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**NATIONAL SECURITY AGENCY/CENTRAL SECURITY  
SERVICE**



**INSPECTOR GENERAL  
REPORT OF INVESTIGATION**

**20 September 2013**

**IV-13-0071**

**Misuse of GTCC**

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## **(U) OFFICE OF THE INSPECTOR GENERAL**

(U) Chartered by the NSA Director and by statute, the Office of the Inspector General conducts audits, investigations, inspections, and special studies. Its mission is to ensure the integrity, efficiency, and effectiveness of NSA operations, provide intelligence oversight, protect against fraud, waste, and mismanagement of resources by the Agency and its affiliates, and ensure that NSA activities comply with the law. The OIG also serves as an ombudsman, assisting NSA/CSS employees, civilian and military.

### **(U) AUDITS**

(U) The audit function provides independent assessments of programs and organizations. Performance audits evaluate the effectiveness and efficiency of entities and programs and their internal controls. Financial audits determine the accuracy of the Agency's financial statements. All audits are conducted in accordance with standards established by the Comptroller General of the United States.

### **(U) INVESTIGATIONS**

(U) The OIG administers a system for receiving complaints (including anonymous tips) about fraud, waste, and mismanagement. Investigations may be undertaken in response to those complaints, at the request of management, as the result of irregularities that surface during inspections and audits, or at the initiative of the Inspector General.

### **(U) INTELLIGENCE OVERSIGHT**

(U) Intelligence oversight is designed to insure that Agency intelligence functions comply with federal law, executive orders, and DoD and NSA policies. The IO mission is grounded in Executive Order 12333, which establishes broad principles under which IC components must accomplish their missions.

### **(U) FIELD INSPECTIONS**

(U) Inspections are organizational reviews that assess the effectiveness and efficiency of Agency components. The Field Inspections Division also partners with Inspectors General of the Service Cryptologic Elements and other IC entities to jointly inspect consolidated cryptologic facilities.

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IV-13-0071

**I. (U) SUMMARY**(b) (3) - P.L. 86-36  
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(U//~~FOUO~~) This investigation was conducted in response to a complaint alleging that [redacted] misused his government travel card (GTCC) when not in travel status and failed to pay his bill.

(U//~~FOUO~~) Analysis of [redacted] GTCC statements from May 2011 to July 2013 revealed that he used his GTCC on 51 separate occasions for cash advances totaling \$15,032.50 that were unrelated to official government business. [redacted] testified that he used his government travel charge card to withdraw cash [redacted]. He knew that using the card for purposes unrelated to official travel was prohibited, but did it anyway.

(U//~~FOUO~~) In the eighteen months between July 2011 and December 2012, [redacted] made nine partial payments (excluding two travel reimbursements paid on his behalf) and was sent eight past due notices. [redacted] admitted to falling behind in his GTCC payments when he [redacted]

[redacted] In December 2012, he was involuntarily enrolled in a salary offset program, whereby a portion of his earnings was deducted to pay his GTCC balance.

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(U//~~FOUO~~) [redacted] also testified that he lied to an NSA travel representative when she inquired about his charges. He told the travel representative that his charges were the result of a non-existent TDY that was cancelled. [redacted] said he wanted to apologize for his lie to the travel office and regretted his actions.

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted]

- 1) misused his issued GTCC by taking cash advances unrelated to official government business between May 2011-December 2012, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3 (H), General Principles for On-The-Job Conduct.
- 2) misused his issued GTCC by failing to pay his GTCC balance in full or on time between September 2011- November 2012, in violation of DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3(H), General Principles for On-The-Job Conduct.
- 3) knowingly made a false statement to the travel office on February 26, 2013, in violation of NSA/CSS PMM, Chapter 366, § 2-1(K), Work Environment.

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IV-13-0071

(U//~~FOUO~~) Copies of the OIG report will be forwarded to MR, Employee Relations, for action deemed appropriate and D23, the Office of General Counsel (Administrative Law) for information. A summary of the investigative findings will be forwarded to the Associate Directorate for Security and Counterintelligence (ADS&CI), Q234 (Special Actions) for information.

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IV-13-0071

**II. (U) BACKGROUND**

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**(U) Introduction**

(b) (3) - P.L. 86-36

(U//~~FOUO~~) [redacted] works in the [redacted].  
He is a [redacted] completed two TDYs during the time period reviewed for this investigation.

(U//~~FOUO~~) In June 2012, the Travel Entitlements Office notified Employee Relations that [redacted] GTCC account was 90 days past due. According to Travel Entitlements, [redacted] past due balance was the result of cash advances and fees unrelated to official government travel for NSA. Employee Relations subsequently requested that the OIG open an investigation into the matter.

**(U) Applicable Authorities**

(U//~~FOUO~~) The investigation looked at possible violations of the following authorities. Full citations are contained in Appendix A.

- (U) 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions
- (U) 5 C.F.R. § 2635.704 (a), Use of Government Property
- (U) DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse
- (U//~~FOUO~~) NSA/CSS PMM, Chapter 366, § 1-3(H), General Principles for On-The-Job Conduct
- (U//~~FOUO~~) NSA/CSS PMM, Chapter 366, § 2-1(K), Work Environment

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IV-13-0071

**III. (U) FINDINGS**(b) (3) - P.L. 86-36  
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**(U//FOUO) ALLEGATION 1:** Did [REDACTED] misuse his government travel credit card by taking cash advances unrelated to official government business between May 2011-December 2012, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704, (a), Use of Government Property; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3, (H), General Principles for On-The-Job Conduct?

**(U//FOUO) CONCLUSION:** Substantiated.

**(U//FOUO) ALLEGATION 2:** Did [REDACTED] misuse his government travel credit card by failing to pay his GTCC balance in full or on time between September 2011-November 2012, in violation of DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3, (H), General Principles for On-The-Job Conduct?

**(U//FOUO) CONCLUSION:** Substantiated.

**(U//FOUO) ALLEGATION 3:** Did [REDACTED] knowingly make a false statement to the travel office on February 26, 2013, in violation of NSA/CSS PMM, Chapter 366, § 2-1, (K), Work Environment.

**(U//FOUO) CONCLUSION:** Substantiated.

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**(U) Documentary Evidence**

**(U//~~FOUO~~) Request and Travel Authorization/Expense Reports (RTAs)**

~~(S//NF)~~ The OIG obtained RTAs for [redacted] for the period of May 2011- July 2013.

[redacted] traveled on official business twice during the period; he traveled [redacted] and to [redacted] from July 10-12, 2011.

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(b) (3)-P.L. 86-36

**(U//~~FOUO~~) GTCC Statements**

(b) (3)-P.L. 86-36

(U//~~FOUO~~) The OIG obtained [redacted] GTCC statements for the period of May 11, 2011- July 23, 2013. Excluding the official travel periods referenced above, the statements revealed 51 cash advances, totaling \$15,032.50, transacted between May 30, 2011 and December 21, 2012 (Appendix B).

(U//~~FOUO~~) [redacted] made 9 payments in the 18 months between July 2011 and December 2012 (excluding two travel reimbursements paid on his behalf) totaling \$10,648.28. On November 21, 2012, [redacted] was enrolled in the involuntary salary offset program. Thereafter, an amount not to exceed 15% of his disposable net pay was deducted from each paycheck until the outstanding balance was paid in full. [redacted] also made a supplemental payment for \$2,966.31 on February 26, 2013. On February 26, 2013, [redacted] account was paid in full.

(b) (3)-P.L. 86-36  
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**(U//~~FOUO~~) Past Due Notices**

(U//~~FOUO~~) The [redacted] sent [redacted] eight past due notices via email between September 2011 and November 2012 (Appendix C). The first four notices, (dated September 14, 2011; October 14, 2011; January 19, 2012, and April 11, 2012) informed [redacted] that he was 45-days past due in paying his account. He was told that failure to make a payment would result in his card being suspended. The fifth past due notice, sent May 18, 2012, informed [redacted] that if his GTCC account became 75 days delinquent, Citibank would charge a monthly \$29 non-refundable late fee until payment was received. Additionally, [redacted] was advised that if his account became 120 days delinquent, the information would be forwarded to Employee Relations for appropriate disciplinary action. On June 11, 2012, and on June 14, 2012, [redacted] received his sixth and seventh past due notices. Both notices indicated that [redacted] was more than 90 days delinquent and his account would be canceled on June 17, 2012. [redacted] was also notified that any outstanding balance not formally disputed would be submitted to the Finance and Accounting Office for involuntary salary offset. All of the aforementioned notices included intranet links to the GTCC and Agency travel card policy (Corporate Travel Gram 01-2008). The eighth and final notice, dated November 14, 2012, apprised [redacted] that involuntary salary offset would be initiated beginning November 2012 if past due payments were not made.

**(U//~~FOUO~~) Email Inquiry from [redacted]**



(b) (3) - P.L. 86-36

(U//~~FOUO~~) On February 15, 2013, a [redacted] representative emailed [redacted] and pointed out that he was past due in paying his account (Appendix D). The representative inquired as to the reason for the charges posted to his account. On February 26, 2013, [redacted] replied that the charges incurred were for travel that was planned but later canceled.

**(U//~~FOUO~~) NSA/CSS Corporate Travel Gram Issue 01- 2008 (Revision to Issue:01-2008) July 2009, Department of Defense Government Travel Card Procedures**

(U//~~FOUO~~) This guidance is published on the [redacted] web page and it details the basic NSA/CSS policy and procedures for use of the GTCC (Appendix E).

**(U) Testimonial Evidence**

(b) (3) - P.L. 86-36  
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(U//~~FOUO~~) [redacted]

(U//~~FOUO~~) On June 4, 2013, [redacted] was interviewed and provided the following sworn testimony.

(U//~~FOUO~~) [redacted] admitted to using his government travel charge card without authorization. On several occasions he used it to for cash advances [redacted]. The cash advances were unrelated to official travel and therefore not an appropriate use of the charge card. He knew when he withdrew the money that it violated the cardholder agreement he had signed but did it anyway. He thought he could pay it back. Taking out a cash advance on the GTCC solved a problem once and was easy, so he continued the practice [redacted]. He estimated he used the card a couple of dozen times and withdrew approximately \$5,000. It was not like a one-time "oops."

