

# 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 My Total Compensation and Benefits website at **www.totalcomponline.com**, available from the Citi intranet and the Internet. From the main page, click on “Health and Insurance (YBR)”. You will then be linked to the YBR™ Health and Insurance page.

Keep in mind that if you are an active employee and visit the My Total Compensation and Benefits 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 My Total Compensation and Benefits 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 My Total Compensation and Benefits 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
<b>Be Well Program</b>	Humana	<b>1 (800) 952-1245</b> 711 (TDD), then <b>1 (800) 952-1245</b> Outside the United States, call collect to <b>1 (888) 809-8455</b> . <b>www.humana.com/eap</b> Username: resources Password: for you
<b>Beneficiary designations for:</b>		
> 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 <b>1 (800) 881-3938</b> . 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 <b>1 (888) 830-7380</b> . Visit the MetLife MyBenefits website through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> .

For Information About These Topics, Plans or Programs	Contact	Telephone Number/Website
<b>Benefits (health and insurance)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
<b>COBRA coverage</b> (Consolidated Omnibus Budget Reconciliation Act)	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
<b>Dental Plans</b>	MetLife Preferred Dentist Program (PDP)	<b>1 (888) 830-7380</b> Visit the MetLife MyBenefits website through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> .
	Cigna Dental HMO	<b>1 (800) 244-6224</b> <b>www.myCigna.com</b> (participants only) <b>1 (800) 244-6224</b> (pre-enrollment information)
<b>Dependent Day Care Spending Account (DCSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . 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 My Total Compensation and Benefits at <b>www.totalcomponline.com</b> . From the main page, click on “TRIP and Spending Accounts.”
<b>Disability</b> To report a disability or apply for a Family Medical Leave	MetLife	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “disability or FMLA-related absences” option; or Contact MetLife directly at <b>1 (888) 830-7380</b> .  Visit the MetLife MyBenefits website through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> .
<b>General information</b> 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 <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
<b>GUL insurance</b>	MetLife	<b>1 (888) 830-7380</b> Visit the MetLife MyBenefits website through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> .
<b>Health and insurance coverage verification for:</b> <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; and</li> <li>&gt; Etc.</li> </ul>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.

For Information About These Topics, Plans or Programs	Contact	Telephone Number/Website
<b>Health Care Spending Account (HCSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . 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 My Total Compensation and Benefits at <b>www.totalcomponline.com</b> . From the main page, click on "TRIP and Spending Accounts."
<b>Health Savings Account (HSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . 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 My Total Compensation and Benefits at <b>www.totalcomponline.com</b> . From the main page, click on "TRIP and Spending Accounts."
<b>Insurance</b> > Basic Life; > Basic AD&D; and > Business Travel Accident/Medical.	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne "benefits" menu, choose the "health and insurance benefits as well as TRIP and spending accounts" option. Visit YBR™ through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> .
<b>Limited Purpose Health Care Spending Account (LPSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . 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 My Total Compensation and Benefits at <b>www.totalcomponline.com</b> . From the main page, click on "TRIP and Spending Accounts."
<b>Live Well at Citi Program</b>	Health Advocate RedBrick Health and medical carriers	<b>1 (866) 449-9933</b> Visit <b>www.citibenefits.com</b> , then Live Well at Citi. <b>1 (855) 814-5595</b> (RedBrick) Visit My Total Compensation and Benefits at <b>www.totalcomponline.com</b> , then click on "RedBrick Health (Health Assessment & Rewards)."
<b>Medical (HMOs)</b>	Various sources	Refer to the list in "2020 Insured HMOs" under the <i>Medical</i> section.
<b>Medical (non-HMO plans)</b>	Aetna (ChoicePlan 500, High Deductible Health Plan)	<b>1 (800) 545-5862</b> <b>1 (800) 628-3323</b> (TDD) <b>www.aetna.com</b> <b>Teladoc: 1 (800) 545-5862; 1 (800) 628-3323 (TDD)</b>
	Anthem BlueCross BlueShield (ChoicePlan 500, High Deductible Health Plan)	<b>1 (855) 593-8123</b> — Anthem Health Guide Member Services <b>www.anthem.com</b> > 24/7 Nurseline: <b>1 (877) 825-5276</b> > Precertification: <b>1 (855) 593-8123</b> > Coverage While Traveling: <b>1 (800) 810-2583</b> > High-Tech Image/Sleep Mgmt.: <b>1 (888) 953-6703</b> > BH Resource Center: <b>1 (866) 621-0554</b> > Web Dr. Visits: <b>www.livehealthonline.com</b>
<b>MetLaw Legal Plan</b>	MetLife	<b>1 (800) 821-6400</b> <b>Members: https://members.legalplans.com</b>

For Information About These Topics, Plans or Programs	Contact	Telephone Number/Website
<b>Prescription drug program</b> (ChoicePlan 500 and High Deductible Health Plan) To refill a CVS Caremark Mail Order prescription using the automated system, for instructions on how your physician can fax your prescription to CVS Caremark and to arrange credit card payment for all your CVS Caremark Mail Order prescriptions For prior authorization	CVS Caremark	<b>1 (844) 214-6601</b> <b>1 (800) 863-5488 (TDD)</b> <b>www.caremark.com</b> (participants only)
For the CVS Caremark Specialty drug pharmacy		<b>1 (844) 214-6601</b> <b>1 (800) 237-2767</b> <b>Available 6:30 a.m. to 8:00 p.m. (CT), Monday through Friday.</b>
<b>Supplemental AD&amp;D insurance</b>	MetLife	<b>1 (888) 830-7380</b> Visit the MetLife MyBenefits website through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> .
<b>Transportation Reimbursement Incentive Program (TRIP)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . 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 My Total Compensation and Benefits at <b>www.totalcomponline.com</b> . From the main page, click on “TRIP and Spending Accounts.”
<b>Vision Plan</b> For Plan information and laser vision correction providers/arrangements	Aetna	<b>1 (877) 787-5354</b> Members: <b>www.aetnavision.com</b>
<b>Workers' Compensation</b>	Constitution State Services Co.	<b>1 (800) 243-2490</b>

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, Bldg., 1 <sup>st</sup> Floor	<b>(813) 604-4333</b>
Medical emergency number	<b>611</b>
<b>O'Fallon, MO</b>	
1000 Technology Drive, 1 <sup>st</sup> Floor	<b>(636) 261-6030</b>
Medical emergency number	<b>(636) 261-4000</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>New York City</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 (closing June 2020)	<b>(718) 248-2709</b>
Medical emergency number	<b>(718) 248-4357 (4-HELP)</b>

<b>CITI ON-SITE MEDICAL CLINICS</b>	
<b>San Antonio, TX</b>	
100 Citibank Drive, Bldg. 3	<b>(210) 357-8275</b>
<b>Irving (Dallas), TX</b>	
6460 Las Colinas Blvd.	<b>(972) 655-5000</b>
<b>Florence, KY</b>	
4600 Houston Road, Bldg. 2, 1 <sup>st</sup> Floor	<b>(859) 283-3613</b>

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