

## Wealth Centre Support “In-person services”

- Cash Deposit (LCY and FCY)
- Cash Withdrawal (LCY and FCY) for CG-
- FX Notes Buy / Sell (CG- and Cards)
- Cheque Encashment (CG-)
- POA/LPOA
- Joint AND Account Opening & Closure
- Junior Saving Account and Basic Banking Account Opening
- JSA Closure | Exception case where instructions is from child of age
- Deceased Account Closure (for CG-) & Disposing of small monies when there is credit balance in deceased customer's card account <\$5,000.
- Captured card - Cards left behind in ATMs
- Letter of Authorization for Cards
- Citicorp Travelers Cheque Encashments
- Issuance of Cashier Order (CG- and Card)
- Encashment of Cashier's Order / Check (RC)
- Signature / Nationality / Mother Maiden Name update (CG- and Card Solus)
- Any other service that is not included as part of the below table

## Digital Channel Support

- eBrokerage + CASA Account opening
- Foreign Cheque Clearance | DB support as part of approval grid
- Demo updates
- Update Of Address (CC/RC)
- Update Of Phone Number (CC/RC)
- Update Of email address (CC/RC)
- Citi Alerts Enrollment/De-enrollment
- CC and RC Activation & Overseas activation / Block & Unblock
- CC and RC Replacement & Pin replacement
- Credit Limit Increase/Decrease
- Report Loss of Credit Card
- Telegraphic Transfer
- Junior Savings Account (JSA) Closure when child <18 yrs
- CC and RC number + outstanding Balance ( Assisted via MBOL/CBOL)
- CC and RC number + outstanding Balance (+ accrued interest)
- CC and RC Statement Printout < 7 years
- CC and RC Statement Printout > 7 years
- Enquire on Payoff amount for CC and RC
- Enquire on Payoff amount for Quickcash
- Enquire on payoff of RCPL
- Fee waiver - Annual Fee
- Fee waiver - Finance/Late Charges
- Fee Waiver - Other Fees (GIRO return fee etc.)
- Instant CC/RC application
- Instant Credit Card loan (QC/RCPL)
- Privacy At Citibank (DNC maintenance)
- Enquires - Credit Card/Ready Credit/Loan
- Balance Enquiries
- Internal Transfer for CC/RC Payments
- Ready Credit Cash payment
- Update Of Phone Number - Authentication issue

## Other Channel Support

- Reactivate Dormant Accounts - CPO
- Cancellation of Credit Card and RC Insurance - CPO
- New issuance of ATM/Debit cards – Mail in (Core Ops)
- Credit Card and RC Closure – CPO (Retention)
- Waiver of fees for non empowered clients - CPO
- Payments of clients with Credit Cards and RC under block B&W – AXS / Bank Transfer
- Update Of Address - Other exceptions (CC/RC) - CPO
- Update Of Address - Place/country of Birth unknown exception cases/ WAU (CC/RC) - Mail In (Signature verification)
- Update Of Phone Number for exception cases (CC/RC) - CPO
- New Secured Card Application - TeleSales
- Secured Card Closure / Secured card limit increase - CPO
- Letter of Reference for CG- segment - CPO
- Reactivate Inactive/Dormant Accounts - CPO
- Deceased Account Closure (for CG- and Card Solus Clients) – Overseas clients – Mail In
- Junior Savings Account (JSA) Closure when child <18 yrs - CPO
- Cash Withdrawal (LCY and FCY) for RC – ATM/CDM
- Cancellation Of Credit Cards - CPO
- Credit card Rewards - Vouchers regeneration/Reinstatement of rewards points - CPO
- Credit Card Application (Paper Form) – Tele Sales
- Credit Card Disputes (LOD/FLOD) - Mail to Chargeback team
- Enquire on Payoff amount for CC and RC - CPO
- Enquire on Payoff amount for Quickcash - CPO
- Enquire on payoff of RCPL - CPO
- Empowered Annual Fee waiver – IVR
- Non-Empowered Annual Fee – CPO (retention)
- Fee waiver - Finance/Late Charges – IVR/ CPO
- Fee Waiver - Other Fees (GIRO return fee etc.) - CPO
- Privacy At Citibank (DNC maintenance) - CPO
- Relief Form - CCMU Dept
- Cash Payment to Credit Cards – ATM/CDM
- Internal Transfer for CC/RC Payments – ATM/CDM
- Ready Credit Cash payment – ATM/CDM
- GIRO application / termination – Secured message
- Unable to reach CCMU – Write to CCMU DL
- Update of employment instructions - CPO

## Services Sunset

- Solus eBrokerage Account Opening