(U//~~FOUO~~) [redacted] used the cash to pay for [redacted]

[redacted] intended to

pay Citibank back for the cash advances using money he would obtain by working overtime or being promoted. When the promotion failed to materialize, [redacted] fell behind in his payments. As he fell behind, he began receiving delinquency notifications from the travel branch. [redacted] admitted that in response to one such notification, he lied. He told the travel personnel that his charges were the result of a TDY that was cancelled. There was no such TDY. Periodically, [redacted] did make a payment in response to a delinquency notification. He managed this by not paying other bills. However, once the immediate debt was resolved, he resumed his practice of using the government travel card for cash advances, thus incurring a new debt. To his relief, he was eventually enrolled in the salary offset program and the cycle of debt-payoff-debt-payoff ended.

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(b) (3) - P.L. 86-36  
(b) (6)

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IV-13-0071

(U//FOUO) [redacted] stated that he takes his obligations seriously and does not intend to use the GTCC inappropriately in the future. He wants to apologize for his lie to the travel office and regrets his misuse of the card.

(U//FOUO) On August 14, 2013, the OIG emailed [redacted] a copy of his February 26, 2013, email to a [redacted] representative (Appendix D) and asked him if this was the email in which he lied about planned travel. [redacted] confirmed that it was. He had nothing further to add.

(b) (3) - P.L. 86-36

**(U) Analysis and Conclusions**

(U//FOUO) DoD and NSA policies require personnel to use government property for authorized purposes only. GTCC cardholders may only take out cash advances in connection with official travel validated by an RTA. Analysis of [redacted] approved RTAs and GTCC statements for the period of May 11, 2011- July 23, 2013 show that he used his GTCC on 51 separate occasions for \$15,032.50 in cash advances unrelated to official government travel. [redacted] also testified that with the exception of his two TDYs in May 2011 and July 2011, none of the other cash advances were related to official travel. DoD regulations also prohibit the use of the GTCC for expenses related to personal, family, or household purposes. [redacted] testified that he used the cash to pay for [redacted]

(U//FOUO) GTCC cardholders are also required to pay all undisputed charges in a timely manner, upon receipt of the monthly bill. In the eighteen months between July 2011 and December 2012, [redacted] made nine partial payments (excluding two travel reimbursements paid on his behalf). He was sent eight past due notices over the period, the majority of which he ignored. [redacted] admitted to falling behind in his GTCC payments when [redacted]

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[redacted] As a result of his failure to pay the bill in a timely manner, [redacted] was involuntarily enrolled in a salary offset program, whereby a portion of his earnings was deducted to pay his outstanding credit card balance.

(U//FOUO) [redacted] also testified that he lied to an NSA travel representative when she inquired about his charges. [redacted] told the travel representative that his charges were the result of a non-existent TDY that was cancelled. Under applicable legal standards, a person "knowingly" makes a false statement whenever he or she acts with knowledge of its falsity or acts with reckless disregard of whether the statement is true. [redacted] said he wanted to apologize for his lie to the travel office and regrets his actions.

(U//FOUO) The preponderance of the evidence supports the conclusion that [redacted]

- 1) misused his issued GTCC by taking cash advances unrelated to official government business, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service,

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IV-13-0071

General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3 (H), General Principles for On-The-Job Conduct.

- 2) misused his issued GTCC by failing to pay his GTCC balance in full or on time, in violation of DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3 (H), General Principles for On-The-Job Conduct.
- 3) knowingly made a false statement in violation of NSA/CSS PMM, Chapter 366, § 2-1(K), Work Environment.

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IV-13-0071

#### IV. (U) RESPONSE TO TENTATIVE CONCLUSION

(U//~~FOUO~~) [redacted] had no comment on the tentative conclusion, therefore no additional investigation was required and the tentative conclusion became final.

[redacted]  
.....  
[redacted]  
(b) (3) -P.L. 86-36  
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**V. (U) CONCLUSION**

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(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted]

- 1) misused his issued GTCC by taking cash advances unrelated to official government business, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3 (H), General Principles for On-The-Job Conduct.
- 2) misused his issued GTCC by failing to pay his GTCC balance in full or on time, in violation of DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM, Chapter 366, § 1-3 (H), General Principles for On-The-Job Conduct.
- 3) knowingly made a false statement in violation of NSA/CSS PMM, Chapter 366, § 2-1(K), Work Environment.

## VI. (U) DISTRIBUTION OF RESULTS

(U//~~FOUO~~) A copy or summary of this report of investigation will be provided to:

1. M/ER for information and any appropriate action.
2. OGC, Administrative Law & Ethics, D23, for information, and;
3. Q234, Special Actions, for information and any appropriate action.

Concurred by:

[Redacted Signature]

Investigator

(b) (3) - P.L. 86-36

[Redacted Signature]

Assistant Inspector General  
for  
Investigations



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IV-13-0071

## **APPENDIX A**

### **(U) Applicable Authorities**

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Release: 2018-11  
NSA: 05627

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IV-13-0071

**(U) 5 C.F.R. § 2635.101 (b)(9), Basic Obligation of Public Service, General Provisions**

(U) Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.

**(U) 5 C.F.R. § 2635.704 (a), Use of Government Property**

(U) Standard. An employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, for other than authorized purposes.

**(U) DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse**

(U) Misuse of the GTCC will not be tolerated. Commanders/supervisors will ensure GTCCs are issued only for official travel related expenses. Examples of misuse include, but are not limited to:

- (a) expenses related to personal, family, or household purposes,
- (b) cash withdrawals from ATMs or banks when not related to official Government travel requirements,
- (c) intentional failure to pay undisputed charges in a timely manner, and
- (d) ATM cash withdrawals taken more than three days prior to the official Government travel.

(U) Cardholders who misuse their GTCC may be subject to administrative or disciplinary action, as appropriate.

**(U//~~FOUO~~) NSA/CSS PMM, Chapter 366, Section 1-3(H), General Principles for On-The-Job Conduct**

(U//~~FOUO~~) Generally, every employee is expected to:

...

- H. (U//~~FOUO~~) Conserve, protect, and properly use Federal funds, property, equipment, and materials.

**(U//~~FOUO~~) NSA/CSS PMM, Chapter 366, Section 2-1(K), Work Environment**

(U//~~FOUO~~) Employees will not engage in any conduct that creates a hostile work environment and/or interferes with an individual's work performance.

...

- K. (U//~~FOUO~~) False Statements – Employees will not knowingly make or present a false or fraudulent statement or claim; enter into an agreement or conspiracy to defraud the Government by obtaining or aiding in the payment or allowance of a false or fraudulent

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IV-13-0071

claim; or, knowingly and willfully falsify or conceal a material fact by a trick, scheme, or device.

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Release: 2018-11  
NSA: 05629



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IV-13-0071

**APPENDIX B**  
**(U//~~F0U0~~) GTCC Statements**

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[Redacted]

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Account Number	Due Date	Total Amount Due	Enter Amount Paid
[Redacted]	06/17/2011	\$2,893.90	

[Redacted]

**Address Correspondence to:**  
 CITIBANK GOVERNMENT CARD SERVICES,  
 P.O. Box 183173  
 COLUMBUS, OH 43218-3173

For telephone or address change on travel cards, please place an X in the parentheses and make the desired changes on the reverse side. ( )

Payment coupon: Please cut along perforation and return this portion with your payment. Make check or money order payable in U.S. dollars on a U.S. bank to Citibank. Include account number on check or money order. No cash please. Do not staple or tape your check to this coupon.

(b) (3) - P.L. 86-36  
(b) (6)

**CITIBANK GOVERNMENT CARD SERVICES**  
 CARD STATEMENT

Previous Balance	Payments And Credits	New Charges	New Balance
\$0.00		\$2,893.90	\$2,893.90

Invoice Date  
05/23/2011  
Due Date  
06/17/2011

FOR CUSTOMER SERVICE CALL 1-800-200-7056 OR WRITE P.O. Box 6408, SIOUX FALLS SD. 57117-6408  
 OUTSIDE THE U.S. AND CANADA CALL COLLECT 757-852-9076  
 SEND PAYMENTS TO: CITIBANK GOVERNMENT CARD SERVICES, P.O. Box 183173 COLUMBUS, OH 43218-3173

Agency Name:	Account Number:	[Redacted]
Accounting Code/Cost Center:	Agency/Org Id:	
Billing Office Id:	Tax Exempt#:	
Discretionary Code:	Single Purchase Limit:	\$0.00
Single Purchase Limit:	Cycle Purchase Limit:	\$0.00

Sale Date	Post Date	MCC Code	Reference Number	Description	Total Amount
05/11/2011	05/11/2011				\$151.50
05/11/2011	05/11/2011				\$3.03
05/13/2011	05/16/2011				\$1,423.95
05/13/2011	05/16/2011				\$29.80
05/14/2011	05/16/2011				\$27.56

ACCOUNT SUMMARY CURRENT PERIOD		Previous Balance	Payments	Credits	Purchases and Advances	Taxes and Fees	New Balance
	Purchases Advances TOTALS				\$2,475.43 \$418.47 \$2,893.90		\$2,475.43 \$418.47 \$2,893.90

Memo Section	Amount Over Credit Limit:	\$0.00
	Amount Past Due:	\$0.00
	Net Total Charges:	\$2,475.43
	Total Cash Advances:	\$418.47
	Current Period Total:	\$2,893.90

Approval Section

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE(Except Travel)

[Redacted]



(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

Account Number  
[Redacted]

Invoice Date  
05/23/2011

Sale Date	Post Date	MCC Code	Reference Number	Description	Total Amount
05/14/2011	05/16/2011	[Redacted]	[Redacted]	[Redacted]	\$0.84
05/14/2011	05/16/2011	[Redacted]	[Redacted]	[Redacted]	\$41.75
05/14/2011	05/16/2011	[Redacted]	[Redacted]	[Redacted]	\$2.04
05/14/2011	05/16/2011	[Redacted]	[Redacted]	[Redacted]	\$101.75
05/15/2011	05/16/2011	[Redacted]	[Redacted]	[Redacted]	\$1.14
05/15/2011	05/16/2011	[Redacted]	[Redacted]	[Redacted]	\$57.03
05/17/2011	05/17/2011	[Redacted]	[Redacted]	[Redacted]	\$1.16
05/17/2011	05/17/2011	[Redacted]	[Redacted]	[Redacted]	\$58.23
05/17/2011	05/19/2011	[Redacted]	[Redacted]	[Redacted]	\$604.67
05/18/2011	05/20/2011	[Redacted]	[Redacted]	[Redacted]	\$0.22
05/18/2011	05/20/2011	[Redacted]	[Redacted]	[Redacted]	\$22.23
05/18/2011	05/20/2011	[Redacted]	[Redacted]	[Redacted]	\$367.00
<b>****TOTAL AMOUNT DUE:</b>					<b>\$2,893.90</b>



(b) (3) - P.L. 86-36

[Redacted]

Account Number	Due Date	Total Amount Due	Enter Amount Paid
[Redacted]	07/18/2011	\$3,016.30	

[Redacted]

**Address Correspondence to:**  
 CITIBANK GOVERNMENT CARD SERVICES.  
 P.O. Box 183173  
 COLUMBUS, OH 43218-3173

For telephone or address change on travel cards, please place an X in the parentheses and make the desired changes on the reverse side. ( )

Payment coupon: Please cut along perforation and return this portion with your payment. Make check or money order payable in U.S. dollars on a U.S. bank to Citibank. Include account number on check or money order. No cash please. Do not staple or tape your check to this coupon.

