

For more information

By Phone

Call the Citi Benefits Center via ConnectOne: **1-800-881-3938**. When prompted, enter your user ID and PIN. If you don't have a ConnectOne PIN, follow the prompts to designate a PIN. Once you designate a PIN, you can use ConnectOne immediately,

- > From outside the United States, Puerto Rico, Canada and Guam: Call HR Shared Services (HRSS) at **1-888-809-8455**.
- > If you are hearing impaired and use a TDD in the United States: Call the Telecommunications Relay Service at 711. Then call ConnectOne as instructed above.
- > If you are hearing impaired and use a TDD in Puerto Rico: Call **1-866-280-2050** and then call ConnectOne as instructed above.

Online

Access Your Benefits Resources™ (YBR™) through the TotalComp@Citi website at **www.totalcomponline.com**, available from the Citi intranet and the Internet. From the main page, click on "Want to get somewhere fast" and then select the "Health and Insurance" option that appears under Your Benefits Resources. You will then be linked to the Your Benefits Resources home page.

Keep in mind that if you are an active employee and visit the TotalComp@Citi website from outside the Citi network, you'll need to use Multi-Factor Authentication (MFA) to view your benefits information. You'll be prompted to enter a one-time password that you'll receive by text message, automated voice call or by using a Remote Access SafeWord/Mobile Pass card.

This process ensures that your personal data as an employee has the same level of security that applies to our banking customers. For more information on MFA, please visit the TotalComp@Citi website and click the MFA link on the login page.

If you are no longer employed by Citi, you will need to visit the TotalComp@Citi website and access the appropriate link. You will be asked to provide the last 4 digits of your social security number as well as your date of birth and zip code. As a first time user, you will be prompted to create a user ID and password before setting up several security questions. Once completed, the computer will be registered and further attempts to log in will just require the user id and password you have created.

For information about these topics, plans, or programs	Contact	Telephone number/website
Beneficiary designations for: <ul style="list-style-type: none"> > Basic Life insurance, Basic AD&D insurance, Citigroup 401(k) Plan, Citibuilder 401(k) Plan for Puerto Rico, and Citigroup Pension Plan 	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the "pension, retiree health and welfare, and survivor benefits" option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com .
<ul style="list-style-type: none"> > Group Universal Life (GUL) and Supplemental AD&D insurance 	MetLife	Call MetLife at 1-888-830-7380 . Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .

For information about these topics, plans, or programs	Contact	Telephone number/website
Benefits (health and insurance)	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com .
COBRA coverage (Consolidated Omnibus Budget Reconciliation Act)	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com .
Dental Plans	Cigna Dental HMO	1-800-244-6224 www.myCigna.com (participants only) 1-800-244-6224 (pre-enrollment information)
Dependent Day Care Spending Account (DCSA)	MetLife Preferred Dentist Program (PDP) Citi Benefits Center	1-888-830-7380 Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com . Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com . On YBR™, click “Your Spending Account” under “Other Benefits.”
Disability To report a disability or apply for a Family Medical Leave	MetLife	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu choose the “disability” option, or; Contact MetLife directly at 1-888-830-7380 . Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .
Employee Assistance Program (EAP)	Harris, Rothenberg International (HRI), owned by Humana	1-800-952-1245 711 (TDD) then, 800-952-1245 Outside the United States, call collect to 212-422-8847 . www.harrisrothenberg.net User ID: resources Password: for_you
General information Eligibility, enrollment, general information about health and welfare benefits, qualified changes in status, and continuing coverage after a termination of employment or while on a leave of absence	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com .

