



What is CitiDirect BE[®] Chat?

With CitiDirect BE[®] Chat, help is a simple click away. Connect directly with a CitiService Representative today.

KEY FEATURES



Instant access

Connect with a live Citi Representative in real time.



Simple to use

Intuitive design requires no training.



Co-browse screen sharing

Citi Representatives can view the exact CitiDirect BE[®] screen you see.



Availability

A live Citi representative is available to assist you during service center hours.

BENEFITS



Personalized Service from Citi

Your Chat will be answered by an experienced Citi Representative located in your region.



Choose How You Connect

You choose your preferred communication channel whether it is by Chat, Phone or Email.



We See What You See

You can show us your exact screen for quick resolution of your inquiries.



Further Assistance Available

Should your case require further investigation, a case number will be provided and a Citi Representative will follow up with you directly.

HOW IT WORKS



Login
to CitiDirect BE[®]



Locate the Chat Icon
on the CitiDirect BE[®] Screen



Click
on the
Chat Icon



Start chatting
with a Citi Representative