(b) (3) - P.L. 86-36  
(b) (6)

**CITIBANK GOVERNMENT CARD SERVICES**  
**CARD STATEMENT**

Previous Balance	Payments And Credits	New Charges	New Balance
\$2,893.90		\$122.40	\$3,016.30

Invoice Date  
06/23/2011  
Due Date  
07/18/2011

FOR CUSTOMER SERVICE CALL 1-800-200-7056 OR WRITE P.O. Box 6408, SIOUX FALLS SD, 57117-8408  
 OUTSIDE THE U.S. AND CANADA CALL COLLECT 757-852-6076  
 SEND PAYMENTS TO: CITIBANK GOVERNMENT CARD SERVICES P.O. Box 183173 COLUMBUS, OH 43218-3173

Agency Name:	Accounting Code/Cost Center	Account Number	[Redacted]
Billing Office Id:	Discretionary Code:	Agency/Org Id:	Tax Exempt#:
Single Purchase Limit:	\$0.00	Cycle Purchase Limit:	\$0.00

Sale Date	Post Date	MCC Code	Reference Number	Description	Total Amount
05/30/2011	05/31/2011		[Redacted]		\$120.00
05/30/2011	05/31/2011		[Redacted]		\$2.40
<b>*****TOTAL AMOUNT DUE:</b>					<b>\$3,016.30</b>

We did not receive your payment last month. Please pay the total balance due at once. If you have remitted payment, please disregard this notice.

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ACCOUNT SUMMARY CURRENT PERIOD		Previous Balance	Payments	Credits	Purchases and Advances	Taxes and Fees	New Balance
Purchases		\$2,475.43					\$2,475.43
Advances		\$418.47			\$122.40		\$540.87
<b>TOTALS</b>		\$2,893.90			\$122.40		\$3,016.30

Memo Section	Amount Over Credit Limit:	\$0.00
	Amount Past Due:	\$2,893.90
	Net Total Charges:	\$0.00
	Total Cash Advances:	\$120.00
	Current Period Total:	\$120.00

Approval Section

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE(Except Travel)





(b) (3) - P.L. 86-36

[Redacted box]

Account Number	Due Date	Total Amount Due	Enter Amount Paid
[Redacted]	08/17/2011	\$1,116.11	

[Redacted box]

Address Correspondence to:  
 CITIBANK GOVERNMENT CARD SERVICES  
 P.O. Box 183173  
 COLUMBUS, OH 43218-3173

(b) (3) - P.L. 86-36  
(b) (6)

For telephone or address change on travel cards, please place an X in the parentheses and make the desired changes on the reverse side. ( )

Payment coupon: Please cut along perforation and return this portion with your payment. Make check or money order payable in U.S. dollars on a U.S. bank to Citibank. Include account number on check or money order. No cash please. Do not staple or tape your check to this coupon.

### CITIBANK GOVERNMENT CARD SERVICES

CARD STATEMENT

Previous Balance	Payments And Credits	New Charges	New Balance
\$3,016.30	\$2,895.00	\$994.81	\$1,116.11

Invoice Date  
07/23/2011  
Due Date  
08/17/2011

FOR CUSTOMER SERVICE CALL 1-800-200-7056 OR WRITE P.O. Box 6408, SIOUX FALLS SD, 57117-6408  
 OUTSIDE THE U.S. AND CANADA CALL COLLECT 757-852-9076  
 SEND PAYMENTS TO: CITIBANK GOVERNMENT CARD SERVICES, P.O. Box 183173 COLUMBUS, OH 43218-3173

Agency Name:	Account Number	[Redacted]
Accounting Code/Cost Center	Agency/Org Id:	
Billing Office Id:	Tax Exempt#:	
Discretionary Code:	Cycle Purchase Limit:	\$0.00
Single Purchase Limit:		\$0.00

Sale Date	Post Date	MCC Code	Reference Number	Description	Total Amount
07/05/2011	07/06/2011			[Redacted]	\$519.40
07/05/2011	07/07/2011			[Redacted]	\$29.80
07/10/2011	07/11/2011			[Redacted]	\$1.26
07/10/2011	07/11/2011			[Redacted]	\$63.00
07/11/2011	07/12/2011			[Redacted]	\$18.69

ACCOUNT SUMMARY CURRENT PERIOD		Previous Balance	Payments	Credits	Purchases and Advances	Taxes and Fees	New Balance
Purchases		\$2,475.43	- \$2,291.13		\$930.55		\$1,114.85
Advances		\$540.87	- \$603.87		\$64.26		\$1.26
TOTALS		\$3,016.30	- \$2,895.00		\$994.81		\$1,116.11

Memo Section	Amount Over Credit Limit:	\$0.00
	Amount Past Due:	\$121.30
	Net Total Charges:	\$930.55
	Total Cash Advances:	\$63.00
	Current Period Total:	\$993.55

Approval Section

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE(Except Travel)

[Redacted]



(b) (3) - P.L. 86-36

Account Number  
[Redacted]

Invoice Date  
07/23/2011

Sale Date	Post Date	MCC Code	Reference Number	Description	Total Amount
07/11/2011	07/13/2011	[Redacted]	[Redacted]	[Redacted]	\$102.30
07/12/2011	07/14/2011	[Redacted]	[Redacted]	[Redacted]	\$260.36
07/22/2011	07/22/2011	[Redacted]	[Redacted]	PAYMENT RECEIVED -- YOU THANK	\$2,895.00 PY
*****TOTAL AMOUNT DUE:					\$1,116.11

We did not receive your payment last month. Please pay the total balance due at once. If you have remitted payment, please disregard this notice.

(b) (3) - P.L. 86-36  
(b) (6)

[Redacted] (b) (3) - P.L. 86-36

### Cardholder Statement

This account was closed for security reasons.  
Account [Redacted] is the new account number.

(b) (3) - P.L. 86-36  
(b) (6)

Cardholder [Redacted] Product Type TRAVEL - Individually Billed Account Number [Redacted] Statement Period 07/23/2011 - 08/23/2011 Statement Status New Default MAC

Previous Balance	\$ 0.00	Total Payments	\$ 761.20	Total Amount Due	\$ 158.33
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 919.53	Other Credits	\$ 0.00	Statement Total	\$ 158.33
				Tax Total	\$ 0.00

post date	tran date	last alloc date	time	merchant	amount	status	type
07/26/2011	07/25/2011			SPLIT DISBURSEMENT PAYMEN	\$ -761.20		[Redacted]
07/27/2011	07/27/2011			[Redacted]			[Redacted]
07/27/2011	07/27/2011			[Redacted]			[Redacted]
08/01/2011	07/30/2011			[Redacted]			[Redacted]
08/01/2011	07/30/2011			[Redacted]			[Redacted]

--End of Statement--

(b) (6)

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder: [Redacted] Account Number: [Redacted]  
Product Type: TRAVEL - Individually Billed Statement Period: 08/24/2011 - 09/23/2011 Statement Status: New  
Default MAC: [Redacted]

Previous Balance	\$ 1,274.44	Total Payments	\$ 380.00	Total Amount Due	\$ 1,221.97
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 307.53	Other Credits	\$ 0.00	Statement Total	\$ -52.47
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
08/24/2011	08/24/2011		[Redacted]	\$ 6.03	
	bill acct			orig amt	\$ 6.03
	ref num			settlement	\$ 6.03
	tran code		(b) (6)	conv rate	0
				conv date	N/A
08/24/2011	08/24/2011		[Redacted]	\$ 301.50	
	bill acct			orig amt	\$ 301.50
	ref num			settlement	\$ 301.50
	tran code			conv rate	0
				conv date	N/A
09/20/2011	09/20/2011		PAYMENT RECEIVED -- THANK	\$ -360.00	
	bill acct			orig amt	\$ 360.00
	ref num			settlement	\$ -360.00
	tran code			conv rate	0
				conv date	N/A

--End of Statement--



(b) (3) - P.L. 86-36  
(b) (6)

(b) (3) - P.L. 86-36

### Cardholder Statement

<b>Cardholder</b>	[Redacted]	<b>Account Number</b>	[Redacted]	<b>Statement Status</b>	New
<b>Product Type</b>	TRAVEL - Individually Billed	<b>Statement Period</b>	09/24/2011 - 10/21/2011		
<b>Default MAC</b>					

<b>Previous Balance</b>	\$ 1,221.97	<b>Total Payments</b>	\$ 915.00	<b>Total Amount Due</b>	\$ 818.50
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 511.53	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -403.47
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
10/19/2011	10/19/2011		PAYMENT RECEIVED -- THANK	\$ -915.00		
bill acct				orig amt	\$ 915.00	
ref num				settlement	\$ -915.00	
tran code				conv rate	0	
				conv date	N/A	
10/21/2011	10/21/2011			\$ 501.50		
bill acct				orig amt	\$ 501.50	
ref num				settlement	\$ 501.50	
tran code				conv rate	0	
				conv date	N/A	
10/21/2011	10/21/2011			\$ 10.03		
bill acct				orig amt	\$ 10.03	
ref num				settlement	\$ 10.03	
tran code				conv rate	0	
				conv date	N/A	

--End of Statement--

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
 (b) (6)

**Cardholder Statement**

Cardholder [Redacted] Account Number [Redacted]  
 Product Type TRAVEL - Individually Billed Statement Period 10/22/2011 - 11/23/2011  
 Default MAC Statement Status New

