



To initiate a POA request, upload, mail, or fax your POA documentation to:

- Send POA directly to POA Team at following address:
 - Upload: www.poacenter.com
 - Citigroup POA Team
PO BOX 7211
RANTOUL, IL 61866-7211
 - Fax: 1-847-554-1545
- When submitting your documentation, include a cover page that includes the following information:
 - Employer name (Citigroup)
 - Plan participant first name, last name, and address.
 - Last 4 digits of participant SSN
 - Name and address(es) of agent(s), guardian(s), or representative(s) Make sure all pages are present and that all signatures and notarizations are visible.

Once your documentation is received, please allow 14 calendar days for review. The principal and agent will be mailed POA approval/denial letters to inform of the status.

- If approved:
 - The Agent POA approval letter will include a temporary security code required for initial account access
 - When POA agent calls the Benefits Center for first time, they will create a new code for future access.
- If denied:
 - If the POA is denied, the principal and agent will be mailed denial letters. Only the principal's letter will include denial reasons.

If you have any questions, please contact the Citi Benefits Center as described below.

For More Information:

Online

To view your account information online, log in to the Your Benefits Resources™ website through My Total Compensation and Benefits at www.totalcomponline.com. Click on "Contacts" on the left side of the Welcome page, then select the "Your Benefits Resources" website.

Telephone

For participants in the United States, Puerto Rico, Canada, and Guam: Call ConnectOne at **1-800-881-3938** and refer to the ConnectOne information below.

For Expatriate employees and from outside the United States, Puerto Rico, Canada, and Guam: Call the Human Resources Shared Services (HRSS) North America Service Center at **1-469-220-9600**. Press 1 when prompted and refer to the ConnectOne information below.

If you use a TDD: Call the Telecommunications Relay Service at 711 and then call ConnectOne at **1-800-881-3938** and refer to the ConnectOne information below.

In Puerto Rico: Call the Telecommunications Relay Service at 1-866-280-2050 and refer to the ConnectOne information below.

ConnectOne Information

From the ConnectOne "benefits" menu, choose the "401(k) Plans" option. Representatives are available from 8 a.m. to 8 p.m. Eastern time on weekdays, excluding holidays.
