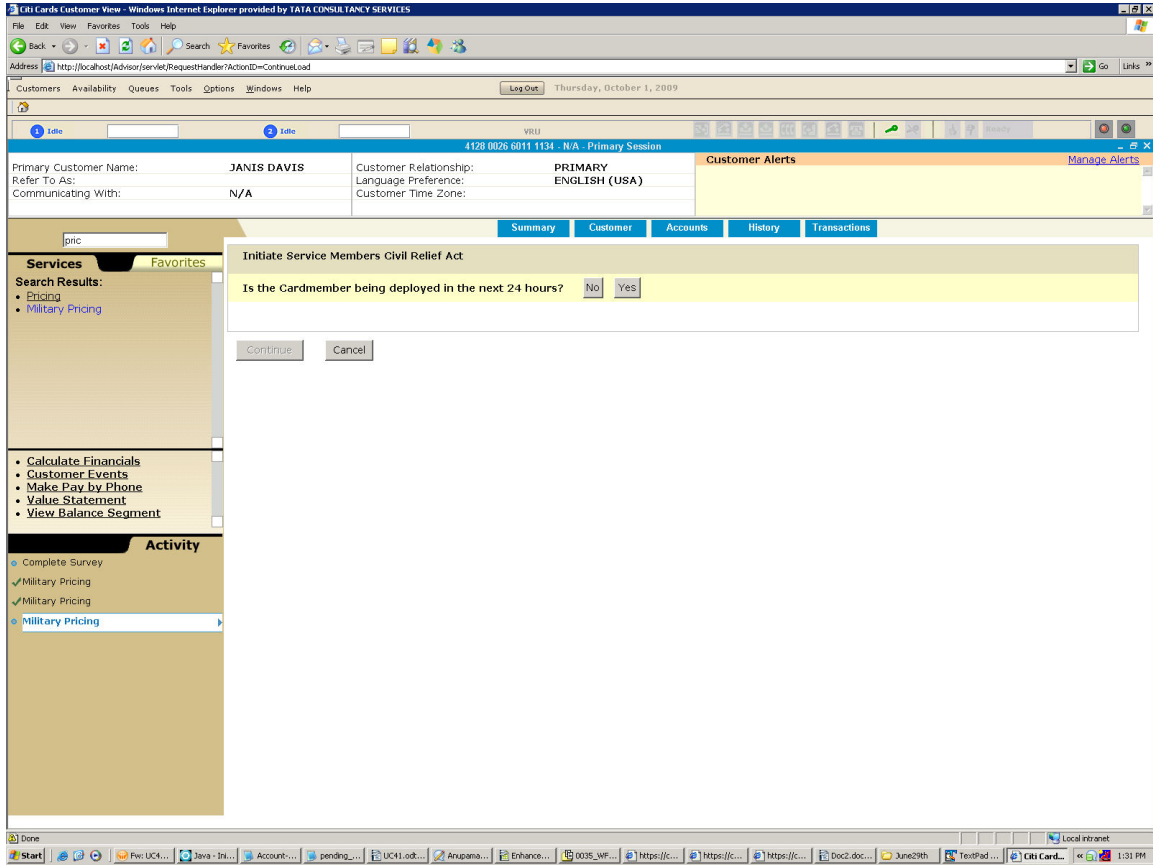


SB001



SB001 NO

Citi Cards Customer View - Windows Internet Explorer provided by TATA CONSULTANCY SERVICES

File Edit View Favorites Tools Help

Address http://localhost/Advisor/serve/RequestHandler?ActionID=ContinueLoad

Customers Availability Queues Tools Options Windows Help Log Out Thursday, October 1, 2009

4128 0026 6011 1131 - N/A - Primary Session

Primary Customer Name:	JANIS DAVIS	Customer Relationship:	PRIMARY
Refer To As:		Language Preference:	ENGLISH (USA)
Communicating With:	N/A	Customer Time Zone:	

Customer Alerts [Manage Alerts](#)

Summary Customer Accounts History Transactions

pric

**Services** Favorites

Search Results:

- Pricing
- Military Pricing

• Calculate Financials

• Customer Events

• Make Pay by Phone

• Value Statement

• View Balance Segment

**Activity**

- Complete Survey
- ✓ Military Pricing
- ✓ Military Pricing
- Military Pricing

**Initiate Service Members Civil Relief Act**

Is the Cardmember being deployed in the next 24 hours?  No  Yes

Thank the CM for their Service.

**Inform CM they must send a copy of their original enlistment papers or proof of service letter; Reservist must send a copy of their active-duty orders, along with a letter requesting military pricing, to:**

Citibank P.O. Box 44167  
Jacksonville, FL 32231-4167

This information can also be faxed to: 800-542-7705.

For customers stationed overseas the form can be faxed to 904-954-8549 (This is not a toll free number).

**MUST BE READ VERBATIM**

Thank you for your dedication and sacrifice for our country. Citi appreciates those that are willing to serve their country.

**MUST BE READ VERBATIM**

There are specific documents that we will require from you. We will be sending you a letter that outlines our requirements. Please allow 7-10 days for letter to arrive.

**MUST BE READ VERBATIM**

You will be notified, in writing, within 30 days of the receipt of the documentation, after the account is reviewed.

Continue Cancel

Done Local intranet

SB001 YES

Citi Cards Customer View - Windows Internet Explorer provided by TATA CONSULTANCY SERVICES

File Edit View Favorites Tools Help

Address: http://localhost/Advisor/serve/RequestHandler?ActionID=ContinueLoad

Customers Availability Queues Tools Options Windows Help Log Out Thursday, October 1, 2009

4128 0026 6011 1134 - N/A - Primary Session

Primary Customer Name:	JANIS DAVIS	Customer Relationship:	PRIMARY
Refer To As:		Language Preference:	ENGLISH (USA)
Communicating With:	N/A	Customer Time Zone:	

Customer Alerts [Manage Alerts](#)

Summary Customer Accounts History Transactions

pric

**Services** Favorites

Search Results:

- Pricing
- Military Pricing

• Calculate Financials

• Customer Events

• Make Pay by Phone

• Value Statement

• View Balance Segment

**Activity**

- Complete Survey
- ✓ Military Pricing
- ✓ Military Pricing
- Military Pricing

**Initiate Service Members Civil Relief Act**

Is the Cardmember being deployed in the next 24 hours?  No  Yes

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**ⓘ Inform CM they must send a copy of their original enlistment papers or proof of service letter; Reservist must send a copy of their active-duty orders, along with a letter requesting military pricing, to:**

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**MUST BE READ VERBATIM**

There are specific documents that we will require from you. We will be sending you a letter that outlines our requirements. Please allow 7-10 days for letter to arrive.

**MUST BE READ VERBATIM**

We will place the account in military status for 90 days but orders must be received within 90 days or account will revert back to standard pricing.

**MUST BE READ VERBATIM**

You will be notified, in writing, within 30 days of the receipt of the documentation, after the account is reviewed.

Continue Cancel

Done Local intranet