Previous Balance	\$ 818.50	Total Payments	\$ 818.50	Total Amount Due	\$ 2,125.17
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 2,125.17	Other Credits	\$ 0.00	Statement Total	\$ 1,306.67
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
10/26/2011	10/26/2011		[Redacted]	\$ 501.50		
	bill acct			orig amt	\$ 501.50	
	ref num			settlement	\$ 501.50	
	tran code			conv rate	0	
				conv date	N/A	
10/26/2011	10/28/2011		[Redacted]	\$ 10.03		
	bill acct			orig amt	\$ 10.03	
	ref num			settlement	\$ 10.03	
	tran code			conv rate	0	
				conv date	N/A	
10/28/2011	10/28/2011		[Redacted]	\$ 501.50		
	bill acct			orig amt	\$ 501.50	
	ref num			settlement	\$ 501.50	
	tran code			conv rate	0	
				conv date	N/A	
10/28/2011	10/28/2011		[Redacted]	\$ 10.03		
	bill acct			orig amt	\$ 10.03	
	ref num			settlement	\$ 10.03	
	tran code			conv rate	0	
				conv date	N/A	
10/31/2011	10/31/2011		[Redacted]	\$ 501.50		
	bill acct			orig amt	\$ 501.50	
	ref num			settlement	\$ 501.50	
	tran code			conv rate	0	
				conv date	N/A	
10/31/2011	10/31/2011		[Redacted]	\$ 10.03		
	bill acct			orig amt	\$ 10.03	
	ref num			settlement	\$ 10.03	
	tran code			conv rate	0	
				conv date	N/A	
11/04/2011	11/04/2011		[Redacted]	\$ 6.06		

bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 6.06 \$ 6.06 0 N/A
<div data-bbox="425 163 1023 1837" style="border: 2px solid black; padding: 10px; width: fit-content; margin: 0 auto;"> <p>(b) (6)</p> </div>	\$ 303.00	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 303.00 \$ 303.00 0 N/A
11/04/2011 11/04/2011	\$ 181.50	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 181.50 \$ 181.50 0 N/A
11/07/2011 11/05/2011	\$ 3.63	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 3.63 \$ 3.63 0 N/A
11/07/2011 11/05/2011	\$ 51.50	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 51.50 \$ 51.50 0 N/A
11/07/2011 11/06/2011	\$ 1.03	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 1.03 \$ 1.03 0 N/A
11/07/2011 11/06/2011	\$ 0.86	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 0.86 \$ 0.86 0 N/A
11/08/2011 11/08/2011	\$ 43.00	
bill acct ref num tran code	orig amt settlement conv rate conv date	\$ 43.00 \$ 43.00 0 N/A
11/08/2011 11/08/2011	\$ -818.50	
bill acct	PAYMENT RECEIVED -- THANK orig amt	\$ -818.50 \$ 818.50



[Redacted]

(b) (3) - P.L. 86-36

ref num  
tran code

[Redacted]

settlement	\$	-818.50
conv rate		0
conv date		N/A

--End of Statement--

(b) (6)

[https://www.cards.citidirect.com/StmtPrint.asp?id=17948730&inq=0&option=0&\\_TS=13...](https://www.cards.citidirect.com/StmtPrint.asp?id=17948730&inq=0&option=0&_TS=13...) 5/20/2013

--End of Statement--

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder [REDACTED] Account Number [REDACTED] Statement Status New  
 Product Type TRAVEL - Individually Billed Statement Period 11/24/2011 - 12/23/2011  
 Default MAC

Previous Balance	\$ 2,125.17	Total Payments	\$ 0.00	Total Amount Due	\$ 2,517.87
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 392.70	Other Credits	\$ 0.00	Statement Total	\$ 392.70
				Tax Total	\$ 0.00

post date	tran date	last alloc date	time	merchant	amount	status	t
12/06/2011	12/06/2011			(b) (6)	\$ 41.50		
	bill acct				orig amt	\$ 41.50	
	ref num				settlement	\$ 41.50	
	tran code				conv rate	0	
					conv date	N/A	
12/06/2011	12/06/2011			(b) (6)	\$ 0.83		
	bill acct				orig amt	\$ 0.83	
	ref num				settlement	\$ 0.83	
	tran code				conv rate	0	
					conv date	N/A	
12/12/2011	12/12/2011			(b) (6)	\$ 0.84		
	bill acct				orig amt	\$ 0.84	
	ref num				settlement	\$ 0.84	
	tran code				conv rate	0	
					conv date	N/A	
12/12/2011	12/12/2011			(b) (6)	\$ 42.00		
	bill acct				orig amt	\$ 42.00	
	ref num				settlement	\$ 42.00	
	tran code				conv rate	0	
					conv date	N/A	
12/16/2011	12/16/2011			(b) (6)	\$ 6.03		
	bill acct				orig amt	\$ 6.03	
	ref num				settlement	\$ 6.03	
	tran code				conv rate	0	
					conv date	N/A	
12/16/2011	12/16/2011			(b) (6)	\$ 301.50		
	bill acct				orig amt	\$ 301.50	
	ref num				settlement	\$ 301.50	
	tran code				conv rate	0	
					conv date	N/A	

--End of Statement--

CARDHOLDER ID: [REDACTED]

(b) (3) - P.L. 86-36  
(b) (6)

(b) (3) - P.L. 86-36

### Cardholder Statement

**Cardholder** [REDACTED]    **Account Number** [REDACTED]    **Statement Status** New  
**Product Type** TRAVEL - Individually Billed    **Statement Period** 12/24/2011 - 01/23/2012  
**Default MAC**

<b>Previous Balance</b>	\$ 2,517.87	<b>Total Payments</b>	\$ 2,517.87	<b>Total Amount Due</b>	\$ 0.00
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -2,517.87
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
01/20/2012	01/20/2012		PAYMENT RECEIVED - THANK	\$ -2,517.87		
bill acct	[REDACTED]		orig amt	\$ 2,517.87		
ref num	[REDACTED]		settlement	\$ -2,517.87		
tran code	[REDACTED]		conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)



Statement Detail

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

01/24/2012 - 02/23/2012

Statement Status New

Previous Balance	\$ 0.00	Total Payments	\$ 0.00	Total Amount Due	\$ 2,355.69
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 2,355.69	Other Credits	\$ -0.00	Statement Total	\$ 2,355.69
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
01/31/2012	01/31/2012			\$ 502.00	
bill acct			(b) (6)	orig amt	\$ 502.00
ref num				settlement	\$ 502.00
tran code				conv rate	0
				conv date	N/A
01/31/2012	01/31/2012			\$ 10.04	
bill acct			(b) (6)	orig amt	\$ 10.04
ref num				settlement	\$ 10.04
tran code				conv rate	0
				conv date	N/A
02/01/2012	02/01/2012			\$ 502.00	
bill acct			(b) (6)	orig amt	\$ 502.00
ref num				settlement	\$ 502.00
tran code				conv rate	0
				conv date	N/A
02/01/2012	02/01/2012			\$ 10.04	
bill acct			(b) (6)	orig amt	\$ 10.04
ref num				settlement	\$ 10.04
tran code				conv rate	0
				conv date	N/A
02/03/2012	02/03/2012			\$ 302.00	
bill acct			(b) (6)	orig amt	\$ 302.00
ref num				settlement	\$ 302.00
tran code				conv rate	0
				conv date	N/A
02/03/2012	02/03/2012			\$ 6.04	
bill acct			(b) (6)	orig amt	\$ 6.04
ref num				settlement	\$ 6.04
tran code				conv rate	0
				conv date	N/A
02/06/2012	02/06/2012			\$ 5.04	

Statement Detail

bill acct ref num tran code	orig amt settlement conv rate conv date	\$	5.04 5.04 0 N/A
02/06/2012 02/06/2012		\$	252.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	252.00 252.00 0 N/A
02/08/2012 02/08/2012		\$	4.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	4.04 4.04 0 N/A
02/08/2012 02/08/2012		\$	202.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	202.00 202.00 0 N/A
02/13/2012 02/11/2012		\$	302.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	302.00 302.00 0 N/A
02/13/2012 02/11/2012		\$	6.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	6.04 6.04 0 N/A
02/14/2012 02/13/2012		\$	102.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	102.00 102.00 0 N/A
02/14/2012 02/13/2012		\$	83.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	83.00 83.00 0 N/A
02/14/2012 02/13/2012		\$	1.66
bill acct	orig amt	\$	1.66

(b) (6)

Statement Detail

(b) (3) - P.L. 86-36

ref num  
tran code

02/14/2012 02/13/2012

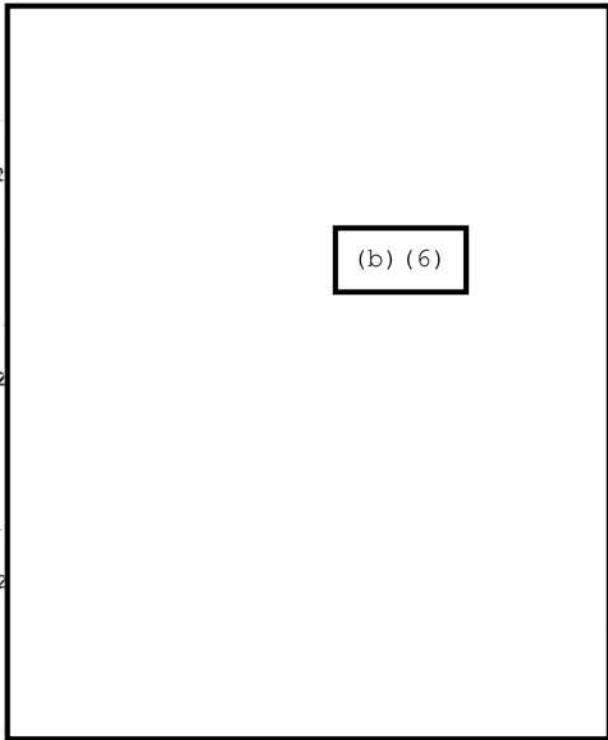
bill acct  
ref num  
tran code

02/16/2012 02/15/2012

bill acct  
ref num  
tran code

02/16/2012 02/15/2012

bill acct  
ref num  
tran code



(b) (6)

settlement \$ 1.66  
conv rate 0  
conv date N/A

\$ 2.04

orig amt \$ 2.04  
settlement \$ 2.04  
conv rate 0  
conv date N/A

\$ 1.25

orig amt \$ 1.25  
settlement \$ 1.25  
conv rate 0  
conv date N/A

\$ 62.50

orig amt \$ 62.50  
settlement \$ 62.50  
conv rate 0  
conv date N/A

--End of Statement--

(b) (3) - P.L. 86-36

### Cardholder Statement

(b) (3) - P.L. 86-36

(b) (6)

