

# 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 "Welcome" page, click on the Health and Welfare Benefits link that appears under "Health & Welfare Benefits".

For information about these topics, plans, or programs	Contact	Telephone number/website
Beneficiary designations for: <ul style="list-style-type: none"> <li>• Basic Life/AD&amp;D, Citigroup 401(k) Plan, Citibuilder 401(k) Plan for Puerto Rico, and Citigroup Pension Plan</li> <li>• Group Universal Life (GUL)/Supplemental AD&amp;D insurance</li> </ul>	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 <b>www.totalcomponline.com</b> and click on "Beneficiary designations" under "Health and welfare benefits" or "Retirement and savings." <b>1-800-523-2894</b> Visit Total Comp @ Citi at <b>www.totalcomponline.com</b> and click on "Dental/Disability/Group Universal Life (GUL)."
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 <b>www.totalcomponline.com</b> and click on "Health and welfare benefits."
Citi Live Well Program	Health Advocate and ActiveHealth	<b>1-866-449-9933</b> Visit the <b>Citi Live Well Portal</b> through Total Comp @ Citi at <b>www.totalcomponline.com</b> or to <b>www.activehealthportal.net/citi/</b> .
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 <b>www.totalcomponline.com</b> and click on "Health and welfare benefits."
Dental Plans	Cigna Dental HMO	<b>1-800-244-6224</b> <b>www.mycigna.com</b> (participants only)
	MetLife Preferred Dentist Program (PDP)	<b>1-888-832-2576</b> <b>www.metlife.com/dental</b>
Dependent Day Care Spending Account (DSCA)	Citi Benefits Center	Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option. Visit Total Comp @ Citi at <b>www.totalcomponline.com</b> and click on "Spending accounts."

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<p><b>Disability</b></p> <p>To report a disability and for information about the Short-Term Disability (STD) and Long-Term Disability (LTD) Plan and the Family and Medical Leave Act (FMLA)</p> <p>You can also report a disability to MetLife directly by phone or online.</p>	MetLife	<p>Call ConnectOne. From the ConnectOne main menu choose the "Disability" option.</p> <p><b>1-888-830-7380</b></p> <p>Visit Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> and click on "Dental/Disability/Group Universal Life (GUL)."</p>
<b>Employee Assistance Program (EAP)</b>	Harris Rothenberg	<p><b>1-800-952-1245</b></p> <p><b>1-800-256-1604</b> (TDD)</p> <p>Outside the United States, call collect to <b>212-422-8847</b>.</p> <p><b>www.hriworld.com</b></p> <p>Password: for_you</p>
<p><b>General information</b></p> <p>Eligibility, enrollment, general information about health and welfare benefits, status changes, and continuing coverage after a termination of employment or while on a leave of absence</p>	Citi Benefits Center	<p>Call ConnectOne. From the ConnectOne main menu, choose the "health and welfare benefits" option.</p> <p>Visit Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> and click on "Health and welfare benefits."</p>
<b>Group Universal Life (GUL)/Supplemental AD&amp;D insurance</b>	MetLife (GUL)	<p><b>1-800-523-2894</b></p> <p>Visit Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> and click on "Dental/Disability/Group Universal Life (GUL)."</p>
<b>Health Care Spending Account (HSCA)</b>	Citi Benefits Center	<p>Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.</p> <p>Visit Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> and click on "Spending accounts".</p>
<b>Health Savings Account (HSA)</b>	ConnectYourCare	<p><b>1-888-846-6414</b></p> <p><b>www.connectyourcare.com</b></p>
<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	<p>Refer to the list under "Health care plans offered by Citi" in the Steps to Enrollment at</p> <p><b><a href="https://www.benefitsbookoline.com/enrollment/plans.html">https://www.benefitsbookoline.com/enrollment/plans.html</a></b>.</p>
<p><b>Insurance</b></p> <ul style="list-style-type: none"> <li>• Basic Life/Accidental Death and Dismemberment (AD&amp;D) insurance</li> <li>• Business Travel Accident/Medical insurance</li> </ul>	Citi Benefits Center	<p>Call ConnectOne. From the ConnectOne main menu, choose the "health and welfare benefits" option.</p> <p>Visit Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> and click on "Health and welfare benefits".</p>
<b>Limited Purpose Health Care Spending Account (LPSA)</b>	Citi Benefits Center	<p>Call ConnectOne. From the ConnectOne main menu choose the "health and welfare benefits" option.</p> <p>Visit Total Comp @ Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> and click on "Spending accounts".</p>
<b>Long-Term Care (LTC) insurance</b>	John Hancock Life Insurance Co.	<p><b>1-800-222-6814</b></p> <p><b><a href="http://groupptc.jhancock.com">http://groupptc.jhancock.com</a></b></p> <p>User name: groupptc</p> <p>Password: mybenefit</p>

For information about these topics, plans, or programs	Contact	Telephone number/website
Medical (non-HMOs plans)	Aetna (ChoicePlan 500, High Deductible Health Plan-Basic and Premier)	<b>1-800-545-5862</b> <b>1-800-628-3323</b> (TDD) <b>www.aetna.com</b>
	Empire BlueCross BlueShield (ChoicePlan 500, High Deductible Health Plan-Basic and Premier)	<b>1-866-290-9098</b> <b>www.empireblue.com/citi</b>
	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)
	UnitedHealthcare (Hawaii Health Plan)	<b>1-877-311-7845</b> <b>1-800-842-0090</b> (TDD) <b>www.myuhc.com/groups/citi</b> (participants only)
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;  For prior authorization	Express Scripts	<b>1-800-227-8338</b> <b>1-800-899-2114</b> (TDD) <b>https://member.express-scripts.com/preview/citigroup2012</b> (public site for Citi employees) <b>www.express-scripts.com</b> (participants only)
Prescription Drug Program (for Oxford PPO plan only)	Medco	<b>http://www.medcohealth.com</b>
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 <b>www.totalcomponline.com</b> and click on "Spending accounts".
Vision Plan For Plan information and laser vision correction providers/arrangements	Aetna	<b>1-877-787-5354</b> <b>www.AetnaVisionOE.com/avp1</b> <b>Members: www.aetnavision.com</b>
Workers' Compensation	Constitution State Services Co.	<b>1-800-243-2490</b>
Work/Life Program	Health Advocate	<b>1-866-449-9933</b> , select option 2 <b>www.healthadvocate.com/citiworklife</b> (no password required)

## For more information

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>Warren, NJ</b>	
283 King George Road, Building C	<b>908-563-5401</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>908-563-9534</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>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>