

# For more information

## Telephone

ConnectOne: **1-800-881-3938**

- > From outside the United States and Puerto Rico: Call the Citi Employee Services (CES) North America Service Center at **1-469-220-9600**. Press 1 when prompted.
- > If you use a TDD: Call the Telecommunications Relay Service at 711. Then call ConnectOne at **1-800-881-3938**. If you are calling from Puerto Rico and use a TDD, please call **1-866-280-2050**. Then call ConnectOne at **1-800-881-3938**.

## Web

Access Your Benefits Resources™ (YBR™) through the Total Comp @ Citi website at [www.totalcomponline.com](http://www.totalcomponline.com), available from the Citi intranet and the Internet.

| For information about these topics, plans, or programs  | Contact  | Telephone number/website  |
|---|--|---|
| <b>Beneficiary designations for:</b> <ul style="list-style-type: none"> <li>&gt; Basic Life insurance, Basic AD&amp;D insurance, Citigroup 401(k) Plan, Citibuilder 401(k) Plan for Puerto Rico, and Citigroup Pension Plan</li> <li>&gt; Group Universal Life (GUL) and Supplemental AD&amp;D insurance</li> </ul> | <p>Citi Benefits Center</p> <p>MetLife (GUL)</p> | <p>Call ConnectOne. From the ConnectOne main menu, choose the "pension, retiree health and welfare, and survivor benefits" option.</p> <p>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>.</p> <p><b>1-800-523-2984</b></p> <p>Visit the MetLife MyBenefits website through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>.</p> |
| <b>Benefits (health and welfare)</b>  | Citi Benefits Center                             | <p>Call ConnectOne. From the ConnectOne main menu, choose the "health and welfare benefits" option.</p> <p>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>.</p>  |
| <b>Live Well at Citi Program</b>  | Health Advocate and ActiveHealth                 | <p><b>1-866-449-9933</b></p> <p>Visit the <b>Citi Live Well Portal</b> through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> or to <a href="http://www.activehealthportal.net/citi">www.activehealthportal.net/citi</a>.</p>  |
| <b>COBRA coverage</b><br>(Consolidated Omnibus Budget Reconciliation Act)   | Citi Benefits Center                             | <p>Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.</p> <p>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>.</p>   |
| <b>Dental Plans</b>   | Cigna Dental HMO                                 | <p><b>1-800-244-6224</b></p> <p><a href="http://www.myCigna.com">www.myCigna.com</a></p> <p>(participants only)</p>   |
|   | MetLife Preferred Dentist Program (PDP)          | <p><b>1-888-832-2576</b></p> <p>Visit the MetLife MyBenefits website through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a></p>  |
| <b>Dependent Day Care Spending Account (DCSA)</b>   | Citi Benefits Center                             | <p>Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.</p> <p>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>. On YBR™, click "Dependent Care Spending Account" under "Health and Insurance."</p>  |

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| <b>Disability</b><br>To report a disability and for information about the Short-Term Disability (STD) and Long-Term Disability (LTD) benefits and the Family and Medical Leave Act (FMLA)  | MetLife              | Call ConnectOne. From the ConnectOne main menu choose the “disability” option.<br>Or contact MetLife directly:<br><b>1-888-830-7380</b><br>Visit the MetLife MyBenefits website through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> .           |
| <b>Employee Assistance Program (EAP)</b>   | Harris Rothenberg    | <b>1-800-952-1245</b><br><b>1-800-256-1604</b> (TDD)<br>Outside the United States, call collect to <b>212-422-8847</b> .<br><b>www.hriworld.com</b><br>User ID: resources<br>Password: for_you  |
| <b>General information</b><br>Eligibility, enrollment, general information about health and welfare benefits, qualified status changes (QSC), and continuing coverage after a termination of employment or while on a leave of absence                                   | Citi Benefits Center | Call ConnectOne. From the ConnectOne main menu, choose the “health and welfare benefits” option.<br>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> .  |
| <b>Group Universal Life (GUL)</b>  | MetLife              | <b>1-800-523-2894</b><br>Visit the MetLife MyBenefits website through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>   |
| <b>Health and Insurance coverage verification for:</b><br><ul style="list-style-type: none"> <li>&gt; Child Support</li> <li>&gt; Medicaid or other premium assistance</li> <li>&gt; Medicare</li> <li>&gt; Social Security Administration</li> <li>&gt; Etc.</li> </ul> | Citi Benefits Center | Call ConnectOne. From the ConnectOne main menu, choose the “health and welfare benefits” option.  |
| <b>Health Care Spending Account (HCSA)</b>   | Citi Benefits Center | Call ConnectOne. From the ConnectOne main menu choose the “health and welfare benefits” option.<br>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . On YBR™, click “Health Care Spending Account” under “Health and Insurance.” |
| <b>Health Savings Account (HSA)</b>  | ConnectYourCare      | <b>1-888-846-6414</b><br><b>www.connectyourcare.com</b>   |
| <b>HIPAA Certificate of Creditable Coverage</b>  | Citi Benefits Center | Call ConnectOne. From the ConnectOne main menu choose the “health and welfare benefits” option.   |
| <b>HMOs</b>  | Various Sources      | Refer to the list at <a href="https://www.citibenefitsonline.com/cit-1d1-health-medical-eds-web-ac.html">https://www.citibenefitsonline.com/cit-1d1-health-medical-eds-web-ac.html</a>  |
| <b>Insurance</b><br><ul style="list-style-type: none"> <li>&gt; Basic Life</li> <li>&gt; Basic Accidental Death and Dismemberment (AD&amp;D)</li> <li>&gt; Business Travel Accident/Medical</li> </ul>   | Citi Benefits Center | Call ConnectOne. From the ConnectOne main menu, choose the “health and welfare benefits” option.<br>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> .  |

