



Frequently Asked Questions

The CitiManager[®] Cardholder App







Making it easier than ever for your cardholders to manage their Citi Commercial Card

1. Who is the CitiManager App For?

The CitiManager App is for your cardholders to help them better manage their corporate cards. We've incorporated consumer-like experiences to improve the convenience, accessibility, and ease of managing a Commercial Card Account.

6 Ways Your Cardholders Can Make Their Accounts More Secure

Citi Commercial Cards recommends your cardholders follow the steps below:

-  **Frequently check their account** And not just to review the balance, but also to make sure the recent transactions are correct. If anything seems amiss, immediately contact Citi.
-  **Enable push notifications:** Your cardholders can enable push notifications once they've logged in via the App. To enable push notification, your cardholders can login, navigate to the menu icon in the top right hand corner and select profile. Then, tap the toggle button next to notifications to turn the feature on. Your cardholders will now receive notifications on their respective device.
-  **Create strong login information** When your cardholders create their login information on the CitiManager[®] website, we recommend that they choose a unique user ID and password that are difficult for anyone to guess and differ from their other user IDs and passwords. Cardholders can then enable biometric login on the CitiManager App for added account security.
-  **Never share passwords, and change them regularly** Your cardholders should be sure to protect their passwords. Never share passwords, and change them frequently to make it more difficult for someone to gain access.
-  **Avoid easy security questions and answers** Select questions that would be difficult to uncover and don't include any details that can be found online through social media.
-  **Use trusted computers and mobile devices** When your cardholders access their Citi Commercial Card account, we recommend that they avoid using a public or shared device. When using a trusted computer or device, they should use only a wireless network that they trust, a personal firewall, keep anti-virus and anti-spyware software up to date, and beware of malware infections when downloading applications and installing programs.

2. In what countries is the CitiManager App available in?

Live in 57 Markets Globally

American Samoa
 Argentina
 Australia
 Austria
 Belgium
 Brazil
 Bulgaria
 Canada
 China (iOS Only)
 Costa Rica
 Czech Republic
 Denmark
 Egypt
 El Salvador
 Finland
 France
 Germany
 Greece
 Guam
 Guatemala

Hungary
 India
 Ireland
 Israel
 Italy
 Kazakhstan
 Kenya
 Kuwait
 Luxembourg
 N. Mariana Islands
 Netherlands
 New Zealand
 Nigeria
 Norway
 Pakistan
 Panama
 Philippines
 Poland
 Portugal
 Puerto Rico

Romania
 Singapore
 Slovakia
 South Africa
 Spain
 Sweden
 Switzerland

Thailand
 UAE
 Ukraine
 United Kingdom
 United States
 US Virgin Islands
 Vietnam

3+ Additional Markets Planned in 2021

3. What features are available in the CitiManager App?

CitiManager App Features

- View account summary
- View statements
- View recent activity
- View Pin
- Biometric login
- My accounts
- Pay bill (North America)
- Push notification
- Card activation (EMEA, LATAM and APAC)

- Receipt image capture
- View authorization and declines (EMEA, APAC)
- Report lost/stolen cards and request new card

New Features Planned for Release

- One Time Passcode (OTP) for forgot user name and forgot password
- Card activation (NAM)
- User registration (Global)