

For More Information

By Phone

Call the Citi Benefits Center via ConnectOne at **1 (800) 881-3938**. When prompted, enter your ConnectOne ID and PIN. If you do not have a ConnectOne PIN, follow the prompts to designate a PIN. Once you designate a PIN, you can use ConnectOne immediately. Representatives are available from 8 a.m. to 8 p.m. ET, Monday through Friday.

- > From outside the United States, Puerto Rico, Canada and Guam: Call HR Shared Services (HRSS) at **1 (469) 220-9600**.
- > If you are hearing impaired and use a TDD in the United States: Call the Telecommunications Relay Service at 711 and 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 YBR™ home page.

Keep in mind that if you are an active employee and visit the TotalComp@Citi website from outside the Citi network, you will need to use Multi-Factor Authentication (MFA) to view your benefits information. You will be prompted to enter a one-time password that you will receive by text message or 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 on 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 four 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 require only the user ID and password you have created.

For Information About These Topics, Plans or Programs	Contact	Telephone Number/Website
Be Well Program	Humana (formerly Harris, Rothenberg International (HRI))	1 (800) 952-1245 711 (TDD), then 1 (800) 952-1245 Outside the United States, call collect to 1 (888) 809-8455 . www.hriworld.com User ID: resources Password: for_you
Beneficiary designations for:		
> Basic Life insurance, Basic Accidental Death and Dismemberment (AD&D) insurance, Citi Retirement Savings Plan (for U.S. and Puerto Rico) and Citigroup Pension Plan	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “pension or retiree health and insurance or survivor support” option.
> Group Universal Life (GUL) and Supplemental AD&D insurance	MetLife	Call MetLife at (888) 830-7380 . Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .

Citi Benefits

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 “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
Citi Retirement Savings Plan (for U.S. and Puerto Rico)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “401(k)” option. From outside the United States, Puerto Rico, Canada and Guam: Call HR Shared Services (HRSS) at +1 (469) 220-9600. From the “benefits” menu, choose the “401(k)” option. Visit the TotalComp@Citi website at www.totalcomponline.com . From the main page, click on “Want to get somewhere fast” and then select the “401(k) Retirement Savings” option that appears under Your Benefits Resources.
COBRA coverage (Consolidated Omnibus Budget Reconciliation Act)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
Dental Plans	MetLife Preferred Dentist Program (PDP)	1 (888) 830-7380 Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .
	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)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option. Visit the ConnectYourCare (CYC) website through TotalComp@Citi at www.totalcomponline.com . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
Disability To report a disability or apply for a Family Medical Leave	MetLife	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “disability or FMLA-related absences” option; or Contact MetLife directly at 1 (888) 830-7380 . Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .
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 “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
GUL insurance	MetLife	1 (888) 830-7380 Visit the MetLife MyBenefits website through TotalComp@Citi at www.totalcomponline.com .

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Health and insurance coverage verification for: <ul style="list-style-type: none"> > Child support; > Medicaid or other premium assistance; > Medicare; > Social Security Administration; and > Etc. 	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
Health Care Spending Account (HCSA)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option. Visit the ConnectYourCare (CYC) website through TotalComp@Citi at www.totalcomponline.com . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
Health Savings Account (HSA)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option. Visit the ConnectYourCare (CYC) website through TotalComp@Citi at www.totalcomponline.com . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
Insurance <ul style="list-style-type: none"> > Basic Life; > Basic AD&D; and > Business Travel Accident/Medical. 	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option. Visit YBR™ through TotalComp@Citi at www.totalcomponline.com .
Limited Purpose Health Care Spending Account (LPSA)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option. Visit the ConnectYourCare (CYC) website through TotalComp@Citi at www.totalcomponline.com . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
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 on “Want to get somewhere fast,” then Live Well at Citi-RedBrick.
Long-Term Care (LTC) insurance	John Hancock Life Insurance Company (U.S.A.)	1 (800) 222-6814
Medical (HMOs)	Various sources	Refer to the list at https://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 — Anthem Health Guide Member Services www.anthem.com > 24/7 Nurseline: 1 (877) 825-5276 > Precertification: 1 (855) 593-8123 > Coverage While Traveling: 1 (800) 810-2583 > High-Tech Image/Sleep Mgmt.: 1 (888) 953-6703 > BH Resource Center: 1 (866) 621-0554 > Web Dr. Visits: www.livehealthonline.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	Express Scripts	1 (800) 227-8338 1 (800) 899-2114 (TDD) www.express-scripts.com (participants only)
For prior authorization		1 (800) 224-5498
For the Accredo specialty drug pharmacy		1 (866) 413-4135
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 “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option. Visit the ConnectYourCare (CYC) website through TotalComp@Citi at www.totalcomponline.com . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
Vision Plan For Plan information and laser vision correction providers/arrangements	Aetna	1 (877) 787-5354 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/livewellworklife (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., 1 st Floor	(813) 604-4333
Medical emergency number	611
O'Fallon, MO	
1000 Technology Drive, 1 st Floor	(636) 261-6030
Medical emergency number	(636) 261-4000
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., 1 st Floor	(908) 563-5400
Medical emergency number	(908) 563-5412
New York City	
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
Irving (Dallas), TX	
6400 Las Colinas Blvd.	(Pending)
Florence, KY	
4600 Houston Road,	(Pending)

CITI FITNESS CENTERS	
Florida	
14000 Citicards Way, Bldg. A, Jacksonville	(904) 954-2630
3800 Citibank Center, Tampa	(813) 604-4348
Idaho	
2200 S. Cobalt Pt. Way, Meridian (Boise)	(208) 822-2331
Illinois	
50 Northwest Point Blvd., Elk Grove Village (Chicago)	(224) 222-2509
Kentucky	
4600 Houston Road, Florence	(859) 283-3882
Maryland	
14700 Citicorp Drive, Hagerstown	(301) 714-5738
New Jersey	
283 King George Road, Warren	(908) 563-9533
New York	
580 CrossPoint Pkwy. Getzville (Buffalo)	(716) 730-7926
One Court Square, 5 th Floor, Long Island City	(718) 248-9571
388 Greenwich St., 5 th Floor, New York City	(212) 816-0523
South Dakota	
701 East 60 th St. N, Sioux Falls	(605) 331-1922
Texas	
6400 Las Colinas Blvd., Irving (Dallas)	(972) 653-8890
100 Citibank Drive, San Antonio	(210) 677-6991