

# CitiDirect® Online Banking Event Notification

## Frequently Asked Questions

### What is Event Notification?

Event Notification is a subscription-based service available through CitiDirect® Online Banking. It delivers up-to-the-minute details on cash and trade activities directly to you – no matter where in the world you are, even when you are out of the office. You simply identify which types of notifications you want to receive. When an event occurs, you will receive an automatic notification.

```
From: CitiDirect Event Notification [Notifications@citibank.com]
To: JohnDoe@company1.com
Cc:
Subject: Funds Transfer Debit : client 1 : Account # 1 : *****84
```

```
Notification Details Below:
Branch Name: NEW YORK CITIBANK - CORPORATE
Branch Code: 930
Transaction Value Date: 02/02/2005
Transaction Type: Debit
Threshold: Greater Than USD 10000.00
Transaction Amount: USD 13500.00
Account Number: *****849
Account Familiar Name: Account # 1
Reference Number: 30419103904 1
Posting Time: 09:15:00
```

### What event notifications can I receive?

You can receive event notifications about:

- Transactional credits and debits
- Current and Scheduled Available Balance
- Prior day ledger balances
- Match within payment details field
- Automated File and Report Delivery (AFRD) exceptions
- Eighteen different Trade events

### How do I access the Event Notification service?

Sign on to CitiDirect Online Banking using your secure credentials. Click "Event Notification" on the left navigation bar. The Notifications home page will appear.

**How do I request access to the Event Notification service?**

To take advantage of Event Notification, you must be entitled to the Event Notification solution package. If you don't already have it, contact your security manager to request entitlement. If your Client Definition does not have the Event Notification solution package, please contact your Citibank representative.

Once entitlement is in place, a step-by-step guide is available on the CitiDirect Web site. It will walk you through the registration and setup process in detail. Click on the "Learning Center" tab from the main page, scroll down to CitiDirect Services Guides select "Event Notification."

**How will I receive notifications, and can I receive them on multiple devices?**

Notifications can be delivered to you via e-mail or any e-mail enabled handheld device such as a cell phone, pager, BlackBerry® device, PDA and SMS. Information is also available by fax or on the Web through CitiDirect Online Banking. You can receive information through one or more of these delivery modes based on your needs.

**Where do I enter or edit my telephone number, e-mail addresses and/or fax numbers?**

Through the Event Notification Registration page, you can enter up to two e-mail addresses, two fax numbers, one telephone number for SMS and/or two mobile phone numbers. You can return to this page to update or change this information at anytime, as well as to suspend the service.

**Are my notifications secure?**

Event Notification offers the same level of security as CitiDirect while notifications are being processed within Citibank's firewalls. To further protect information once an alert has been sent to you through the Web or telephone lines, we include a masked account number in the notification in which only the last three digits match the account number. We also advise that you do not use Account Familiar Names, and further recommend that you not enter any sensitive information in the Notification Name field. Please refer to our training guide for more details.

**Can I receive notifications about non-Citibank accounts?**

Yes. Event Notification through CitiDirect Online Banking is available for InfoPool and other bank balance reporting accounts.

**Can I receive notifications on my current available balance?**

Yes, you can receive Current Available Balance notifications, which inform you of your balance each time a transaction is made to a specified Citibank U.S. account. Notifications can be limited to balances above or below specified amounts or a defined range of balance values. You can also set the number of notifications you want to receive each day (no more than 50).

In addition, you can receive Scheduled Available Balance notifications on all global Citibank accounts. You set the time (Eastern Standard Time) and balance range that you want to be notified on. You can select daily, weekly or monthly notifications.

**What are Automated File and Report Delivery exception notifications?**

Automated File and Report Delivery enables clients to schedule file imports and exports, as well as reports, to run automatically – even outside a live CitiDirect Online Banking session. Exception notifications on Automated File and Report Delivery processes alert you when a scheduled report does not run, or a file export or import fails. This, in turn, enables you to investigate the failure so you can take immediate corrective action.

**What specific Trade notifications are available?**

There are 18 Trade events for which notifications are available:

**Export LC Notifications**

- Advised/Confirmed
- Amended
- Paid/Accepted

**Import LC Notifications**

- Issued
- Amended
- Detrimental Amendment Accepted
- Paid/Accepted

**Standby LC Notifications**

- Issued
- Amended
- Detrimental Amendment Accepted

**Collection Notifications**

- Import Collections Established
- Import Collections – Paid/Accepted
- Export Collections – Paid/Accepted
- Direct Collections – Paid/Accepted

**Presentation Notifications**

- LC Presentation – Paid/Accepted
- Citibank Advised Presentation – Paid/Accepted
- Freely Negotiable LC Presentations – Paid/Accepted

**Bills Discounted Notifications**

**What is the average time between an event posting to my account and receipt of the notification?**

Notifications are processed immediately. Based on our internal analysis, you can expect receipt within five to eight minutes after the transaction has been posted to Citibank's backend systems – and in some cases even faster than that. However, given the nature of the Internet and phone lines, we are not able to guarantee specific delivery times. All notifications are also posted in Notification History on [www.citidirect.com](http://www.citidirect.com) for viewing in real time via the Web.

**What should I do if I don't receive an alert?**

Begin by checking the Notification History section to determine if the alert was indeed processed. Depending on the delivery channel you are using, check to make sure that the e-mail address is correct, the fax machine is set up properly or the paper did not run out. The training guide will provide more detail on using the Notification History section of the CitiDirect Web site. If the alert was not processed for some reason, contact Customer Support.

**Where can I get more training information on Event Notification?**

As with all CitiDirect Online Banking solutions, a comprehensive User Guide and round-the-clock customer service make learning and using Event Notification fast and easy.

**How is Event Notification associated with the CitiDirect platform?**

The Event Notification functionality uses the reporting engine available through CitiDirect Online Banking to monitor activity on accounts across all Citibank branches.