

IMPORTANT INFORMATION ON THE REISSUANCE OF THE GOVERNMENT TRAVEL CHARGE CARD!

Citibank will begin reissuing the individual Government Travel Charge Cards beginning March 28. Employees whose accounts are current will automatically be re-issued a new card. Employees whose accounts are current but may have had past suspensions will be issued cards.

Employees who are 36 days past due and are currently suspended from using their card will NOT be automatically reissued a new card. When the account is brought current (i.e. payment is made), the APC would have to request that the card be reissued for the employee. This is done on a case-by-case basis and is at the discretion of Citibank whether or not to renew a card.

If any employee believes any of the information stated in this broadcast message applies, please make every effort to pay any past due amount immediately to avoid not being reissued a new travel charge card.

Following is Citibank's Cardholder Delinquency and Suspension Process:

The GSA SmartPay Government Travel Card Program through Citibank is designed to enable business travel efficiently with a minimum of paperwork. The success of the program depends, in part, on the prompt payment of the monthly statement/invoices. To promote timely payment and minimize card usage disruption, the GSA contract provides a detailed outline of the Delinquency and Suspension/Cancellation process. This outline can be found in section C 36 and C 37 of the Master Contract. To better prepare cardholders to meet the payment requirements of this program, the following is a chronology of the delinquency notification process.

EVENT 1

Cardholders authorize charges for official business travel against their Citibank Travel card. A statement listing their transactions is generated and sent to the cardholder on a monthly basis. Receipt of the statement/invoice will be approximately five days after the statement is generated. Payment in full must be remitted by the indicated due date.

EVENT 2

If payment is not received by the due date, a new statement is issued with a message informing the cardholder they are past due and payment has not been received for previous transactions. The cardholder is now considered past due.

EVENT 3

If payment is not received by the 15th day after the initial due date, a letter is sent to the cardholder indicating the account is past due and payment should be made. The account is 15 days past due and two notifications have been sent to the cardholder.

EVENT 4

If payment is not received by the 25th day after the initial due date, a pre-suspension letter is sent to the cardholder requesting payment

within 5 days to prevent suspension from use of the card. The account is 25 days past due and is in pre-suspension status.

EVENT 5

If payment is not received by the 36th day after the initial due date, the card is suspended and a suspension letter is sent to the cardholder. Additionally, a third statement/invoice has been sent to the cardholder indicating the account is still past due. The account is 36 days past due. If payment is received for the entire past due amount, suspension is removed once the payment is posted to the account and normal card use resumes.

EVENT 6

If payment is not received by the 90th day after the initial due date, a pre-cancellation letter is sent to the cardholder. At this point, a late charge of 2.5% will be assessed. This is calculated on a monthly basis going forward against the balance that is past due. The account is 90 days past due and in pre-cancellation status. Full payment of the past due amount must be paid to prevent cancellation of the account. A cycle statement/invoice is mailed to the cardholder indicating the amount past due.

EVENT 7

If payment is not received by the 101st day after the initial due date, the account is canceled. Payment of the full balance is required to include the current charges and the past due amount. The canceled account status and days past due will be reported to the appropriate credit bureaus. The account will not be reopened.

Throughout a card's delinquency stages, Citibank's Collection personnel will make attempts to contact the cardholder by telephone to make payment arrangements. Additionally, delinquency, pre-suspension/pre-cancellation and suspension/cancellation reports are provided to the Agency/Organization Program Coordinators. Should an account reach 181 days past the initial due date, the account will be charged-off and assigned to an outside collection agency. This may result in the collection agency filing for a judgment against the cardholder or garnishment of wages.

For additional information in reference to this message please contact Marion Isaac at 202-267-7062, or your region, center, or headquarters travel charge card coordinator.