

September 2, 2011
Moscow

Changes in Citibank Online functionality

Dear Customers,

Please be informed of some changes in Citibank Online functionality starting September 2, 2011. Payee adding/authorization option and Contact information change processes via Citibank have been changed!

1. Adding payee through Citibank Online

It will not be any longer required to call 24-hour CitiPhone Banking to activate payees that are added through Citibank Online. **All Payees added via Citibank Online will have "Active" status.**

The process will be as follows:

- Go to "Add Payee" in "Payments and Transfers" menu;
- Select payee type and input all required beneficiary details;
- Once you click "Next", the system will generate and send a 6-digit passcode to your mobile phone (stored in our systems);
- Input the passcode in the special field on the screen, confirm and the payee will be added ACTIVE. You can do the transfer immediately.

Note! Timely update of contact details is important for the service to work correctly.

2. Change of demographic info through Citibank Online

A special section called "**Demographic Update Requests**" has been added in "Services" – "Write to Us" menu.

This section will contain the following request types:

- Residential (Home) Address,
- Office (Work) Address,
- Home Telephone Number,
- Office (Work) Telephone Number,
- Email Address (update is done on-line),
- Mobile Telephone Number.

Note! MOBILE PHONE CHANGE request needs to be confirmed calling 24-hour CitiPhone Banking. **Request will not be processed unless such confirmation is performed.**

Registration address can be changed in [Citibank branches only](#).