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|--|---|---|
| <b>Limited Purpose Health Care Spending Account (LPSA)</b>   | Citi Benefits Center  | Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.<br>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . On YBR™, click "Limited Purpose Health Care Spending Account" under "Health and Insurance."   |
| <b>Long-Term Care (LTC) insurance</b>  | John Hancock Life Insurance Company (U.S.A.)                              | <b>1-800-222-6814</b>   |
| <b>Medical (non-HMOs plans)</b>  | Aetna (ChoicePlan 500, High Deductible Health Plan)                       | <b>1-800-545-5862</b><br><b>1-800-628-3323</b> (TDD)<br><a href="http://www.aetna.com">www.aetna.com</a>  |
|  | Empire BlueCross BlueShield (ChoicePlan 500, High Deductible Health Plan) | <b>1-866-290-9098</b><br><a href="http://www.empireblue.com/citi">www.empireblue.com/citi</a>   |
|  | Oxford Health Plans PPO (CT, NJ, NY tri-state area only)                  | <b>1-800-760-4566</b> (if you are not currently participating in the Plans) or <b>1-800-396-1909</b> (if you are currently participating in the Plans)  |
| <b>Prescription Drug Program</b><br>(ChoicePlan 500, High Deductible Health Plan, and Oxford PPO)<br>To refill an Express Scripts Home Delivery prescription using the automated system; for instructions on how your doctor can fax your prescription to the Express Scripts Pharmacy; to arrange credit card payment for all your Home Delivery pharmacy service orders<br><br>For prior authorization | Express Scripts   | <b>1-800-227-8338</b><br><b>1-800-899-2114</b> (TDD)<br><a href="https://member.express-scripts.com/preview/citigroup2013">https://member.express-scripts.com/preview/citigroup2013</a><br>(public site for Citi employees)<br><a href="http://www.express-scripts.com">www.express-scripts.com</a><br>(participants only)<br><br><b>1-800-224-5498</b> |
| <b>Supplemental AD&amp;D insurance</b>   | MetLife (GUL)   | <b>1-888-830-7380</b><br>Visit the MetLife MyBenefits website through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>   |
| <b>Transportation Reimbursement Incentive Program (TRIP)</b>   | Citi Benefits Center  | Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.<br>Visit YBR™ through Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . On YBR™, click "Transportation Reimbursement Incentive Program (TRIP)" under "Health and Insurance."                                  |
| <b>Vision Plan</b><br><b>For Plan information and laser vision correction providers/arrangements</b>   | Aetna   | <b>1-877-787-5354</b><br><b>Non-Members:</b> <a href="http://www.AetnaVisionOE.com/avp1">www.AetnaVisionOE.com/avp1</a><br><b>Members:</b> <a href="http://www.aetnavision.com">www.aetnavision.com</a>   |
| <b>Workers' Compensation</b>   | Constitution State Services Co.   | <b>1-800-243-2490</b>   |
| <b>Work/Life Program</b>   | Health Advocate   | <b>1-866-449-9933</b> , select option 2<br><a href="http://www.healthadvocate.com/citiworklife">www.healthadvocate.com/citiworklife</a><br>(no password required)   |

