

Citibank Time Line for Receiving Delinquent Notices

Travelers are required to submit their travel voucher(s) within 5 days of completing their trip. Failure to voucher in a timely fashion could result in delinquency. See below for a time line of notices sent by Citibank when an account becomes 61 days or more delinquent. Note that payment, in full, is due and payable to Citibank upon receipt of the Citibank statement, but must be received by Citibank no later than 25 calendar days from the statement date.

1. Traveler uses Citibank travel card to pay a hotel bill for official Government travel.		6/1/02
2. Citibank sends cardholder statement of charges. Citibank considers the 21 st the statement date. Payment, in full , is due and payable to Citibank upon receipt of the statement, but must be received by Citibank no later than 25 calendar days from the statement date. Cardholders can access their statement through Citidirect at any time from the following website: http://www.rdc.noaa.gov/~finance/Citibank.htm .	(21 st of each month)	6/21/02
3. Citibank's first cycle payment due date.	(25 days from statement date)	7/16/02
4. Citibank sends cardholder a first past due notice .	(45 days from statement date)	8/5/02
5. Citibank sends cardholder a second past due notice which advises them that their account is in a pre-suspension status.	(55 days from statement date)	8/15/02
6. Citibank's second cycle payment due date. Citibank sends cardholder a third past due notice which advises them that their account is delinquent and subject to suspension.	(61days from statement date)	8/21/02
7. Citibank sends cardholder a fourth past due notice which advises them that both their travel card and ATM privileges are now suspended.	(66 days from statement date)	8/26/02
8. Citibank's third cycle payment due date. Citibank sends cardholder a fifth past due notice which advises them that their account remains seriously delinquent and that their privileges remain suspended.	(91days from statement date)	9/20/02
9. Citibank's fourth cycle payment due date. Citibank sends cardholder a sixth past-due notice which advises them that if payment is not received within 5 days, Citibank will initiate paperwork to have travel card and ATM privileges canceled.	(120 days from statement date)	10/19/02
10. Citibank sends cardholder a seventh past due notice which advises them that their account is now canceled and that their delinquent account will be reported to the national credit bureaus. Reinstatement of canceled accounts is at the discretion of Citibank. Once an account is canceled for non-payment, cardholders are expected to travel on personal funds for any future official travel.	(131 days from statement date)	10/30/02