Cardholder [REDACTED] Account Number [REDACTED]  
Product Type TRAVEL - Individually Billed Statement Period 03/24/2012 - 04/23/2012 Statement Status New  
Default MAC

Previous Balance	\$ 2,355.69	Total Payments	\$ 0.00	Total Amount Due	\$ 3,024.81
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 669.12	Other Credits	\$ 0.00	Statement Total	\$ 669.12
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
04/17/2012	04/17/2012		[REDACTED]	\$ 252.00	
	bill acct		[REDACTED]	orig amt	\$ 252.00
	ref num		[REDACTED]	settlement	\$ 252.00
	tran code		[REDACTED]	conv rate	0
			[REDACTED]	conv date	N/A
04/17/2012	04/17/2012		[REDACTED]	\$ 5.04	
	bill acct		[REDACTED]	orig amt	\$ 5.04
	ref num		[REDACTED]	settlement	\$ 5.04
	tran code		[REDACTED]	conv rate	0
			[REDACTED]	conv date	N/A
04/23/2012	04/21/2012		[REDACTED]	\$ 2.04	
	bill acct		[REDACTED]	orig amt	\$ 2.04
	ref num		[REDACTED]	settlement	\$ 2.04
	tran code		[REDACTED]	conv rate	0
			[REDACTED]	conv date	N/A
04/23/2012	04/21/2012		[REDACTED]	\$ 2.04	
	bill acct		[REDACTED]	orig amt	\$ 2.04
	ref num		[REDACTED]	settlement	\$ 2.04
	tran code		[REDACTED]	conv rate	0
			[REDACTED]	conv date	N/A
04/23/2012	04/21/2012		[REDACTED]	\$ 102.00	
	bill acct		[REDACTED]	orig amt	\$ 102.00
	ref num		[REDACTED]	settlement	\$ 102.00
	tran code		[REDACTED]	conv rate	0
			[REDACTED]	conv date	N/A
04/23/2012	04/21/2012		[REDACTED]	\$ 102.00	
	bill acct		[REDACTED]	orig amt	\$ 102.00
	ref num		[REDACTED]	settlement	\$ 102.00
	tran code		[REDACTED]	conv rate	0
			[REDACTED]	conv date	N/A
04/23/2012	04/22/2012		[REDACTED]	\$ 4.00	



(b) (3) - P.L. 86-36

[Redacted]

bill acct  
ref num  
tran code



orig amt \$ 4.00  
settlement \$ 4.00  
conv rate 0  
conv date N/A

04/23/2012 04/22/2012

\$ 200.00

bill acct  
ref num  
tran code

orig amt \$ 200.00  
settlement \$ 200.00  
conv rate 0  
conv date N/A

--End of Statement--

(b) (6)

Statement Detail

Page 1 of 1

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder [REDACTED] Account Number [REDACTED]  
 Product Type TRAVEL - Individually Billed Statement Period 04/24/2012 - 05/23/2012 Statement Status New  
 Default MAC

Previous Balance	\$ 3,024.81	Total Payments	\$ 0.00	Total Amount Due	\$ 3,053.81
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ 29.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
05/08/2012	05/08/2012		<span style="border: 1px solid black; padding: 5px;">[REDACTED]</span>	\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		

-End of Statement-

(b) (6)

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder [Redacted] --- Account Number [Redacted] ---  
Product Type TRAVEL - Individually Billed Statement Period 05/24/2012 - 06/22/2012 Statement Status New  
Default MAC

Previous Balance	\$ 3,053.81	Total Payments	\$ 1,570.41	Total Amount Due	\$ 1,512.40
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ -1,541.41
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
06/07/2012	06/07/2012	[Redacted]	[Redacted]	\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		
06/15/2012	06/15/2012		PAYMENT RECEIVED -- THANK	\$ -1,570.41		
bill acct			orig amt	\$ 1,570.41		
ref num			settlement	\$ -1,570.41		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder Product Type **TRAVEL - Individually Billed** Account Number **[REDACTED]** Statement Period **05/23/2012 - 07/23/2012** Statement Status **New**  
Default MAC

Previous Balance	\$ 1,512.40	Total Payments	\$ 1,570.41	Total Amount Due	\$ 776.31
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 834.32	Other Credits	\$ 0.00	Statement Total	\$ -736.09
				Tax Total	\$ 0.00

post date	tran date	last alloc date	time	merchant	amount	status	t
07/09/2012	07/09/2012			[REDACTED]	\$ 29.00		
	bill acct			orig amt	\$ 29.00		
	ref num			settlement	\$ 29.00		
	tran code			conv rate	0		
				conv date	N/A		
07/16/2012	07/16/2012			PAYMENT RECEIVED -- THANK	\$ -1,570.41		
	bill acct			orig amt	\$ 1,570.41		
	ref num			settlement	\$ -1,570.41		
	tran code			conv rate	0		
				conv date	N/A		
07/17/2012	07/17/2012			[REDACTED]	\$ 302.00		
	bill acct			orig amt	\$ 302.00		
	ref num			settlement	\$ 302.00		
	tran code			conv rate	0		
				conv date	N/A		
07/17/2012	07/17/2012			[REDACTED]	\$ 6.64		
	bill acct			orig amt	\$ 6.64		
	ref num			settlement	\$ 6.64		
	tran code			conv rate	0		
				conv date	N/A		
07/18/2012	07/18/2012			[REDACTED]	\$ 5.54		
	bill acct			orig amt	\$ 5.54		
	ref num			settlement	\$ 5.54		
	tran code			conv rate	0		
				conv date	N/A		
07/18/2012	07/18/2012			[REDACTED]	\$ 252.00		
	bill acct			orig amt	\$ 252.00		
	ref num			settlement	\$ 252.00		
	tran code			conv rate	0		
				conv date	N/A		
07/23/2012	07/21/2012			[REDACTED]	\$ 132.00		



bill acct  
ref num  
tran code

07/23/2012 07/21/2012

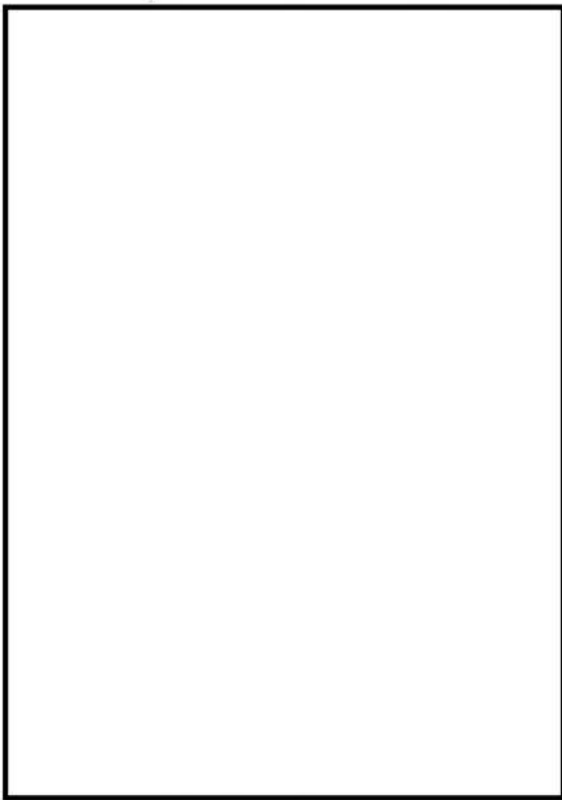
bill acct  
ref num  
tran code

07/23/2012 07/23/2012

bill acct  
ref num  
tran code

07/23/2012 07/23/2012

bill acct  
ref num  
tran code



orig amt	\$	132.00
settlement	\$	132.00
conv rate		0
conv date		N/A
\$	2.90	
orig amt	\$	2.90
settlement	\$	2.90
conv rate		0
conv date		N/A
\$	102.00	
orig amt	\$	102.00
settlement	\$	102.00
conv rate		0
conv date		N/A
\$	2.24	
orig amt	\$	2.24
settlement	\$	2.24
conv rate		0
conv date		N/A

--End of Statement--

(b) (6)

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder [REDACTED] Account Number [REDACTED]  
Product Type TRAVEL - Individually Billed Statement Period 07/24/2012 - 08/23/2012 Statement Status New  
Default MAC

Previous Balance	\$ 776.31	Total Payments	\$ 0.00	Total Amount Due	\$ 2,421.71
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 1,645.40	Other Credits	\$ 0.00	Statement Total	\$ 1,645.40
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	b
07/24/2012	07/24/2012			\$ 5.54		
	bill acct			orig amt	\$ 5.54	
	ref num			settlement	\$ 5.54	
	tran code			conv rate	0	
				conv date	N/A	
07/24/2012	07/24/2012			\$ 252.00		
	bill acct			orig amt	\$ 252.00	
	ref num			settlement	\$ 252.00	
	tran code			conv rate	0	
				conv date	N/A	
			(b) (6)			
07/26/2012	07/26/2012			\$ 6.64		
	bill acct			orig amt	\$ 6.64	
	ref num			settlement	\$ 6.64	
	tran code			conv rate	0	
				conv date	N/A	
07/26/2012	07/26/2012			\$ 302.00		
	bill acct			orig amt	\$ 302.00	
	ref num			settlement	\$ 302.00	
	tran code			conv rate	0	
				conv date	N/A	
07/30/2012	07/27/2012			\$ 300.00		
	bill acct			orig amt	\$ 300.00	
	ref num			settlement	\$ 300.00	
	tran code			conv rate	0	
				conv date	N/A	
07/30/2012	07/27/2012			\$ 6.60		
	bill acct			orig amt	\$ 6.60	
	ref num			settlement	\$ 6.60	
	tran code			conv rate	0	
				conv date	N/A	
07/30/2012	07/30/2012			\$ 6.64		

