



Paper-free Account Statements

Frequently Asked Questions

1. What is going paper-free all about?

Citi® strives to improve the communities in which we serve and to protect the natural environment on which we all depend. As part of this commitment, Citi provides convenient electronic alternatives to traditional paper-based account statements.

2. What are the benefits of paper-free statements?

The benefits of paper-free statements include:

- Removal of paper from transaction processes
- Faster availability of account statements
- Receive optional e-mail and/or text message alerts informing you when your statement is ready to view
- Secure access to your statements at any time, from anywhere

3. Is there a cost for converting to paper-free statements?

Paper-free statements are provided for our Citi Commercial Cards clients at no cost.

4. How do I get started?

- Step 1: Login to citimanager.com/login
- Step 2: From the cardholder homepage, click the "Statement" tab
- Step 3: Click the "Go Paperless" sub-tab and acknowledge the Terms & Conditions
- Step 4: Check the box indicating that you DO want to STOP receiving paper statements
- Step 5: Click "I Agree" and confirm your e-mail address

5. What if I am not registered on the CitiManager® portal?

If you are not registered on the CitiManager portal yet, you will not be able to receive electronic billing statements or the timely e-mail notifications informing you that your statement is ready for online viewing.

6. How do I register on the CitiManager portal?

- Step 1: Access the CitiManager website at: citimanager.com/login
- Step 2: When the login page has loaded, select the link labeled “Self-Registration for Card Holder.”
- Step 3: You will then see the card and contact details screen. Here you will enter your credit card information as well as your address as it appears on the account. It is very important that your card number is exact without dashes or spaces. Please ensure that your name is typed exactly as it appears on the card. Once complete, click “Continue.”
- Step 4: The next screen you will see is the user ID and password creation screen. On this screen, choose a user name, password and set up your helpdesk verification question. The requirements for the user name and password will be displayed as you type them in, giving you guidance with your selections.

7. How do I access my statements on the CitiManager portal?

From the CitiManager homepage, click on the “Statement” tab at the top of the page. Select the statement date you wish to view and click the “Download” icon. Choose desired format and click “Download.”

8. How do I register to receive monthly e-mail and/or text message notification of my statement availability?

- Step 1: To be notified by e-mail and/or text message alert when a statement is available for viewing via the CitiManager portal, first-time users will need to register via the self-registration link located on the CitiManager home page (citimanager.com/login).
- Step 2: To be notified by e-mail and/or text message alert when a statement is ready, please select “Manage Alerts” from the Quick Links menu and choose whichever alerts you prefer. Once cardholders have access to the tool, the online features can be easily navigated by clicking the items across the tabs. Those items include the following:
 - My Card Account
 - Statement
 - Payments
 - My Profile
 - Resources

9. Is viewing an electronic statement on the Internet secure?

Your privacy and security are very important. Citi requires cardholders to use a browser with a minimum of 128-bit security encryption when accessing information online. This protection helps ensure that confidential information transferred between cardholders and Citi remain protected. For additional security, Citi also masks the first ten-digits of the account number.

10. If I have questions regarding accessing my statements online, whom should I contact?

Please contact Citi Customer Service at the number listed on the back of your card.