

How to Create or Change your Personal Citi Identification Number (PIN)

Citi Cardholder Procedures

GOVCC Cardholders can Create/Change their PIN by using the **Citi** voice activated response system or telephone keypad (touchtone) and follow the steps listed below to create/change the PIN:

IMPORTANT: You will need your Government Travel Charge Card (GOVCC) account number and SSN.

Call **Citi** at **1-800-200-7056**

Welcome to Citi Department of Defense Travel Card Program 24 hour Automated Telephone System:

CUSTOMER SERVICE MENU will beginthe system reports the most up-to-date information on your Citi GOVCC account.....

Note: Unfortunately, you will not be able to bypass the Customer Service Menu options to immediately select **Option 4** to create/change the PIN.

When asked to do so by the Citi voice activated response system:

- **Touchtone** or speak your 16-digit Account Number. - One moment, please.
- **Touchtone** or speak your SSN last 4-digit

CREATE/CHANGE PIN (Option 4)

Press 4 - To create/change PIN

- **Touchtone** or speak new PIN
- **Touchtone** or speak new PIN again

Your **PIN** has been changed and will be available for use the next business day.

- **Press 2** to disconnect call.