



# Hurricane Relief

Updated 9/8/17

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## We're here to help

Our thoughts continue to be with all those affected by Hurricanes Harvey and Irma. We recognize you may be facing challenges in the days and weeks ahead. We want to let you know that Citi is ready to help.

Customers in FEMA-designated disaster areas may be eligible for assistance such as:

- Mortgage payment forbearance programs;
- Waived late fees for September mortgage payments;
- Deferred minimum payments and waived late fees on credit cards;
- Emergency credit line increases;
- Refund of monthly service fees on Citibank deposit accounts; and
- Waived early withdrawal penalties on CDs and wire transfer fees

**For CitiMortgage Customer Service:** We encourage you to contact us at 1-800-283-7918<sup>†</sup> (Mon–Fri 8 am - 10 pm; Sat 8 am - 6 pm ET) and we will work to help with your individual needs.

**For Property Claims:** In the event of a loss, please contact us as soon as you can at 1-866-844-2198 (CitiMortgage Property Damage Claim Center). The sooner we begin working with you, the more we can help as you begin the process of rebuilding.

For banking and credit card needs, please contact us at:

Citi Cards: 1-800-950-5114

Citibank: 1-888-248-4226

**Hurricane Irma:** Florida branches are expected to be closed due to weather. ATM Kiosks will remain available, conditions permitting.

You can access your accounts 24/7 via CitiMortgage.com and Citibank Online. The Citi Mobile app allows you to check balances, transfer funds, deposit checks, find the nearest ATM, and more — all from your phone.

To help those affected, you can donate to the American Red Cross hurricane relief and recovery efforts at <http://www.redcross.org/cm/citigroup-pub>. In addition, Citi customers can redeem ThankYou Rewards points for donation to the American Red Cross disaster relief fund.

As always, thank you for being a CitiMortgage customer.

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