset / Login Assistance
  – Pay by Phone
  – Available Credit / Balance Inquiry
  – Decline Authorization Inquiry
  – Demographic Updates
Dedicated Client Account Services

Client-Facing Roles and Responsibilities

<table>
<thead>
<tr>
<th>Group</th>
<th>Primary Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Account Services</td>
<td></td>
</tr>
<tr>
<td>Client Account Specialist (CAS)</td>
<td>Receives inbound calls, e-mails and faxes from the PA. Handles all account maintenance requests to include credit line increases, account closures, new account set ups, hierarchy structures, pilot programs and transitions.</td>
</tr>
</tbody>
</table>
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Dedicated Client Account Services

PA Client Services – Fast Facts

- **Client Account Service Team** – 855.867.0772 opt 2

- **Hours of operation:**
  - 7:00 AM to 8:00 PM ET
  - Monday – Friday
  - Support available outside of CAS standard hours via Senior CS reps 24x7

- **Primary functions:**
  - Daily operational needs
  - Account maintenance functions
  - Account reconciliation assistance
  - Emergency services
    - Account Setups
    - MCC template updates/changes
    - Credit/Cash limit increases
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Technical Help Desk

Client Facing Roles and Responsibilities

<table>
<thead>
<tr>
<th>Group</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations – Help Desk</strong></td>
<td></td>
</tr>
<tr>
<td>Level I Technical Help Desk</td>
<td>Receives inbound calls and emails from Program Administrators and Cardholders. Triage issues and make every attempt to resolve at point-of-call (POC). If cannot be resolved at this level, collect pertinent information from triaging issues and send to Level II for follow-up. Support PA and Cardholders with website related issues.</td>
</tr>
<tr>
<td>Level II Technical Help Desk</td>
<td>Handle complex inquiries routed from Level I or CAS that requires more specialized technical support. Work directly with Level III (Production Support) on coding/break-fix issues.</td>
</tr>
</tbody>
</table>
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Technical Help Desk

Help Desk – Fast Facts

Provide technical support on all Citi Online tools as well as registration issues, password resets, connectivity, and file delivery issues.

- **Primary functions:**
  - Answer client inquiries via phone and e-mail
  - Troubleshoot customer network/desktop connectivity issues
  - Provide custom (ad-hoc) report support

- **PA's:** 855.867.0772, then Option 1 for password resets and new user inquiries
- **Cardholders:** 800.248.4553 Option 1, then Option 1 for password resets and new user inquiries or Option 2 for all other reasons/issues.
  - Email: CCJAXL1HelpDesk@citi.com (PA and Cardholder)

- **Hours of operation:**
  - 5:30 AM to 8:00 PM CST
  - Monday – Friday
Collections – Fast Facts

• **Collections responsibilities**
  – Incoming calls from cardholders with due accounts
  – Outgoing calls on past-due accounts
  – PA inquiries on delinquent accounts

• Phone Number: **800.473.1393**

• Hours of operation:
  • 8:00 AM – 8:00 PM CST Monday – Friday
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Quality and Training

Customer Service Learning & Performance Solutions – Fast Facts

- **Citi Representative Training**
  - Dedicated and experienced Instructors
  - Formalized curriculum and assessments/certifications
  - Comprehensive four-week new employee training program including one-week transition from classroom to actual work environment
  - Continual refresher and up-training support

- **Quality Management**
  - Dedicated and experienced Quality Analysts
  - Comprehensive and value added call management system
  - 100% call recording
  - Listening goals: eight calls per agent/month
  - Performance trends drive training and coaching efforts
Citi’s Web-Based Resources
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Web-Based Resources
Your Citi/State of Texas Commercial Card Program Resource Link

Program Administrator Resources

- New PA
  - Program Administrator Form
  - Brochure: Citi Commercial Card Program for the State of Texas
  - Email message to cardholders - announce your upcoming card launch
  - Rebate PA email Updates
  - Rebate bank update form
- PA Central: General Forms, Guides & Applications
  - Application: Central Bill
  - Program Administrator Guide – your resource for card program management.
  - 3D Secure for Online Purchases
  - Chip & Pin Documentation
  - Digital Quick Reference Guide
Citi’s Online Tools:
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CitiManager
with single sign-on

1. Online Statements
   • Available via CitiManager Mobile and Classic

2. Online Maintenance
   • Secure & SOX compliant with audit capabilities and workflow approval capability
   • Real-time Program Updates / Changes, including hierarchy set-ups and transaction allocation
   • Online Application Processing
   • Online Payments Capabilities

3. Online Reporting & Audit
   • Scheduled & Ad-hoc reporting
   • Graphical Program Dashboard Summary Reports
   • Program Audit Tool (PAT)
   • Backed by 3 years of global data (GDR)

4. Online Training
   • Tools and demos to help in using CitiManager

5. Digital Convenience
   • Subscribe for up to ~30 email and SMS alerts
   • View statements, recent activity, and credit / balance information via CitiManager Mobile
Citi’s Reporting Module Provides Depth of Data Commensurate with the User Role or Need

- Executive Level
- Program Management (Department Leads)
- Administrator (Group Level)
- Depth of data can be summary or detail

Dashboards

Standard & Shared Reports

Ad Hoc Reporting

Role Specific Needs (Compliance, Public Record Requests)

Program Audit Tool
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CitiManager Non-Cardholder View

![CitiManager Non-Cardholder View](image-url)
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CitiManager Statements – Cardholder View
Online Applications (OLA) - PA View
State of Texas Working With Citi: Easy as 1-2-3

Online Applications (OLA)
Online Applications (OLA)

State of Texas Working With Citi: Easy as 1-2-3
Role of a Program Administrator
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Program Administrator Role

Program Administrators responsibilities includes:

• Establish and enforce policies and procedures
• Communication and training
• Internal audit requirements
• Establish controls to identify misuse and abuse
• Managing cardholder delinquency
• Payments and reconciliation (Centrally billed vs. Individually billed)
• Identify card type (Purchase, Travel, One Card, CLIBA)
• Who should receive a card
• Entitlement rights for non-cardholders
• Account Controls
• Establish timeframes (inactive cards/exiting/retiring employees)
• Expense reporting
Program Administrators manage the card program. An important part of this is to manage your cardholder accounts.

- The following can be done using CitiManager:
  - Raising/Lowering Credit Limits
  - Closing or Re-opening (V9) accounts
  - Helping to ensure addresses are correct
  - Transferring accounts between hierarchies
  - Closing accounts when a cardholder separates
  - Email statements pdf
  - Review decline authorizations
Managing Delinquency & Delinquency Reporting

- Closely monitor delinquency using reports within Reporting (CCRS). Run this report the day after cycle for the most accurate information.
- Contact the delinquent cardholder promptly.

**Delinquency Report**
- Owner: Brian Smith - citibsmnt2609
- Modified: 4/26/18 12:38:19 PM
- Delinquent Accounts - Detail Report

**Delinquent Card Accounts with Balance**
- Owner: Brian Smith - citibsmnt2609
- Modified: 9/7/17 1:30:07 PM
- Number of Accounts with delinquency and outstanding balance

**Delinquent Card Accounts with Balance and Last Transaction Date**
- Owner: Brian Smith - citibsmnt2609
- Modified: 9/7/17 1:30:08 PM
- Number of accounts with outstanding balance and last transaction date

**Delinquent Card Accounts with Balance by Status Code**
- Owner: Brian Smith - citibsmnt2609
- Modified: 9/7/17 1:30:07 PM
- Number of accounts with status code and outstanding balance
Questions and Discussion
Thank you.
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