

To: Puerto Rico employees  
From: Human Resources — Global Benefits  
Date: October 2023  
Subject: Upcoming annual benefits enrollment for 2024

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The annual benefits enrollment period for Citi health and insurance benefits for the 2024 plan year is from October 9 to October 27, 2023. Enclosed are the 2024 Annual Enrollment guide for employees in Puerto Rico and legal notices to help you make your decisions.

- **The 2024 Annual Enrollment guide:** This guide summarizes what you need to know about Citi's health and insurance benefits for 2024 and provides instructions on how and when to enroll in your 2024 benefits coverage.
- **Legal notices:** The following notices are required to be distributed to individuals eligible for Citi health and insurance benefits:
  - Important Notice About Your Citi Prescription Drug Coverage and Medicare;
  - Women's Health and Cancer Rights Act Notice;
  - Newborns' and Mothers' Health Protection Act Notice;
  - Your Health Insurance Portability and Accountability Act Rights; and
  - Notice of HIPAA Privacy Practices.

Please read these materials for details and instructions on how to access additional resources.

#### **Summaries of benefits and coverage (SBCs)**

U.S. Health Care Reform law requires that Citi provide you with a uniform summary of benefits and coverage (SBC) for each health coverage option available for the 2024 plan year. The SBCs will be available in October. Visit [www.citibenefits.com](http://www.citibenefits.com), click on "Menu" then click "Forms & Documents."

If you are unable to access the SBCs online, paper copies of the SBCs are available free of charge by calling the Citi Benefits Center through ConnectOne at **1 (800) 881-3938**. From the ConnectOne "benefits" menu, choose the "health and insurance benefits" option. You can speak with a representative from 8 a.m. to 8 p.m. ET, Monday through Friday, excluding holidays.

**From outside the United States, Puerto Rico and Canada:** Call the Human Resources Shared Services (HRSS) North America Service Center at **1 (469) 220-9600**. Press 1 when prompted. From the ConnectOne "benefits" menu, choose the "health and insurance benefits" option.

**TDD users** can call the Telecommunications Relay Service at **1 (866) 280-2050**. Then call ConnectOne as instructed above.

#### **Need to reset your Triple-S password?**

- Go to [www.ssspr.com](http://www.ssspr.com) and click on "Connect."
- Choose "Forgot your password?"
- Complete the form and click "Send me the instructions." You will receive an email with a link. If you forgot the email you signed up with, contact Triple-S Salud CSR at **1 (787) 774-6098**. After the account is reset, you will have to register again, like you did the first time, with your new email address.
- Click on the link provided in the email to complete the required information.
- Upon completion, you will be redirected to your registered profile, and your password information will be updated.





# 2024 Annual Benefits Enrollment Guide

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## Get Started Today

Annual Benefits Enrollment is your opportunity to make decisions about your health and insurance coverage for next year. Get started today by:

- Considering the options available to you, and taking advantage of the resources to help you decide which coverage is right for you and your family;
- Enrolling by the October 27 deadline; and
- Participating in Healthy Choices Rewards. You can take steps toward improving your health and earn money to help offset the cost of benefits coverage.

## Enrollment Period for 2024 Benefits Coverage: October 9 – 27

Your benefits enrollment period is **October 9 – October 27, 2023**. Your enrollment deadline is 8 p.m. ET on October 27, if you enroll through a Citi Benefits Center representative, or 11:59 p.m. ET on October 27 if you enroll online. Your new coverage begins on January 1, 2024. **If you are newly eligible for benefits, please see page 7 for more information.**

## Changes for 2024

For the 2024 plan year:

- Your **contributions for medical and dental coverage** will increase by 6%.
- **MetLife Legal Plans** has partnered with **Family First** to provide customized caregiving solutions. If you enroll in legal coverage through MetLife Legal Plans for the 2024 plan year, you'll receive unlimited access to a confidential, multi-disciplinary team of highly trained experts (physicians, social workers and counselors) to support your unique caregiving situation and create a holistic care plan for your loved one.

Caregiving services include:

- Reviewing your situation in detail to provide customized caregiving guidance and support.
- Providing expert information about a variety of caregiving options, including eldercare, care for cognitive issues/dementia, hospice, homecare, substance abuse/addiction treatment and more.
- Developing a personalized care plan for your loved one.
- Offering support for your own needs as a caregiver.

There is no additional cost for these expanded services through Family First.

