

Citibank Reinstatement Procedures

At the discretion of Citibank, canceled accounts may be reviewed for reinstatement once full payment of the undisputed amount, including any penalty or late fees, is made. NOTE: Citibank may conduct a credit worthiness check prior to the review for reinstatement, and employees may be charged a reinstatement fee.

In addition, employees must forward a request for reinstatement, signed by their Line Office Chief Financial Officer, (CFO) or head of Staff Office, to their servicing Agency/Organization Program Coordinator, (AOPC). NWS requests must be sent through Janice Evans, to the NWS CFO. The memorandum must contain the following information:

- 1.Circumstances that caused the cancellation;
- 2.Measures taken to prevent future delinquency/cancellation of the account; and
- 3.Confirmation that the employee has been advised of their responsibilities for making timely payments.

The APOC will forward the signed request for reinstatement, along with the "AOPC Reinstatement Validation" to their servicing Citibank Account Representative for final review. Requests for reinstatement are not immediately reviewed, and are rarely approved.