citi

eSubmit At a Glance

eSubmit

With eSubmit, you can send eSigned documents to Account Services for final submission – no need for wet-ink-signatures.

Supports eSigned documents across all regions

Benefits

- Eliminates the hassles of wet-ink signatures*
- Reduces the need for document deferrals
- Provides enhanced security with encrypted email

Features

- Two encrypted email options – Mandatory Transport Layer Security (MTLS) or Secure PDF
- Designated Citi email addresses in each region for fast document processing

Key Information

- Clients must use DocuSign, Adobe Sign, or a Citi-approved local vendor for eSignatures**
- Account Maintenance, Account Opening, and Cash Product documents are in scope
- Clients new to eSubmit should contact their Account Manager to get started

* In the markets where eSignatures are available.

** Click here for client-managed eSignature instructions.

Encrypted Email Set-up

Citi leverages Mandatory Transport Layer Security (MTLS) or Secure PDF to encrypt email communications.

MTLS

- Mandatory Transport Layer Security (MTLS) creates a secure, private email connection between Citi and the external party. An email transmitted using this channel is sent over the Internet through an encrypted TLS tunnel created by the connection.
- To establish MTLS with Citi, please contact your Account Manager.

Secure PDF

- With Secure PDF, encrypted emails are delivered to a regular mailbox as a PDF document that is opened by entering a private password. Both the message body and any attached files are encrypted. A private password can be set up upon receipt of the first Secure Email received from the Citi Secure Messaging Server.

    - You will receive an email from Citi with a link to a registration site where you need to set up a Secure PDF password.

    - Once you have completed the initial registration process and set up your Secure PDF password, Secure PDF email messages are sent directly to your regular email account. Simply click to open the attached file and enter your Secure PDF password. The email from the Citi representative opens as a PDF document.

    - To reply to a Secure PDF email, you should always use the Reply link within the PDF itself. When you use the Reply link, your reply message will be sent as a secure, encrypted email, ensuring that the communication, as well as any confidential data contained in it, are sent securely back to the sender.

- Please notify your Account Manager or Documentation Specialist if you are selecting Secure PDF to help you get started.

- For technical help, please contact secure.emailhelp@citi.com

eSubmit Footprint

eSubmit supports eSigned documents using DocuSign or Adobe Sign. In addition, wet-ink scans are accepted in some markets.

View CitiDirect Digital Onboarding Capability Map

for up-to-date eSignature availability, options, and local restrictions.