Through MetLife Legal Plans, you can also access attorneys who have experience with eldercare matters, such as:

- Nursing home agreements
- Estate planning documents

## **Take Action If You Want to Make a Change for 2024**

**If you don't actively elect your benefits during Annual Benefits Enrollment, you'll automatically be enrolled in the same coverage as you were during the 2023 plan year.** You won't be able to change most of your benefits coverage until the Annual Benefits Enrollment period for the 2025 plan year, unless you have a qualified change in status. Please note that your Vacation Purchase Program days do not carry over. In addition, if you don't actively enroll, you won't earn Healthy Choices Rewards. Learn more about Healthy Choices Rewards on page 7.

## Review and Enroll

Below are resources to help you as you review and enroll. Use this checklist as your guide to get started.

✓ Things to Do
<b>Review</b>
<input type="checkbox"/> <b>Review health plan details.</b> View the 2024 Triple-S health plan information on Your Benefits Resources™ (YBR™), available through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . The 2023 Summary Plan Description (SPD) for Puerto Rico contains current plan details and is available at <a href="https://handbook.citibenefitsonline.com">https://handbook.citibenefitsonline.com</a> . Scroll to the bottom of the home page to find the link for the SPD. The 2024 SPD will be available online in the first quarter of 2024.
<input type="checkbox"/> <b>Know your health care costs.</b> You can visit Your Benefits Resources™ through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> to review your current coverage. Use this information to estimate your expected out-of-pocket medical costs for next year. Remember that plan details and costs can change from year to year, even in the same plan.
<input type="checkbox"/> <b>Find an in-network health care provider.</b> Verify that your providers participate in the Triple-S network by visiting the Triple-S website at <a href="http://www.ssspr.com">www.ssspr.com</a> . For the list of Aetna Vision providers, go to <a href="http://www.aetnavision.com">www.aetnavision.com</a> and click on “Find a Provider.”
<input type="checkbox"/> <b>Consider who you’ll cover during the 2024 plan year.</b> If your spouse/partner has benefits coverage or access to coverage elsewhere, decide which plan offers the most value. Sometimes it makes sense for one of you to cover your children and the other to enroll in “employee only” coverage rather than one of you enrolling in coverage for the entire family.

<b>Enroll</b>
<input type="checkbox"/> <b>Enroll in your benefits</b> for 2024 on Your Benefits Resources™ through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . You can also call the Citi Benefits Center at <b>1 (800) 881-3938</b> . See page 5 for instructions on how to enroll.
<input type="checkbox"/> <b>Complete the Health Assessment</b> on the Triple-S website at <a href="http://www.ssspr.com">www.ssspr.com</a> between <b>October 1</b> and <b>November 12</b> . You’ll learn about your overall health status and earn a Healthy Choices Reward.

### Reminder: Is your beneficiary information current?

When you enroll for benefits, don’t forget to update your beneficiary information, if necessary. If you are enrolled in the Group Universal Life (GUL) insurance, and would like to update your beneficiary information, you must do so directly with MetLife. Visit My Total Compensation and Benefits at [www.totalcomponline.com](http://www.totalcomponline.com) and click on “Group Universal Life” under “Want to get to our best in class vendors fast?” to connect to the MetLife MyBenefits website and update your beneficiary information.

### Get a Wellness Check-up so You Can Provide the Most Current Data When You Complete the Health Assessment and Earn a \$100 Healthy Choices Reward!

The average cost of a routine doctor’s visit is more than \$100. However, when you visit in-network providers in the Triple-S medical plan, routine preventive care services, such as physical exams, ob-gyn exams and mammograms, are covered at 100% without first having to pay a deductible.

You can use the results of your visit to update your Health Assessment, accessible through the Triple-S website at [www.ssspr.com](http://www.ssspr.com) between **October 1** and **November 12**. When you do, you’ll earn a \$100 reward. Covered spouses/partners can earn a separate \$100 reward as well.

### **Reminder: Is Your Home Address Up to Date in Citi Records?**

Important information — such as enrollment confirmations and health plan ID cards — will be mailed to your home address, as reflected in Citi records. To update your address:

- Visit Citi For You at <https://citiforyou.citigroup.net>. From the home page, look for “Workday” in the top navigation; then select the “Personal Information” link on the right side of the page, then click “Addresses” and finally “Edit.”
- If you don’t have access to Citi For You, please call ConnectOne at **1 (800) 881-3938**. From the “Payroll & HR Policy Administration” menu, select the “Employees without access to Citi For You” option. You can speak with a representative from 8 a.m. to 8 p.m. ET, Monday through Friday, excluding holidays. For TDD and international assistance, please see the contact information on page 9.

