

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.

Web

If you have intranet or Internet access, you can review many of your benefits and obtain benefits information and enroll through the Total Comp @ Citi website at **www.totalcomponline.com**, available from the Citi intranet and the Internet. From the “Quick Links” page, you can link to some of the Citi benefits providers without an additional login.

For information about these topics, plans, or programs	Contact	Telephone number/Web address
Beneficiary designations <ul style="list-style-type: none"> • Basic Life/AD&D, Citigroup 401(k) Plan, Citibuilder 401(k) Plan for Puerto Rico, and Citigroup Pension Plan • Group Universal Life (GUL)/Supplemental AD&D insurance 	Citi Benefits Center MetLife (GUL)	Call ConnectOne. From the ConnectOne main menu, choose the “pension and retiree health and welfare” option. Visit Total Comp @ Citi at www.totalcomponline.com . From the “Quick Links” page, click on “Your Benefits Resources™.” 1-800-523-2894 Visit Total Comp @ Citi at www.totalcomponline.com . From the “Quick Links” page, click on “MetLife MyBenefits Web Site”
Benefits (health and welfare)	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu, choose the “health and welfare benefits” option. Visit Your Benefits Resources through Total Comp @ Citi at www.totalcomponline.com . From the “Quick Links” page, click on “Your Benefits Resources™.”
Citi Live Well Program	Health Advocate and ActiveHealth	1-866-449-9933 Visit the Citi Live Well Portal through Total Comp @ Citi at www.totalcomponline.com or www.activehealthportal.net/citi .
COBRA coverage (Consolidated Omnibus Budget Reconciliation Act)	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu choose the “health and welfare benefits” option. Visit Total Comp @ Citi at www.totalcomponline.com . From the “Quick Links” page, click on “Your Benefits Resources™.”
Dental	CIGNA Dental HMO MetLife Preferred Dentist Program (PDP)	1-800-244-6224 www.mycigna.com (participants only) 1-888-832-2576 www.metlife.com/dental
Dependent Day Care Spending Account	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu choose the “health and welfare benefits” option. Visit Total Comp @ Citi at www.totalcomponline.com . From the “Quick Links” page, click on “Your Benefits Resources™.”

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Disability To report a disability and for information about the Short-Term Disability (STD) and Long-Term Disability (LTD) benefit and the Family and Medical Leave Act (FMLA) You can also report a disability to MetLife directly by phone or online.	MetLife	Call ConnectOne. From the ConnectOne main menu choose the "Managed Disability" option. 1-888-830-7380 Visit Total Comp @ Citi at www.totalcomponline.com . From the "Quick Links" page, click on "MetLife MyBenefits Web Site"
Employee Assistance Program (EAP)	Harris Rothenberg	1-800-952-1245 1-800-256-1604 (TDD) Outside the United States, call collect to 212-422-8847. www.harrisrothenberg.com User ID: resources Password: for_you
General information Eligibility, enrollment, general information about the health and welfare benefits plans, status changes, and continuing coverage after a termination of employment	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu, choose the "health and welfare benefits" option. Visit Total Comp @ Citi at www.totalcomponline.com . From the "Quick Links" page, click on "Your Benefits Resources™."
Group Universal Life (GUL)/Supplemental AD&D insurance	MetLife (GUL)	1-800-523-2894 Visit Total Comp @ Citi at www.totalcomponline.com . From the "Quick Links" page, click on "MetLife MyBenefits Web Site"
Health Savings Account	ConnectYourCare	1-888-846-6414 www.connectyourcare.com
HIPAA Certificate of Creditable Coverage	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.
HMOs	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu, choose the "health and welfare benefits" option.
Insurance <ul style="list-style-type: none"> Basic Life/Accidental Death and Dismemberment (AD&D) insurance Business Travel Accident/Medical insurance 	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu, choose the "health and welfare benefits" option.
Limited Purpose Health Care Spending Account	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option. Visit Total Comp @ Citi at www.totalcomponline.com . From the "Quick Links" page, click on "Your Benefits Resources™."
Long-Term Care insurance	John Hancock Life Insurance Co.	1-800-222-6814 http://grouppltc.jhancock.com User name: grouppltc Password: mybenefit
Medical (non-HMOs plans)	Aetna (ChoicePlan 500, High Deductible Health Plan-Basic and Premier) Empire BlueCross BlueShield (ChoicePlan 500) Oxford Health Plans PPO (CT, NJ, NY tri-state area only) UnitedHealthcare (Hawaii Health Plan)	1-800-545-5862 1-800-628-3323 (TDD) www.aetna.com 1-866-290-9098 www.empireblue.com/citi 1-800-760-4566 or 1-800-444-6222 www.oxhp.com 1-877-311-7845 1-800-842-0090 (TDD) www.provider.uhc.com/citigroup (public site for Citi employees) www.myuhc.com/groups/citi (participants only)

