



# Getting Started with Citibank<sup>®</sup> Online

Staying on top  
of your finances  
has never  
been easier

# Online Banking.

It's like having a branch right in-house.

Pay bills, pay your credit card, view account activity, make transfers, send wires and more without leaving the house.

---

**With Citibank® Online, you have everything you need to manage your accounts.**

- Access and monitor your accounts 24 hours a day, 7 days a week
- Make Wire Transfers and U.S. bill payments
- Enroll for Paperless Statements and other services\*

For useful resources and helpful tutorials please visit [citibankonline.com](http://citibankonline.com).

---

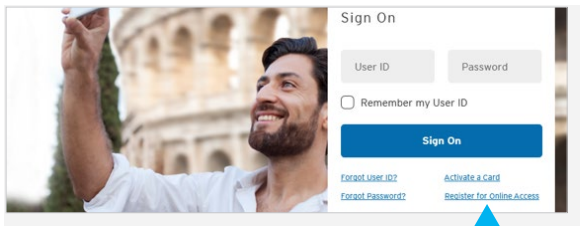
**Getting started is simple. Just follow the step-by-step instructions provided in this document.**

**Before you start, make sure you have your:**

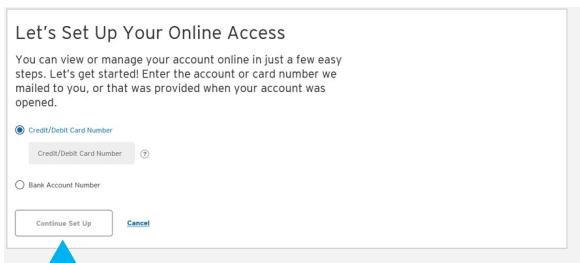
1. Citibank Banking ATM/Debit Card Number or Account Number
2. E-mail or mobile phone available so we can send you a one-time registration code

# 1

- 1.1 Go to Citibank® Online at citibankonline.com and select [Register for Online Access](#) ▶



- 1.2 Enter your [Credit/Debit Card Number](#) or [Bank Account Number](#) without any dashes or spaces
  - ▶ If your account is older than 14 days, we recommend using your Credit/Debit Card Number
  - ▶ Click on [Continue Set Up](#)



- 1.3 Enter the last four digits of your [Social Security Number \(SSN\)](#)
  - ▶ If you do not have a SSN, select the [I don't have a Social Security Number](#) checkbox and enter your [Individual or Non US Foreign Taxpayer Identification Number \(ITIN or FTIN\)](#) used to open the account
  - ▶ If you don't have an ITIN or FTIN, select the [I do not have an Individual or Foreign Taxpayer Identification Number \(ITIN or FTIN\)](#) check box and enter your [Date of Birth \(DOB\)](#) in the MM/DD/YYYY format
  - ▶ Click on [Continue](#)

- ▶ Once your SSN, FTIN, ITIN, or DOB is verified, you will be prompted to enter either your ATM PIN or complete a one-time passcode
- ▶ Click on [Continue](#)

### Help Us Make Sure It's You

We just need a few more details so we can match you with your card or account number.

**Account Number**  
XXXXXXXX9999 [Edit](#)

What are the Last Four Digits of Your Social Security Number?

Last Four Digits of Social Security Number

I don't have a Social Security Number.

## 2

### 2.1 Create a [User ID and Password](#)

### 2.2 Enter your [E-mail Address](#)

### 2.3 Select the Additional Services you want to receive

- ▶ If you want to stop receiving paper statements, select [Enroll me in Paperless](#)

#### Benefits of enrolling in Paperless:

- Avoids lost, delayed or stolen statements
- Allows you to receive an e-mail notification when your statement or account documents are ready to be viewed
- Allows you to view and download statements
- Allows you to print and save statements or account documents

- ▶ If you want to receive promotions and offers, select [Send me e-mails](#)
- ▶ Read the [Terms and Conditions](#) of Citibank online services and select [I Agree](#) to accept

Include 1 number

A character cannot repeat more than twice in a row

Approved special characters: \_!@#\$

Confirm your Password

Enter Email Address

Mobile Number (Optional)

**Additional Services**

Enroll Me in Paperless [Learn More](#)

I would like to receive my account statements and other communications, including legal notices, electronically only, instead of U.S. Mail.

# 3

## 3.1 Create your Security Questions

- ▶ Select your Security Questions and Answers
- ▶ Click the Continue button

**cti**

Account Information      Verify      Set Up Online Access      Finish

### Create Your Security Questions

We'll use these questions to verify your identity in case you ever need to recover your password.

Have questions? [We've got a few tips.](#)

Security Question 1

Answer

Security Question 2

Answer

Security Question 3

Answer

**Continue**    Cancel

# 4

## 4.1 Confirm your enrollment and click on the Return to My Accounts button ▶

**cti**

**Success!**  
You're ready to begin enjoying all the benefits of Citibank Online.

**User ID**      [xxxxxxxx]

**[Card Number]**      [XXXX-XXXX-XXXX-6925]

**Enrolled in**  
[Paperless Statements - Bank Account]  
[Personalized Emails - Bank Account]

**Return to My Accounts**

Start enjoying the benefits of online banking through [citibankonline.com!](https://citibankonline.com)

For account-specific inquiries, please call CitiPhone Banking® at the numbers listed below or visit [citibankonline.com](http://citibankonline.com), website also available in Spanish.

<b>Citigold® Private Client International Account Package</b>	1-813-604-3080 or 1-877-309-0914
<b>Citigold® International Account Package</b>	1-813-604-3006 or 1-866-637-9042
<b>Citi International Personal Account Package</b>	1-813-604-3000 or 1-800-568-8555
<b>Citi Global Executive Account Package</b>	1-813-604-3290 or 1-866-213-0890
<b>Citi Global Executive Preferred Account Package</b>	1-813-604-3038 or 1-866-637-9041

Note: Telephone numbers starting with 1-800, 1-866, or 1-877 are toll-free within the U.S. Calls are randomly monitored and recorded to ensure quality service. For Text Telephone (TTY) call 1-800-945-0258.

\* By enrolling in the Paperless Statements service, your regular paper statement will no longer be mailed to you. If you want to enroll in this service, you can always do so online. Clients in the Citigold® Private Client International Account Package must enroll in e-delivery of statements through the Citigold® Private Client International Online Service.

The products and services mentioned in this document are not offered to individuals resident in the European Union, European Economic Area, Switzerland, Guernsey and Jersey. Your eligibility for a particular product and service is subject to a final determination by us. This document is not, and should not be construed as, an offer, invitation or solicitation to buy or sell any of the products and services mentioned herein to such individuals. Banking products and services are provided by Citibank, N.A., Member FDIC.



© 2019 Citibank, N.A., Member FDIC.

Citi, Citi with Arc Design and other marks used herein are service marks of Citigroup Inc. or its affiliates, used and registered throughout the world. All rights reserved.