(b) (3) - P.L. 86-36

bill acct  
ref num  
tran code

07/30/2012 07/30/2012

bill acct  
ref num  
tran code

07/31/2012 07/31/2012

bill acct  
ref num  
tran code

07/31/2012 07/31/2012

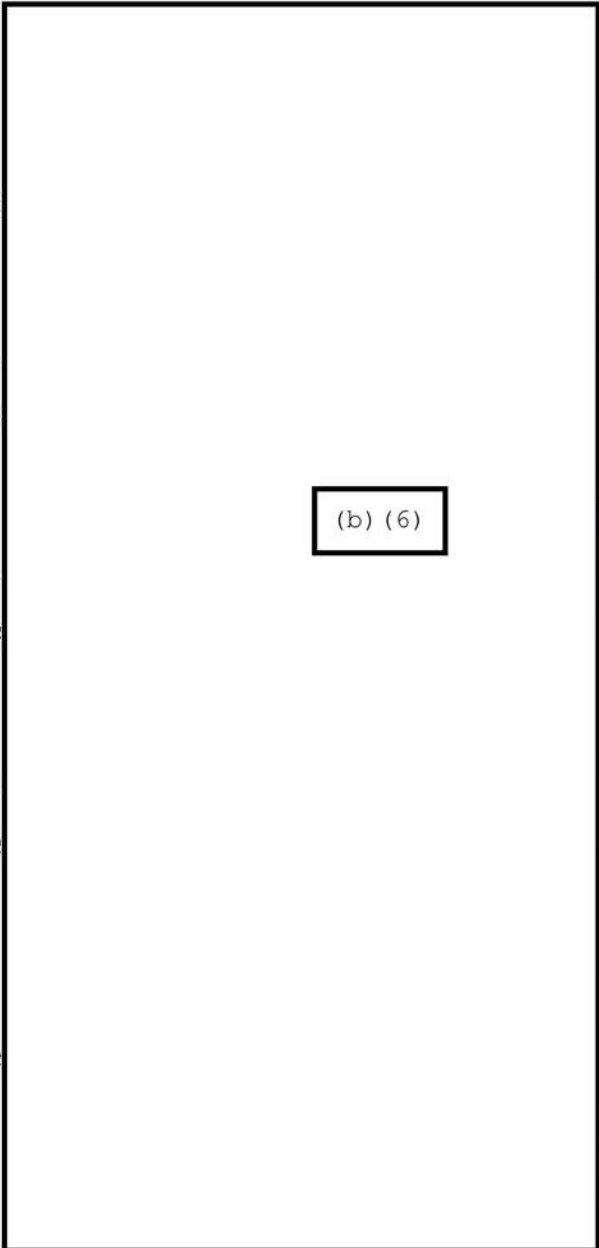
bill acct  
ref num  
tran code

08/01/2012 08/01/2012

bill acct  
ref num  
tran code

08/01/2012 08/01/2012

bill acct  
ref num  
tran code



(b) (6)

orig amt \$ 6.64  
settlement \$ 6.64  
conv rate 0  
conv date N/A

\$ 302.00

orig amt \$ 302.00  
settlement \$ 302.00  
conv rate 0  
conv date N/A

\$ 202.00

orig amt \$ 202.00  
settlement \$ 202.00  
conv rate 0  
conv date N/A

\$ 4.44

orig amt \$ 4.44  
settlement \$ 4.44  
conv rate 0  
conv date N/A

\$ 5.54

orig amt \$ 5.54  
settlement \$ 5.54  
conv rate 0  
conv date N/A

\$ 252.00

orig amt \$ 252.00  
settlement \$ 252.00  
conv rate 0  
conv date N/A

--End of Statement--

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

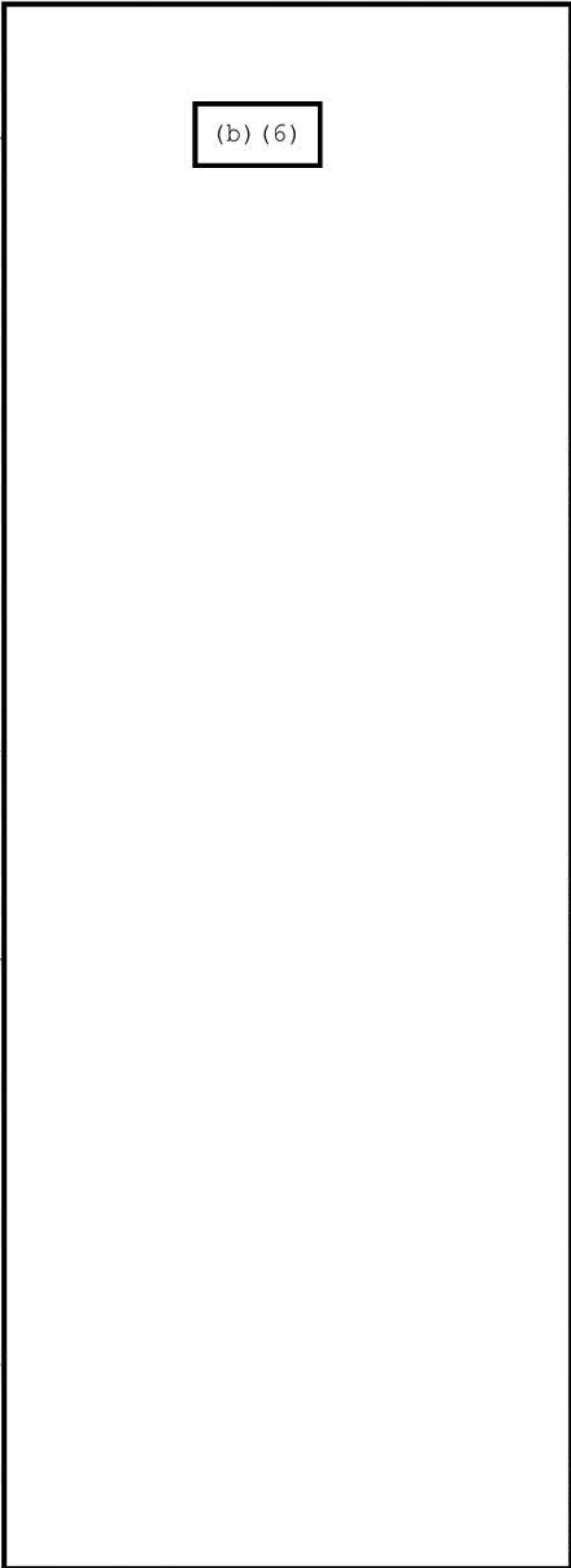
Cardholder	[Redacted]	Account Number	[Redacted]	Statement Status	New
Product Type	TRAVEL - Individually Billed	Statement Period	08/24/2012 - 09/21/2012		
Default MAC					

Previous Balance	\$ 2,421.71	Total Payments	\$ 0.00	Total Amount Due	\$ 4,837.69
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 2,415.98	Other Credits	\$ 0.00	Statement Total	\$ 2,415.98
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
09/04/2012	09/04/2012		[Redacted]	\$ 402.00	
	bill acct			orig amt	\$ 402.00
	ref num			settlement	\$ 402.00
	tran code			conv rate	0
				conv date	N/A
09/04/2012	09/04/2012		[Redacted]	\$ 8.84	
	bill acct			orig amt	\$ 8.84
	ref num		(b) (6)	settlement	\$ 8.84
	tran code			conv rate	0
				conv date	N/A
09/05/2012	09/05/2012		[Redacted]	\$ 6.64	
	bill acct			orig amt	\$ 6.64
	ref num			settlement	\$ 6.64
	tran code			conv rate	0
				conv date	N/A
09/05/2012	09/05/2012		[Redacted]	\$ 302.00	
	bill acct			orig amt	\$ 302.00
	ref num			settlement	\$ 302.00
	tran code			conv rate	0
				conv date	N/A
09/07/2012	09/07/2012		[Redacted]	\$ 252.00	
	bill acct			orig amt	\$ 252.00
	ref num			settlement	\$ 252.00
	tran code			conv rate	0
				conv date	N/A
09/07/2012	09/07/2012		[Redacted]	\$ 5.54	
	bill acct			orig amt	\$ 5.54
	ref num			settlement	\$ 5.54
	tran code			conv rate	0
				conv date	N/A
09/13/2012	09/13/2012		[Redacted]	\$ 302.00	



bill acct  
ref num  
tran code



(b) (6)

09/13/2012 09/13/2012

bill acct  
ref num  
tran code

orig amt \$ 302.00  
settlement \$ 302.00  
conv rate 0  
conv date N/A

\$ 6.64

09/17/2012 09/17/2012

bill acct  
ref num  
tran code

orig amt \$ 6.64  
settlement \$ 6.64  
conv rate 0  
conv date N/A

\$ 402.00

09/17/2012 09/17/2012

bill acct  
ref num  
tran code

orig amt \$ 402.00  
settlement \$ 402.00  
conv rate 0  
conv date N/A

\$ 8.84

09/18/2012 09/18/2012

bill acct  
ref num  
tran code

orig amt \$ 8.84  
settlement \$ 8.84  
conv rate 0  
conv date N/A

\$ 402.00

09/18/2012 09/18/2012

bill acct  
ref num  
tran code

orig amt \$ 402.00  
settlement \$ 402.00  
conv rate 0  
conv date N/A

\$ 8.84

09/21/2012 09/21/2012

bill acct  
ref num  
tran code

orig amt \$ 8.84  
settlement \$ 8.84  
conv rate 0  
conv date N/A

\$ 6.64

09/21/2012 09/21/2012

bill acct  
ref num  
tran code

orig amt \$ 6.64  
settlement \$ 6.64  
conv rate 0  
conv date N/A

\$ 302.00

orig amt \$ 302.00  
settlement \$ 302.00  
conv rate 0  
conv date N/A

--End of Statement--

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder   
Product Type TRAVEL - Individually Billed  
Default MAC   
Account Number   
Statement Period 09/22/2012 - 10/23/2012  
Statement Status New

Previous Balance	\$ 4,837.69	Total Payments	\$ 0.00	Total Amount Due	\$ 4,866.69
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ 29.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
10/08/2012	10/08/2012	<input type="text"/>		\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

(b) (3) - P.L. 86-36

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

Cardholder [Redacted]  
Product Type TRAVEL - Individually Billed  
Default MAC [Redacted]  
Account Number [Redacted]  
Statement Period 10/24/2012 - 11/23/2012  
Statement Status New