## CITI ON-SITE MEDICAL CLINICS

| <b>Jacksonville, FL</b>   |                              |
|---|------------------------------|
| 14000 Citicards Way   | <b>904-954-8262</b>          |
| Medical emergency number  | <b>904-954-8911</b>          |
| <b>Tampa, FL</b>  |                              |
| Citibank Center, Building C                                       | <b>813-604-4333</b>          |
| Medical emergency number  | <b>611</b>                   |
| <b>Jersey City, NJ</b>  |                              |
| 480 Washington Blvd., 8 <sup>th</sup> Floor                       | <b>201-763-1111</b>          |
| Medical emergency number  | <b>201-763-0263</b>          |
| <b>Warren, NJ</b>   |                              |
| 283 King George Road, Building C                                  | <b>908-563-5400</b>          |
| Medical emergency number  | <b>908-563-5412</b>          |
| <b>New York City</b>  |                              |
| 399 Park Ave., Level A/Zone 11, New York City                     | <b>212-559-3981</b>          |
| Medical emergency number  | <b>212-559-4357 (5-HELP)</b> |
| 111 Wall St., 23 <sup>rd</sup> Floor, Zone 12, New York City      | <b>212-657-7478</b>          |
| Medical emergency number  | <b>212-657-4357 (6-HELP)</b> |
| 388 Greenwich St., 5 <sup>th</sup> Floor, New York City           | <b>212-816-1460</b>          |
| Medical emergency number  | <b>212-816-1300</b>          |
| One Court Square, 9 <sup>th</sup> Floor, Zone 7, Long Island City | <b>718-248-2709</b>          |
| Medical emergency number  | <b>718-248-4357 (4-HELP)</b> |
| <b>San Antonio, TX</b>  |                              |
| 100 Citibank Drive, Building 3                                    | <b>210-357-8275</b>          |

## CITI HEALTH AND FITNESS CENTERS

| <b>Florida</b>  |                     |
|---|---------------------|
| 14000 Citicards Way, Bldg. A, Jacksonville                | <b>904-954-2630</b> |
| 3800 Citibank Center, Tampa                               | <b>813-604-4348</b> |
| <b>Warren, NJ</b>   |                     |
| 283 King George Road                                      | <b>908-563-9533</b> |
| <b>New York City</b>                                      |                     |
| 388 Greenwich St., 5 <sup>th</sup> Floor, New York City   | <b>212-816-0523</b> |
| One Court Square, 5 <sup>th</sup> Floor, Long Island City | <b>718-248-9571</b> |
| <b>Getzville, NY</b>                                      |                     |
| 580 CrossPoint Parkway                                    | <b>716-730-7926</b> |

| <b>CITI HEALTH AND FITNESS CENTERS</b> |                     |
|--|---------------------|
| <b>Texas</b>                           |                     |
| 100 Citibank Drive, San Antonio        | <b>210-677-6991</b> |
| 6400 Las Colinas Blvd, Irving          | <b>972-653-8890</b> |
| 3950 Regent Blvd, Irving               | <b>469-220-4177</b> |
| <b>Blue Ash, OH</b>                    |                     |
| 9997 Carver Rd                         | <b>574-993-1032</b> |
| <b>Meridian, ID</b>                    |                     |
| 2200 South Cobalt Way                  | <b>208-822-2331</b> |
| <b>Elk Grove Village, IL</b>           |                     |
| 50 Northwest Point Blvd                | <b>224-222-2509</b> |
| <b>Florence, KY</b>                    |                     |
| 4600 Houston Rd                        | <b>859-283-3882</b> |
| <b>McLeansville, NC</b>                |                     |
| 5450 Millstream Road                   | <b>336-522-1702</b> |
| <b>Hagerstown, MD</b>                  |                     |
| 14700 Citicorp Drive                   | <b>301-714-5738</b> |
| <b>Kansas City, MO</b>                 |                     |
| 7920 NW 110 <sup>th</sup> Street       | <b>816-420-1275</b> |
| <b>Las Vegas, NV</b>                   |                     |
| 8725 W. Sahara Blvd.                   | <b>702-797-4855</b> |
| <b>Sioux Falls, SD</b>                 |                     |
| 701 East 60 <sup>th</sup> Street N.    | <b>605-331-1922</b> |