In addition to updating your address, be sure to verify all other personal information in Workday.

## **How to Enroll for 2024**

You can enroll for 2024 plan year benefits online or by phone from **October 9 to October 27**. Don’t miss your opportunity to make changes to your health and insurance benefits for the 2024 plan year.

- **Online:** Visit Your Benefit Resources™ (YBR™) through My Total Compensation and Benefits at [www.totalcomponline.com](http://www.totalcomponline.com). If you visit My Total Compensation and Benefits 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 a Remote Access SafeWord/Mobile Pass card. Be sure that your home and cell phone numbers are up to date on Marketplace to receive the MFA password. This ensures that your personal data, as an employee, has the same level of security that applies to our banking customers.
- **By Phone:** Speak with a Citi Benefits Center representative. Call the Citi Benefits Center via ConnectOne at **1 (800) 881-3938**. From the “benefits” menu, select the “health and insurance benefits” option. You can speak with a representative from 8 a.m. to 8 p.m. ET, Monday through Friday, excluding holidays. A representative can answer your questions and take your 2024 plan year enrollment elections. The Citi Benefits Center has translators available who speak Spanish and English. You may request a translator to participate in your call as needed.

For TDD and international assistance, please see the contact information on page 9.

### **After You Enroll**

An enrollment confirmation statement will be mailed to your address of record in early December. Be sure your home address is up to date in Citi records. See the “Reminder” message above for instructions on how to update your home address, if necessary.

If you have any questions about or need to correct any information on your confirmation statement, call the Citi Benefits Center via ConnectOne at **1 (800) 881-3938** within 31 days after the date on the confirmation statement to correct any errors. From the “benefits” menu, select the “health and insurance benefits” option. You can speak with a representative from 8 a.m. to 8 p.m. ET, Monday through Friday, excluding holidays. For TDD and international assistance, please see the contact information on page 9.

## **Enrolling in Group Universal Life (GUL) or Supplemental Accidental Death and Dismemberment (AD&D) Insurance**

While enrolling in health coverage during Annual Benefits Enrollment, you may want to consider whether your life insurance needs have changed during the year, requiring an adjustment to your life insurance coverage. Although enrolling in GUL or Supplemental AD&D insurance isn't part of Annual Benefits Enrollment, if you have not previously elected coverage, you may be able to enroll or make changes at any time by:

- Visiting My Total Compensation and Benefits at [www.totalcomponline.com](http://www.totalcomponline.com). Click on "Group Universal Life" under "Want to get to our best in class vendors fast?" or
- Calling MetLife at **1 (888) 830-7380**.

Note: If you are enrolling or making changes after the 31 days when you were initially eligible to enroll in GUL without a qualified change in status, you will be required to provide evidence of insurability (EOI) for GUL insurance before your coverage will be approved.

## **Enrolling Your Eligible Dependents in Citi Coverage**

If your eligible dependents were enrolled in Citi coverage for the 2023 plan year, you'll find a list of your dependents on Your Benefits Resources™, available through My Total Compensation and Benefits at [www.totalcomponline.com](http://www.totalcomponline.com). Review this list carefully, and make any necessary changes for the 2024 plan year.

Be sure your dependents are listed as *covered dependents* under each individual plan. When enrolling by phone, you must ask a Citi Benefits Center representative to "cover" each dependent.

To add a dependent (such as your spouse/partner or a child under the age of 26) to your medical, dental, vision and/or life insurance coverage for the 2024 plan year, you must do so within the Annual Benefits Enrollment period or within 31 days of a qualified change in status. You'll also need to verify your dependent's eligibility by submitting the appropriate documentation, such as a birth certificate or a marriage license and tax return, to ensure that your dependent's coverage isn't canceled. You'll receive an email or notice by mail with further instructions and deadlines in the first week of November.

**Note:** Your married child's spouse/partner and children aren't eligible for Citi coverage.

### **Adding a Newborn to Your Citi Coverage**

Any newborn dependent is required to be added to your Citi coverage within 31 days after the child's birth. You can add a newborn to your coverage by calling the Citi Benefits Center through ConnectOne at **1 (800) 881-3938**. From the "benefits" menu, select the "health and insurance benefits" option. For TDD and international assistance, please see the contact information on page 9. You should not wait for your newborn's Social Security number to enroll him or her in Citi coverage. You can add the Social Security number once you receive it.