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Plan documents For the health and welfare plans	Benefits Handbook website	www.benefitsbookonline.com If you do not have access to the Citi intranet or the Internet, you can request a copy of the Plan documents at no cost to you by speaking with a Citi Benefits Center representative through ConnectOne at 1-800-881-3938. From the ConnectOne main menu, choose the "health and welfare benefits" option.
Prescription Drug Program (ChoicePlan 500, High Deductible Health Plan- Basic and Premier, and Hawaii Health Plan) 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 Prior authorization	Express Scripts	1-800-227-8338 1-800-899-2114 (TDD) https://member.express-scripts.com/preview/citigroup2009 (public site for Citi employees) www.express-scripts.com (participants only) 1-800-224-5498
Transportation Reimbursement Incentive Program (TRIP)	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option. Visit Total Comp @ Citi at www.totalcomponline.com . From the "Quick Links" page, click on "Your Benefits Resources™."
Vision For Plan information and laser vision correction providers/arrangements	Davis Vision	1-877-923-2847 Enter code 2227 www.davisvision.com
Workers' Compensation	Constitution State Services Co.	1-800-243-2490

CITI ON-SITE MEDICAL CLINICS	
Jacksonville, FL	
14000 Citicards Way	904-954-8262
Medical emergency number	904-954-8911
Tampa, FL	
Citibank Center, Building C	813-604-4333
Medical emergency number	611
Warren, NJ	
283 King George Road, Building C	908-563-5401
Medical emergency number	908-563-5412
New York metropolitan area	
399 Park Ave., Level A/Zone 11, New York City	212-559-3981
Medical emergency number	212-559-4357 (5-HELP)
111 Wall St., 23 rd Floor, Zone 12, New York City	212-657-7478
Medical emergency number	212-657-4357 (6-HELP)
388 Greenwich St., 5 th Floor, New York City	212-816-1460
Medical emergency number	212-816-1300
One Court Square, 9 th Floor, Zone 7, Long Island City	718-248-2709
Medical emergency number	718-248-4357 (4-HELP)
San Antonio, TX	
100 Citibank Drive, Building 3	210-357-8275

For More Information

CITI HEALTH AND FITNESS CENTERS	
Florida	
14000 Citicards Way, Bldg. A, Jacksonville	904-954-2630
3800 Citibank Center Tampa	813-604-4348
Albuquerque, NM	
9521 San Mateo N.E.	505-797-6198
Warren, NJ	
283 King George Road	908-563-9534
New York City	
388 Greenwich St., 5 th Floor, New York City	212-816-0523
One Court Square, 5 th Floor, Long Island City	718-248-9571
Getzville, NY	
580 CrossPoint Parkway	716-730-7926
Texas	
100 Citibank Drive, San Antonio	210-677-6991
6400 Las Colinas Blvd, Irving	972-653-8890
3950 Regent Blvd, Irving	469-220-4177
Blue Ash, OH	
9997 Carver Rd	574-993-1032
Meridian, ID	
2200 South Cobalt Way	208-822-2331
Elk Grove Village, IL	
50 Northwest Point Blvd	224-222-2509
Kentucky	
4600 Houston Rd, Florence	859-283-3882
12501 Lakefront Place, Louisville	502-522-2401
McLeansville, NC	
5450 Millstream Road	336-522-1702
Hagerstown, MD	
14700 Citicorp Drive	301-714-5738
Kansas City, MO	
7920 NW 110 th Street	816-420-1275
Las Vegas, NV	
8725 W. Sahara Blvd.	702-797-4855
Sioux Falls, SD	
701 East 60 th Street N.	605-331-1922