

**Subject:** Fwd: Your AutoPay enrollment has been canceled

**From:** Hvc Bus <hvcbus@gmail.com>

**Date:** 5/15/2023, 9:59 AM

**To:** Hanh Cao Yu <hanhcaoyu@gmail.com>, Huy Cao <mark.cao@gmail.com>

He canceled his autopay and didn't pay his bill after canceling his autopay.

Begin forwarded message:

**From:** Costco Anywhere Visa® Card <citicards@info6.citi.com>

**Date:** May 4, 2023 at 9:26:26 PM PDT

**To:** HO CAO <hvcbus@gmail.com>

**Subject:** Your AutoPay enrollment has been canceled

Your payment account is closed.

☐ UPDATE

Citi Costco Wholesale logos

Ho Van Cao  
Cardmember since 2007  
Card ending in 3544

## ☐ We canceled your AutoPay enrollment

Hi, Ho. Your AutoPay enrollment for your Costco Anywhere Visa® account has been canceled. We were notified that the account your payment was being made from is closed.

Please contact the bank if you have any questions about why your account was closed.

**Don't miss a payment**

You can check the payment due date on your most recent statement. To ensure your payment is on time, [make a payment](#) in the Citi Mobile® App or Citi® Online. You can also make a payment over the phone by calling the number on the back of your card or on your statement. For TTY: We accept 711 or other Relay Service.

As soon as you're ready, it's easy to [re-enroll in AutoPay](#).

[Make a Payment](#)

[Re-Enroll in AutoPay](#)

*This email is sent for informational purposes only.*

Citi is at your side before, during and after every purchase.

Your Citi Team

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[Pay Your Bill](#)

[Contact Us](#)

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