## **Enrollment for New Employees or Newly Benefits Eligible Employees**

*For Annual Benefits Enrollment, you're considered a "new employee" if you didn't complete your new hire/newly benefits eligible enrollment elections on or before September 24, 2023, or if you were hired after September 24, 2023.*

New employees or newly benefits eligible employees must make separate new hire/newly benefits eligible elections for the 2023 plan year to have coverage for the remainder of the 2023 plan year, and 2024 plan year Annual Benefits Enrollment elections for 2024 plan year coverage, as instructed in your enrollment materials that you will receive.

- Make your new hire/newly benefits eligible enrollment elections as soon as possible within your 31-day enrollment period after you are eligible for coverage.
- Once your new hire/newly benefits eligible enrollment is processed, return to the home page where you will see a banner prompting you to complete your Annual Benefits Enrollment elections.
- Enroll in your Annual Benefits Enrollment health and insurance benefits, which become effective January 1, 2024.
- **Please note:** You'll have **20 days** from the date you completed your new hire/newly benefits eligible elections to complete your Annual Benefits Enrollment for coverage that will be effective on January 1, 2024.
- You're eligible for the 2024 plan year Healthy Choices Health Assessment Reward if you were hired and enrolled in the Triple-S medical plan no later than September 24, 2023. You still have until November 12, 2023, to complete the Health Assessment and receive credit.

## **Participate in Healthy Choices Rewards**

During the Annual Benefits Enrollment period, if you enroll in the Triple-S medical plan, you'll have the opportunity to attest that you're tobacco free or that you promise to try to become tobacco free. You can also attest on behalf of your spouse/partner who's covered under the Triple-S medical plan for the 2024 plan year that he or she is tobacco free as well. You may earn an annual \$100 reward to help offset the cost of benefits; spouses/partners are also eligible for a \$100 reward (maximum of \$200 for employee and spouse/partner).

Citi employees and spouses/partners covered under the Triple-S medical plan can complete the Triple-S Health Assessment for an additional \$100 reward per adult participant (maximum of \$200 for employee and spouse/partner). The Health Assessment, which you'll complete on the Triple-S website at [www.ssspr.com](http://www.ssspr.com), is a secure, online health questionnaire that can help you learn more about your health status. Complete the Health Assessment from October 1 through November 12 to receive the reward to reduce your medical premiums.

**Learn more:** See your **Healthy Choices Rewards at a Glance** on the next page.

## Forgot Your Triple-S Password?

Follow these steps to reset your Triple-S password:

- Go to [www.ssspr.com](http://www.ssspr.com) and click on “Connect.”
- Choose “Forgot your password?”
- Complete the form and then click “Send me the instructions.” You’ll receive an email with a link. If you forgot the email you signed up with, contact Triple-S Salud CSR at **1 (787) 774-6098**. After the account is reset, you will have to register again, like you did the first time, with your new email address.
- Click on the link provided in the email to complete the required information.
- Upon completion, you’ll be redirected to your registered profile, and your password information will be updated.

## Complete the Health Assessment

Learn about your health status and save money! Complete the Health Assessment questionnaire by November 12 to earn your Healthy Choices Reward. Visit the Triple-S website at [www.ssspr.com](http://www.ssspr.com).

## Healthy Choices Rewards at a Glance

Reward	Who Can Participate	How to Earn the Reward	Amount of 2024 Reward	When You’ll Receive the Reward
Health Assessment	Citi benefits eligible employees and their spouses/partners who are enrolled in Triple-S medical coverage through Citi	Complete the Health Assessment on the Triple-S website at <a href="http://www.ssspr.com">www.ssspr.com</a> from October 1 to November 12.	<b>\$100 each; maximum reward of \$200 per person per year; and maximum of \$400 per family</b>	Starting January 1, your reward will be equally divided among the pay periods in 2024.
Tobacco Free	Citi benefits eligible employees and their spouses/partners who are enrolled in Triple-S medical coverage through Citi	Complete the Tobacco Free Attestation for yourself and, if applicable, your spouse/partner who’s enrolled in Triple-S medical coverage. Visit Your Benefits Resources™, available through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> , to earn a \$100 incentive for being tobacco free or promising to quit.		



