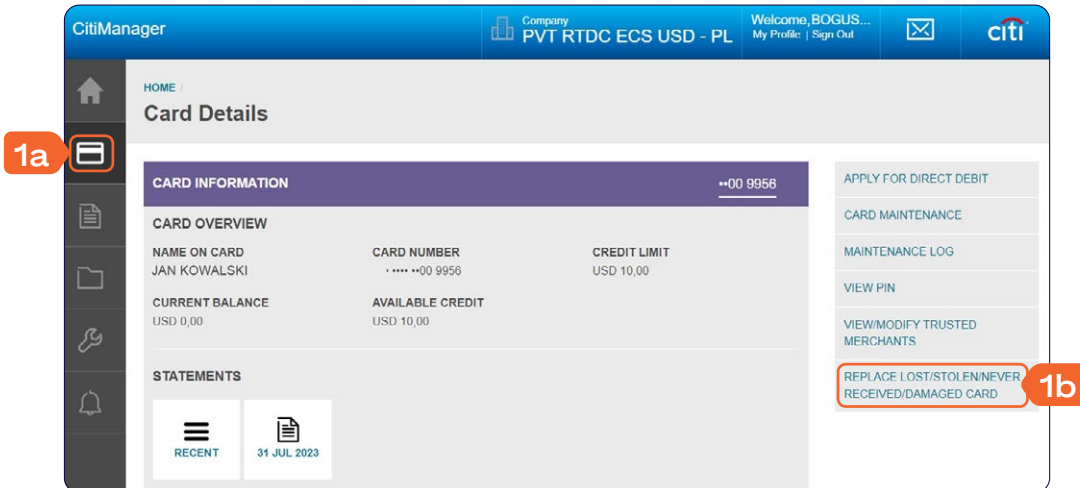


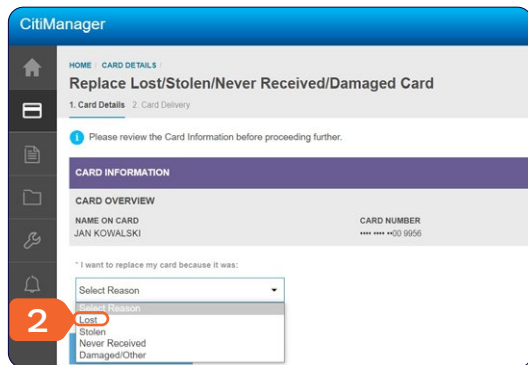
## Card Blocking step by step

You can block your card on your own via CitiManager and request its replacing while card was Lost/Stolen/ Never Received/or Damaged:

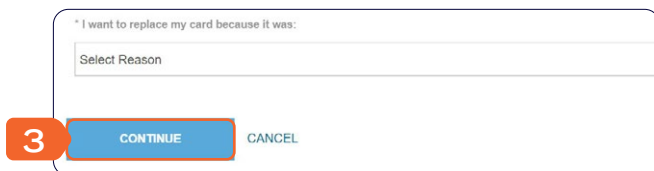
1. Select card and click the option highlighted on the right: **Replace Lost/Stolen/Never Received/Damaged Card**