For information about these topics, plans, or programs	Contact	Telephone number/website
Group Universal Life (GUL)	MetLife	1-888-830-7380 Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .
Health and insurance coverage verification for: <ul style="list-style-type: none"> > Child support > Medicaid or other premium assistance > Medicare > Social Security Administration > Etc. Health Care Spending Account (HCSA)	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the “health and welfare benefits” option. Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com . On YBR™, click “Your Spending Account” under “Other Benefits.”
Health Savings Account (HSA)	ConnectYourCare	1-888-846-6414 www.connectyourcare.com
Insurance <ul style="list-style-type: none"> > Basic Life > Basic Accidental Death and Dismemberment (AD&D) > Business Travel Accident/Medical Limited Purpose Health Care Spending Account (LPSA)	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com . Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com . On YBR™, click “Your Spending Account” under “Other Benefits.”
Live Well at Citi Program	Health Advocate, RedBrick Health and medical carriers	1-866-449-9933 Visit www.citibenefitsonline.com then Live Well at Citi 1-855-814-5595 (RedBrick) Visit TotalComp@Citi at www.totalcomponline.com , then click “want to get somewhere fast” then Live Well at Citi-RedBrick.
Long-Term Care (LTC) insurance Medical (HMOs)	John Hancock Life Insurance Company (U.S.A.) Various sources	1-800-222-6814 Refer to the list at https://www.handbook.citibenefitsonline.com/cit-1d1-health-medical-eds-web-ai.html .

For information about these topics, plans, or programs	Contact	Telephone number/website
Medical (non-HMO plans)	Aetna (ChoicePlan 500, High Deductible Health Plan)	1-800-545-5862 1-800-628-3323 (TDD) www.aetna.com
	Anthem BlueCross BlueShield (ChoicePlan 500, High Deductible Health Plan)	1-855-593-8123 www.anthem.com
	Oxford Health Plan (PPO plans in CT, NJ, and NY tri-state area only)	1-800-396-1909 https://www.oxhp.com/Member/MemberPortal/
	Prescription drug program (ChoicePlan 500, High Deductible Health Plan, and Oxford PPO) To refill an Express Scripts Home Delivery prescription using the automated system, for instructions on how your physician can fax your prescription to the Express Scripts Pharmacy, and to arrange credit card payment for all your Express Scripts Home Delivery pharmacy service orders For prior authorization	Express Scripts
Supplemental AD&D insurance	MetLife	1-888-830-7380 Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com
Transportation Reimbursement Incentive Program (TRIP)	Citi Benefits Center	Call ConnectOne at 1-800-881-3938 . From the ConnectOne main menu, choose the “health and welfare benefits” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com . On YBR™, click “Transportation Reimbursement Incentive Program (TRIP)” under “Health and Insurance.”
Vision Plan For Plan information and laser vision correction providers/arrangements	Aetna	1-877-787-5354 Non-Members: www.AetnaVisionOE.com/avp1 Members: www.aetnavision.com
Workers' Compensation	Constitution State Services Co.	1-800-243-2490
Work/Life Program	Health Advocate	1-866-449-9933 , select option #2 www.healthadvocate.com/citiworklife (no password required)

CITI ON-SITE MEDICAL CLINICS	
Jacksonville, FL	
14000 Citicards Way	904-954-8262
Medical emergency number	904-954-8911
Tampa, FL	
Citibank Center, Bldg. C	813-604-4333
Medical emergency number	611
Jersey City, NJ	
480 Washington Blvd., 8 th Floor	201-763-1111
Medical emergency number	201-763-0263
Warren, NJ	
283 King George Road, Bldg. C	908-563-5400
Medical emergency number	908-563-5412
New York City	
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, Bldg. 3	210-357-8275

CITI HEALTH AND FITNESS CENTERS	
Florida	
14000 Citicards Way, Bldg. A, Jacksonville	904-954-2630
3800 Citibank Center, Tampa	813-604-4348
Warren, NJ	
283 King George Road	908-563-9533
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 Pkwy.	716-730-7926
Texas	
100 Citibank Drive, San Antonio	210-677-6991
6400 Las Colinas Blvd, Irving	972-653-8890
Blue Ash, OH	
9997 Carver Road	574-993-1032
Meridian, ID	
2200 South Cobalt Way	208-822-2331
Elk Grove Village, IL	
50 Northwest Point Blvd	224-222-2509
Florence, KY	
4600 Houston Road	859-283-3882
Hagerstown, MD	
14700 Citicorp Drive	301-714-5738
Sioux Falls, SD	
701 East 60 th St. N	605-331-1922