Previous Balance	\$ 4,866.69	Total Payments	\$ 0.00	Total Amount Due	\$ 4,975.69
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 109.00	Other Credits	\$ 0.00	Statement Total	\$ 109.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	b
11/07/2012	11/07/2012	[Redacted]	[Redacted]	\$ 29.00		
bill acct			(b) (6)	orig amt	\$ 29.00	
ref num				settlement	\$ 29.00	
tran code				conv rate	0	
				conv date	N/A	
11/21/2012	11/21/2012		SALARY OFFSET ENROLL FEE	\$ 80.00		
bill acct				orig amt	\$ 80.00	
ref num				settlement	\$ 80.00	
tran code				conv rate	0	
				conv date	N/A	

--End of Statement--

### Cardholder Statement

Cardholder: [Redacted] Account Number: [Redacted]  
Product Type: TRAVEL - Individually Billed Statement Period: 11/24/2012 - 12/21/2012  
Default MAC: [Redacted] Statement Status: New

Previous Balance	\$ 4,975.69	Total Payments	\$ 5,365.69	Total Amount Due	\$ 4,283.80
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 4,673.80	Other Credits	\$ 0.00	Statement Total	\$ -691.89
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
11/28/2012	11/26/2012	[Redacted]	PAYMENT - THANK YOU	\$ -379.24	
	bill acct		orig amt	\$ 379.24	
	ref num		settlement	\$ -379.24	
	tran code		conv rate	0	
			conv date	N/A	
11/27/2012	11/27/2012	[Redacted]	PAYMENT RECEIVED - THANK	\$ -2,516.85	
	bill acct		orig amt	\$ 2,516.85	
	ref num		settlement	\$ -2,516.85	
	tran code		conv rate	0	
			conv date	N/A	
12/10/2012	12/10/2012	[Redacted]	PAYMENT RECEIVED - THANK	\$ -2,079.60	
	bill acct		orig amt	\$ 2,079.60	
	ref num		settlement	\$ -2,079.60	
	tran code		conv rate	0	
			conv date	N/A	
12/18/2012	12/10/2012	[Redacted]	[Redacted]	\$ 2,079.60	
	bill acct		orig amt	\$ 2,079.60	
	ref num		settlement	\$ 2,079.60	
	tran code		conv rate	0	
			conv date	N/A	
12/11/2012	12/10/2012	[Redacted]	PAYMENT - THANK YOU	\$ -390.00	
	bill acct		orig amt	\$ 390.00	
	ref num		settlement	\$ -390.00	
	tran code		conv rate	0	
			conv date	N/A	
12/11/2012	12/11/2012	[Redacted]	[Redacted]	\$ 11.04	
	bill acct		orig amt	\$ 11.04	
	ref num		settlement	\$ 11.04	
	tran code		conv rate	0	
			conv date	N/A	
12/11/2012	12/11/2012	[Redacted]	[Redacted]	\$ 502.00	



bill acct ref num tran code	orig amt settlement conv rate conv date	\$	502.00 502.00 0 N/A
12/12/2012 12/12/2012		\$	502.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	502.00 502.00 0 N/A
12/12/2012 12/12/2012		\$	11.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	11.04 11.04 0 N/A
12/13/2012 12/13/2012		\$	502.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	502.00 502.00 0 N/A
12/13/2012 12/13/2012		\$	11.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	11.04 11.04 0 N/A
12/17/2012 12/17/2012		\$	11.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	11.04 11.04 0 N/A
12/17/2012 12/17/2012		\$	502.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	502.00 502.00 0 N/A
12/18/2012 12/18/2012		\$	502.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	502.00 502.00 0 N/A
12/18/2012 12/18/2012		\$	29.00
bill acct	orig amt	\$	29.00

(b) (6)

[Redacted]  
(b) (3) - P.L. 86-36

ref num	tran code	settlement	\$	29.00
		conv rate		0
		conv date		N/A
<hr/>				
			\$	11.04
		orig amt	\$	11.04
		settlement	\$	11.04
		conv rate		0
		conv date		N/A

12/18/2012 12/18/2012

bill acct  
ref num  
tran code

--End of Statement--

(b) (6)

(b) (3) - P.L. 86-36  
(b) (6)

(b) (3) - P.L. 86-36

### Cardholder Statement

Cardholder [Redacted] Account Number [Redacted]  
Product Type TRAVEL - Individually Billed Statement Period 12/22/2012 - 01/23/2013  
Default MAC Statement Status New

Previous Balance	\$ 4,283.80	Total Payments	\$ 1,107.30	Total Amount Due	\$ 3,689.54
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 513.04	Other Credits	\$ 0.00	Statement Total	\$ -594.26
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
12/24/2012	12/21/2012	[Redacted]	[Redacted]	\$ 502.00	
	bill acct		orig amt	\$ 502.00	
	ref num		settlement	\$ 502.00	
	tran code		conv rate	0	
			conv date	N/A	
12/24/2012	12/21/2012	[Redacted]	[Redacted]	\$ 11.04	
	bill acct		orig amt	\$ 11.04	
	ref num		settlement	\$ 11.04	
	tran code		conv rate	0	
			conv date	N/A	
12/27/2012	12/24/2012	[Redacted]	PAYMENT - THANK YOU	\$ -383.62	
	bill acct		orig amt	\$ 383.62	
	ref num		settlement	\$ -383.62	
	tran code		conv rate	0	
			conv date	N/A	
01/09/2013	01/07/2013	[Redacted]	PAYMENT - THANK YOU	\$ -361.84	
	bill acct		orig amt	\$ 361.84	
	ref num		settlement	\$ -361.84	
	tran code		conv rate	0	
			conv date	N/A	
01/23/2013	01/23/2013	[Redacted]	PAYMENT - THANK YOU	\$ -353.19	
	bill acct		orig amt	\$ 353.19	
	ref num		settlement	\$ -353.19	
	tran code		conv rate	0	
			conv date	N/A	
01/23/2013	01/23/2013	[Redacted]	PAYMENT - THANK YOU	\$ -8.65	
	bill acct		orig amt	\$ 8.65	
	ref num		settlement	\$ -8.65	
	tran code		conv rate	0	
			conv date	N/A	

--End of Statement--

(b) (3) - P.L. 86-36  
(b) (6)

(b) (3) - P.L. 86-36

### Cardholder Statement

Cardholder [Redacted] Account Number [Redacted]  
Product Type TRAVEL - Individually Billed Statement Period 01/24/2013 - 02/22/2013 Statement Status New  
Default MAC

Previous Balance	\$ 3,669.54	Total Payments	\$ 723.23	Total Amount Due	\$ 2,966.31
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -723.23
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	th
02/06/2013	02/04/2013	[Redacted]	PAYMENT - THANK YOU	\$ -0.45		
bill acct			orig amt		\$ 0.45	
ref num			settlement		\$ -0.45	
tran code			conv rate		0	
			conv date		N/A	
02/06/2013	02/04/2013	[Redacted]	PAYMENT - THANK YOU	\$ -361.39		
bill acct			orig amt		\$ 361.39	
ref num			settlement		\$ -361.39	
tran code			conv rate		0	
			conv date		N/A	
02/20/2013	02/18/2013	[Redacted]	PAYMENT - THANK YOU	\$ -361.39		
bill acct			orig amt		\$ 361.39	
ref num			settlement		\$ -361.39	
tran code			conv rate		0	
			conv date		N/A	

--End of Statement--

[Redacted]  
(b) (6)



(b) (3) - P.L. 86-36  
(b) (6)

(b) (3) - P.L. 86-36

### Cardholder Statement

<b>Cardholder</b>	[Redacted]	<b>Account Number</b>	[Redacted]	<b>Statement Status</b>	New
<b>Product Type</b>	TRAVEL - Individually Billed	<b>Statement Period</b>	02/23/2013 - 03/22/2013		
<b>Default MAC</b>					

<b>Previous Balance</b>	\$ 2,966.31	<b>Total Payments</b>	\$ 3,689.07	<b>Total Amount Due</b>	\$ -722.76
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -3,689.07
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
02/26/2013	02/26/2013		PAYMENT RECEIVED -- THANK	\$ -2,966.31		
bill acct			orig amt	\$ 2,966.31		
ref num			settlement	\$ -2,966.31		
tran code			conv rate	0		
			conv date	N/A		
03/07/2013	03/06/2013		PAYMENT - THANK YOU	\$ -360.93		
bill acct			orig amt	\$ 360.93		
ref num			settlement	\$ -360.93		
tran code			conv rate	0		
			conv date	N/A		
03/07/2013	03/06/2013		PAYMENT - THANK YOU	\$ -0.45		
bill acct			orig amt	\$ 0.45		
ref num			settlement	\$ -0.45		
tran code			conv rate	0		
			conv date	N/A		
03/20/2013	03/18/2013		PAYMENT - THANK YOU	\$ -361.38		
bill acct			orig amt	\$ 361.38		
ref num			settlement	\$ -361.38		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

[Redacted]

(b) (3) - P.L. 86-36  
(b) (6)

(b) (3) - P.L. 86-36

### Cardholder Statement

Cardholder [Redacted] Product Type TRAVEL - Individually Billed Account Number [Redacted] Statement Period 03/23/2013 - 04/23/2013 Statement Status New

Previous Balance	\$ -722.76	Total Payments	\$ 722.76	Total Amount Due	\$ -1,445.52
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -722.76
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
04/03/2013	04/01/2013	[Redacted]	PAYMENT - THANK YOU	\$ -361.38		
bill acct			orig amt	\$ 361.38		
ref num			settlement	\$ -361.38		
tran code			conv rate	0		
			conv date	N/A		
04/17/2013	04/15/2013	[Redacted]	PAYMENT - THANK YOU	\$ -361.38		
bill acct			orig amt	\$ 361.38		
ref num			settlement	\$ -361.38		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

(b) (3) - P.L. 86-36

<b>Cardholder</b>	[Redacted]	<b>Account Number</b>	[Redacted]	<b>Statement Status</b>	New
<b>Product Type</b>	TRAVEL - Individually Billed	<b>Statement Period</b>	04/24/2013 - 05/23/2013		
<b>Default MAC</b>					

