



Citi Cards
PO Box 6077
Sioux Falls, SD 57117-6077



0001576-0006301 D0105 001 ----- 592067 9994 CCF
 STEPHANIE SCHLEGEL
6 ELIZABETH LN
DANVILLE CA 94526

We Value You as a Customer with Multiple Citi Accounts

Citi Client First Account Specialist

Call Toll-free 1-866-947-6505*

For TTY: We accept 711 or other Relay Service

Monday – Friday: 8:00 a.m. – 11:00 p.m., ET
Saturday – Sunday: 9:00 a.m. – 8:00 p.m., ET

11/24/2023

Your Citi Accounts:

Bankcard
Account ending in 3509

Bankcard
Account ending in 1957

Call us today to
discuss all of your
Citi accounts!

Dear STEPHANIE SCHLEGEL,

We have previously attempted to contact you regarding your Citi accounts and at least one of your accounts continues to reflect a past due status, including your **Bankcard** account, ending in **3509**. You're an important Citi customer and we want to help with all your Citi accounts.

Together we'll find a solution.

Because you are a valued customer with multiple Citi accounts, we will review all of your accounts together. So give Citi Client First a call at **1-866-947-6505*** For TTY: We accept 711 or other Relay Service. If you have a situation that prevents you from making the minimum payment due, please call us today. We offer a number of payment solutions to our customers who are experiencing financial difficulty. When you call, we can explore which payment solution you may be eligible for. We may also be able to set one or all of your accounts up on an automatic payment plan to ensure your monthly payment is received on time each month. Citi may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report. Additionally, if enrolled, you may want to contact your Debt Protection / Credit Insurance provider to determine benefit coverage.

Call today- we're here to help.

Call today, **1-866-947-6505*** For TTY: We accept 711 or other Relay Service, to speak with an Account Specialist. Together we can discuss the best solution available based on your unique needs. You may access your accounts online at citi.com.

Your peace-of-mind matters to us.

It's important to make a payment today or take advantage of our payment options to help make your situation more manageable. Late payments, missed payments or other defaults on your account may be reflected in your credit report.

You can easily view payment options at citi.com.

Sincerely,

Your Citi Team
Citibank, N.A.

9994



Please call toll free **1-866-947-6505*** today – an Account Specialist will be available to assist you!
For TTY: We accept 711 or other Relay Service.

*Calls are randomly monitored and recorded for quality purposes

4 good reasons to call today

1. We can take a look at all your Citi accounts and help you set up payments on all of them with one phone call.
2. You can talk to one of our Account Specialists who understands your situation, instead of having to make separate phone calls for each of your accounts.
3. We offer a number of flexible options that may be available to help you get your account(s) back to current status, if you qualify.
4. It only takes a few short minutes, so please call Citi Client First today.

Give us a call – we're here to help!

Access your account online!

Benefit from these convenient options:

- Availability 24 hours a day, 7 days a week.
- Access to your accounts anywhere there's an internet connection.
- Greater access and control of account information.
- Convenient receipt of statements and notices through Account Online or email alert.
- Access to view and/or print current and past statements anytime in various formats such as PDF docs and spreadsheets.
- Enroll in paperless statements.

Visit us online today at: citi.com

Your account is issued and serviced by Citibank N.A.

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION



The purpose of this communication is to collect a debt and any information obtained will be used for that purpose.

Information for Massachusetts Residents:

NOTICE OF IMPORTANT RIGHTS

YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE CREDITOR.

Information for New York Residents:

YOU MAY REQUEST TO RECEIVE WRITTEN COMMUNICATIONS IN BRAILLE OR LARGE-PRINT FORMAT BY CALLING THE TOLL FREE OR TTY NUMBER LISTED ON THIS LETTER.

Information for Washington D.C. Residents:

You might have income or resources that are protected from being taken by debt collectors. These might include certain sources of income, funds, or property, including, but not limited to, Social Security, Supplemental Security Income (SSI), disability or unemployment benefits, veteran's benefits, or child support payments. If you believe your property or income may be protected, you may wish to seek legal advice, including at a legal services provider or legal aid office, before paying this debt.

5800 South Corporate Place, Sioux Falls, SD 57108