

Citi Contact 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), CitiDirect® Card Management System (CCMS)

Client Account Specialists (CAS):

Darcie Carbone

Ph: (888) 836-5011, Opt 3, Ext. 9541108

Fax: (904) 954-7700

darcie.b.carbone@citi.com

General E-mail Box:

commercialcardcso@citi.com

Back up Contacts:

Tammatha Campbell

Ph: (888) 836-5011, Opt 3, Ext. 9541103

Fax: 904-954-7700

tammatha.campbell@citi.com

Verleen Alexander-Reed

Ph: (888) 836-5011, Opt 3, Ext. 9541101

Fax: 904-954-7700

verleen.alexanderreed@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), CitiDirect® Card Management System (CCMS)

Online/Web-based Tool Helpdesk

(800) 248-4553 option 1
CCJAXL1HelpDesk@citi.com

Ongoing Strategic and Relationship Management:

- Subject matter expert for commercial card products and corresponding services
- Conducting account reviews
- Helping you grow your program

Client Account Managers:

Maureen Bilbrey (703) 234-7319

maureen.bilbrey@citi.com

Kerri Escobedo (212) 816-6304

kerri.lynn.escobedo@citi.com

Fraud and Disputes:

- Report Suspected Fraud
 - Dispute Transactions
- (800) 248-4553