## Additional Resources

Resource	How This Resource Can Help You	Contact Information
Benefits Handbook	<ul style="list-style-type: none"> <li>▪ Find contact information for other online resources.</li> <li>▪ Review the 2024 Benefits Handbook for Citi's Puerto Rico health and insurance plans (available in the first quarter of 2024).</li> </ul>	<p><b><a href="https://handbook.citibenefitsonline.com">https://handbook.citibenefitsonline.com</a></b></p> <p>This site is available on both the Citi intranet and the Internet; no password is needed.</p> <p>Scroll to the bottom of the home page, where you'll find links for Puerto Rico.</p>
Your Benefits Resources™ (YBR™) Website	<ul style="list-style-type: none"> <li>▪ Beginning October 9, view the list of medical, dental and vision care plans that are available to you for 2024 and their costs.</li> <li>▪ Use online tools to help you determine the plans that are right for you.</li> <li>▪ Enroll online from <b>October 9 to October 27.</b></li> </ul>	<p>Visit Your Benefits Resources™, through My Total Compensation and Benefits at <b><a href="http://www.totalcomponline.com">www.totalcomponline.com</a></b>.</p>
Citi Benefits Center	<ul style="list-style-type: none"> <li>▪ Enroll by phone during your enrollment period.</li> </ul>	<p>Call ConnectOne at <b>1 (800) 881-3938</b>. From the "benefits" menu, select the "health and insurance benefits" option. You can speak with a representative from 8 a.m. to 8 p.m. ET, Monday through Friday, excluding holidays. Spanish translators are available.</p> <p>From outside Puerto Rico, call HR Shared Services (HRSS) at <b>1 (469) 220-9600</b>.</p> <p>If you use a TDD, call the Telecommunications Relay Service at <b>1 (866) 280-2050</b>; then call ConnectOne as instructed above.</p>
Triple-S Medical and Dental Plans	<ul style="list-style-type: none"> <li>▪ Find health care providers who participate in the Triple-S network.</li> </ul>	<p>Call Triple-S at <b>1 (787) 774-6098</b>, or visit the Triple-S website at <b><a href="http://www.ssspr.com">www.ssspr.com</a></b>.</p>
Health Assessment	<ul style="list-style-type: none"> <li>▪ Complete a quick online questionnaire to learn about your health status, and earn a reward to help offset the cost of benefits.</li> </ul>	<p>Call Triple-S at <b>1 (787) 774-6098</b>, or visit the Triple-S website at <b><a href="http://www.ssspr.com">www.ssspr.com</a></b>.</p>
Tobacco Free	<ul style="list-style-type: none"> <li>▪ Attest that you're tobacco free, and earn a reward to help offset the cost of benefits.</li> </ul>	<p>Visit Your Benefit Resources™ through My Total Compensation and Benefits at <b><a href="http://www.totalcomponline.com">www.totalcomponline.com</a></b>.</p>

Aetna Vision Plan	<ul style="list-style-type: none"> <li>▪ Find vision providers who participate in the Aetna network.</li> </ul>	Call <b>1 (877) 787-5354</b> or visit the Aetna website at <b>www.aetnavision.com</b> .
Group Universal Life (GUL) and Supplemental Accidental Death and Dismemberment (AD&D) Plans	<ul style="list-style-type: none"> <li>▪ Enroll in coverage at any time; proof of good health will be required to enroll after the 31 days that you are initially eligible to enroll or increase your GUL coverage, unless you have a subsequent qualified change in status.</li> </ul>	Call MetLife at <b>1 (888) 830-7380</b> , or visit the MetLife MyBenefits website through My Total Compensation and Benefits at <b>www.totalcomponline.com</b> ; under “Want to get to our best in class vendors fast?” click on “Group Universal Life.”
MetLife Legal Plans	<ul style="list-style-type: none"> <li>▪ Receive coverage for yourself and your parents (if you elect the Plus Parents option) a wide range of legal services, including family law, wills and estates, debt matters, real estate transactions and more.</li> </ul>	Enroll online at <b>www.totalcomponline.com</b> . To learn more, call MetLife at <b>1 (800) 821-6400</b> or visit <b>www.members.legalplans.com</b>

For purposes of this guide, “Citi” refers to Citigroup Inc. and its subsidiaries and their affiliates. This guide briefly summarizes certain key features of Citi benefits for eligible employees and their dependents, and is treated as a Summary of Material Modifications under the Employee Retirement Income Security Act of 1974, as amended, but it doesn’t provide detailed information. This guide doesn’t change, expand or otherwise interpret the terms of the plans or programs described here.

If there’s any conflict between this guide, or any written or oral communication by a person representing the plans or programs, and the plan or program documents (including any related insurance contracts), the terms of the plan or program documents (including any related insurance contracts) as interpreted in the sole discretion of the plan or program administrator will be followed in determining your rights and benefits under the plans or programs.

Citi may change or discontinue at any time, and for any reason in its sole discretion, any or all of the benefits described in this guide.

October 2023