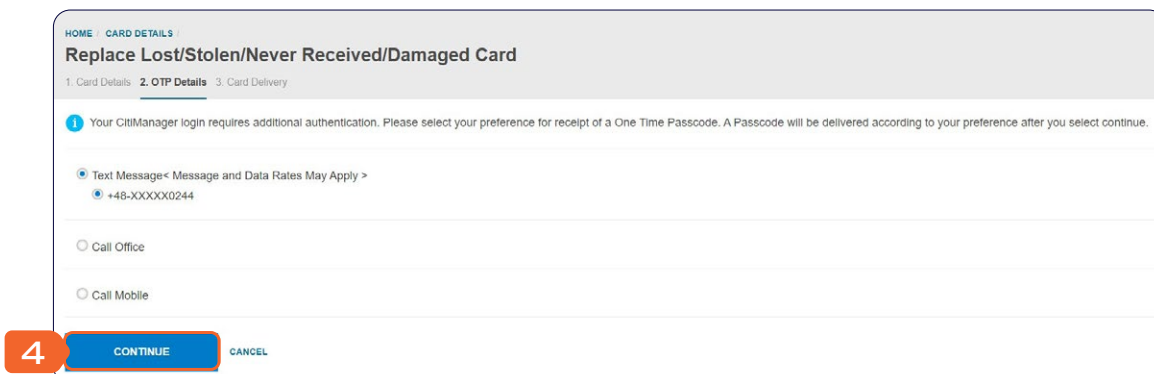
2. Select reason from drop-down list



3. Send the request



4. Confirm the request



### When your card is blocked by the Program Administrator:

Program Administrator can also block your card and request its replacing while card was Lost/ Stolen/ Never Received/ or Damaged. As a Program Administrator follow below instruction:

1. For the chosen card click option „Replace Card”

The screenshot shows the CitiManager interface for a user named JAN KOWALSKI. The main card details section displays 'Citi Commercial Card - \*\*27 1005' with a 'Card Active' status. The current balance is PLN 0,00 and the available credit is PLN 113,00. The credit limit is also PLN 113,00. Below this, there is a 'Recent Transactions' section with filters for 'Time Period' (set to 'Recent Transaction') and 'Type' (set to 'All Status'). A message states 'No transaction found for selected duration.' At the bottom, the 'Card Contact Information' section is visible, showing the cardholder's name, address (SENATORSKA 16, WARSZAWA, POLAND 00-923), phone number (48 22 6577035), and email address (TEST3@CITI.COM). The 'Replace Card' option in the left-hand menu is highlighted with a red box and the number 1.

2. Select replacement reason from drop-down list

HOME / SEARCH / CARD SUMMARY /

## Replace Lost/Stolen/Never Received/Damaged Card

1. Card Details 2. Card Delivery

**i** Please review the Card Information before proceeding further.

### CARD INFORMATION

#### CARD OVERVIEW

|   |  |
|---|--|
| <b>CARD NUMBER</b><br>.... .. 3127 1005 | <b>ACCOUNT STATUS</b><br>- Card Active |
|---|--|

\* I want to replace my card because it was:

**2** Select Reason

- Select Reason
- Lost
- Stolen
- Never Received
- Damaged/Other

Alternatively Program Administrator can block your card using the Online Maintenance.  
 For this purpose, as Program Administrator, select CARD BLOCKADE reason from drop-down list:

HOME / SEARCH / CARD SUMMARY /

## Account Maintenance

1. Search 2. Country and Language 3. Form Details

**i** Please complete and submit the maintenance form below. Fields marked with the (§) symbol are not real time fields. Fields marked with (±) indicate processed.

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**ONLINE REQUEST TO CHANGE BUSINESS CARD PARAMETERS**

**Change of Personal Data**

ANY DATA OF THE HOLDER APPEARING ON STATEMENTS §

EMAIL ADDRESS

MOBILE PHONE NUMBER

48 - 999999999

**Change of Card Parameters**

INDIVIDUAL CARD LIMIT UP TO THE AMOUNT OF

SINGLE OPERATION LIMIT

CASH WITHDRAWAL LIMIT

TEMPORARY INDIVIDUAL CARD LIMIT

TEMPORARY LIMIT START DAY

TEMPORARY LIMIT END DAY

CARD BLOCKADE

Unblock

--Select--

**Unblock**

A - Voluntary Closure

G - Temporary Block

To temporary block the Card please select "G - Temporary Block". To unblock a card that is temporary blocked, please select "Unblock". To close the card please choose "A - Voluntary Closure". Please note that closing the card is an irreversible process

**NOTE:** Program Administrator has also the option to temporarily block the card. A card temporarily blocked in CitiManager can also be unblocked via CitiManager.