<b>Previous Balance</b>	\$ -1,445.52	<b>Total Payments</b>	\$ 722.76	<b>Total Amount Due</b>	\$ -361.38
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 1,806.90	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ 1,084.14
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
04/30/2013	04/29/2013		PAYMENT - THANK YOU	\$ -361.38		
bill acct	[Redacted]		orig amt	\$ 361.38		
ref num	[Redacted]		settlement	\$ -361.38		
tran code	[Redacted]		conv rate	0		
	[Redacted]		conv date	N/A		
05/01/2013	05/01/2013		[Redacted]	\$ 1,445.52		
bill acct	[Redacted]		orig amt	\$ 1,445.52		
ref num	[Redacted]		settlement	\$ 1,445.52		
tran code	[Redacted]		conv rate	0		
	[Redacted]		conv date	N/A		
05/15/2013	05/13/2013		PAYMENT - THANK YOU	\$ -361.38		
bill acct	[Redacted]		orig amt	\$ 361.38		
ref num	[Redacted]		settlement	\$ -361.38		
tran code	[Redacted]		conv rate	0		
	[Redacted]		conv date	N/A		
05/14/2013	05/14/2013		CREDIT BALANCE REFUND#DR	\$ 361.38		
bill acct	[Redacted]		orig amt	\$ 361.38		
ref num	[Redacted]		settlement	\$ 361.38		
tran code	[Redacted]		conv rate	0		
	[Redacted]		conv date	N/A		

--End of Statement--

(b) (6)

(b) (3) -P.L. 86-36  
(b) (6)

### Cardholder Statement

(b) (3) -P.L. 86-36

<b>Cardholder</b>	[Redacted]	<b>Account Number</b>	[Redacted]	<b>Statement Status</b>	New
<b>Product Type</b>	TRAVEL - Individually Billed	<b>Statement Period</b>	06/22/2013 - 07/23/2013		
<b>Default MAC</b>					

<b>Previous Balance</b>	\$ -361.38	<b>Total Payments</b>	\$ 0.00	<b>Total Amount Due</b>	\$ 0.00
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 361.38	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ 361.38
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
07/15/2013	07/15/2013	[Redacted]	RETURN FUNDS REQUEST #DR	\$ 361.38		
bill acct		[Redacted]	orig amt	\$ 361.38		
ref num		[Redacted]	settlement	\$ 361.38		
tran code		[Redacted]	conv rate	0		
		[Redacted]	conv date	N/A		

--End of Statement--

(b) (6)



**APPENDIX C**

**(U//~~FOUO~~) Past Due Notices**

[Redacted]

[Redacted]

[Redacted]

(b) (3) - P.L. 86-36  
(b) (6)

To:

Cc:

Supervisor:

Time Sent:

09/14/2011 10:30:29 AM

Subject:

[Redacted] ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

Body:

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$1581.97  
\$354.91

(b) (3) - P.L. 86-36

Past Due Amount:

At midnight on September 23, 2011 CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias NSA TDY.

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [Redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted] all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [Redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: DL [Redacted]



Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement, regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



(b) (3) - P.L. 86-36



(b) (3) -P.L. 86-36  
(b) (6)



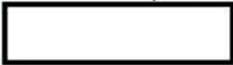
(b) (3) -P.L. 86-36

To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

10/14/2011 01:03:19 PM

[Redacted] - ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS



Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$1221.97  
\$914.44

Past Due Amount:

At midnight on October, 23, 2011 CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias NSA TDY.

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [Redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted], all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [Redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: DL [Redacted]





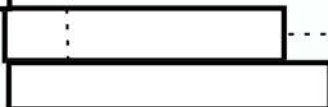
Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



(b) (3) - P.L. 86-36



To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

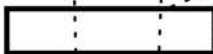


01/19/2012 12:39:44 PM

45 Day Delinquency E-Mail for Citi GTCC-

(b) (3)-P.L. 86-36  
(b) (6)

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS



Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$2,517.87 Past Due Amount: \$2,125.17

At midnight on 23 January, CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias NSA TDY.

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [redacted])

[redacted], all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [redacted] E-MAIL ALIAS OF: DL [redacted]

(b) (3)-P.L. 86-36



(b) (3) - P.L. 86-36

[Redacted]

[Redacted]

[Redacted]

To:

Cc:

Supervisor:

Time Sent:

Subject:

Body:

04/11/2012 11:07:49 AM

[Redacted] - ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

(b) (3)-P.L. 86-36  
(b) (6)

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: 2355.69

(b) (3)-P.L. 86-36

Past Due Amount:

At midnight on April 23, 2012 CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias NSA TDY.

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [Redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted], all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [Redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: DL [Redacted]





Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



(b) (3) - P.L. 86-36



[Redacted]

[Redacted]

To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

[Redacted]  
[Redacted]

(b) (3)-P.L. 86-36  
(b) (6)

05/18/2012 03:08:35 PM

[Redacted] - ACTION REQUIRED: 75 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

It has been brought to our attention that your Citi government travel charge card (GTCC) is significantly past due.

Total amount due is \$3053.81

Your charging privileges have been suspended. If your account becomes 75-days past due, CITI will charge a \$29 late fee each month until payment is received. This late fee is not reimbursable by the Agency.

At 120-days delinquent, your account will be forwarded to Employee Relations for appropriate disciplinary action, unless you can establish that you filed your expense report/voucher in a timely manner, but have yet to be reimbursed.

At 126-days delinquent, Citi has the authority to turn your GTCC account over to a collection agency. At that time this account will be part of your personal credit history.

Please refer to Corporate Travel Grant 01-2008, dated May 2008, [Redacted]

[Redacted] for additional Agency policy on the travel card.

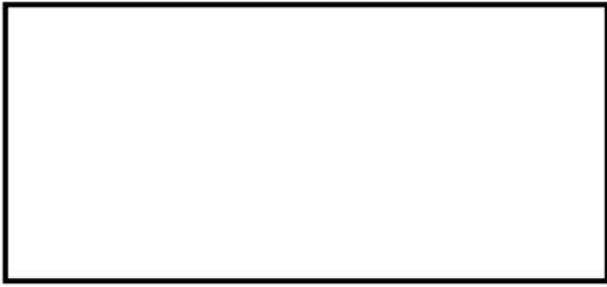
If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: DL [Redacted]

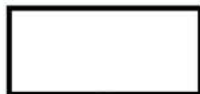
[Redacted]

(b) (3)-P.L. 86-36

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



(b) (3) - P.L. 86-36



[Redacted]

[Redacted]

To:

Cc:

Supervisor:

Time Sent:

Subject:

Body:

06/11/2012 09:29:37 AM

**\*\*Action Required\*\* Account 90 Days Past Due**

\*\*\*\*\*  
THIS IS AN OFFICIALLY WORDED DUE PROCESS NOTIFICATION  
SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS.  
\*\*\*\*\*

[Redacted]

As of 06/11/2012, a review of the Citi government travel charge card (GTCC) database indicates that you are now over 90-days delinquent in the payment of your GTCC.

Total amount due is \$\$3,082.81.

Please be advised that your GTCC account will be cancelled on 06/17/2012 (120-days delinquent) and any outstanding balance which is not formally disputed will be submitted to the Finance and Account Office for involuntary salary offset. The GTCC and Agency travel card policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

requires all undisputed outstanding charges to be paid by the specified due date as stated on the Citi monthly statement.

Citi will automatically cancel any GTCC account that reaches the 120-day delinquency mark, with no reinstatement privileges. You are reminded that if you are required to travel in the future you will not receive a cash advance for the benefit of government transportation rates. All costs will be borne by you, the traveler, until you are reimbursed by the agency for which you traveled. Reimbursement by the Agency will not occur until you have submitted an expense report/voucher and the applicable receipts.

Non-compliance, or failure to adhere to the guidelines for the GTCC, can result in disciplinary action in accordance with PMM 30-2, Chapter 366, Section 3.1D Government Credit/Charge Cards

[Redacted]. To resolve this delinquency, you may conduct a phone payment by calling the 800 number on the back of your Citi GTCC. NOTE: You MUST contact Citi from a home phone, DO NOT use a government phone exchange to contact Citi.

If you are financially unable to make a full payment, and wish to enter into a written agreement with Citi to make voluntary monthly payments and avoid involuntary salary offset, immediately contact the 800 number on the back of your GTCC to make the necessary arrangements. (DO NOT CONTACT CITI FROM AN AGENCY PHONE EXCHANGE.)

In accordance with the Travel and Transportation Reform Act of 1998, Public Law 105-264, 19 October 1998, and 41 C.F.R. Parts 301-54, and 301-





76, and the Department of Defense Financial Management Regulation, Volume 8, paragraph 080602 (civilian employees), your outstanding balance will be sent to the Finance and Accounting Office for involuntary salary offset if your GTCC account is not paid in full within 30 days from the date of this notification. Deductions not to exceed 15% of your disposable net pay (gross pay less deductions for federal, state and local taxes, Medicare and/or OASDI, retirement, TSP, health insurance and basic life insurance) will be initia



(b) (3) - P.L. 86-36

[Redacted]

[Redacted]

[Redacted]

To:

Cc:

Supervisor:

Time Sent:

Subject:

Body:

[Redacted]

[Redacted]

(b) (3)-P.L. 86-36  
(b) (6)

06/14/2012 07:29:30 AM

**\*\* Action Required \*\* Account 90 Days Past Due**

\*\*\*\*\*  
THIS IS AN OFFICIALLY WORDED DUE PROCESS NOTIFICATION  
SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS.  
\*\*\*\*\*

[Redacted]

As of 06/12/2012, a review of the Citi government travel charge card (GTCC) database indicates that you are now over 90-days delinquent in the payment of your GTCC.

Total amount due is \$\$3,082.81.

Please be advised that your GTCC account will be cancelled on 06/17/2012 (120-days delinquent) and any outstanding balance which is not formally disputed will be submitted to the Finance and Account Office for involuntary salary offset. The GTCC and Agency travel card policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted]

requires all undisputed outstanding charges to be paid by the specified due date as stated on the Citi monthly statement.

(b) (3)-P.L. 86-36

Citi will automatically cancel any GTCC account that reaches the 120-day delinquency mark, with no reinstatement privileges. You are reminded that if you are required to travel in the future you will not receive a cash advance for the benefit of government transportation rates. All costs will be borne by you, the traveler, until you are reimbursed by the agency for which you traveled. Reimbursement by the Agency will not occur until you have submitted an expense report/voucher and the applicable receipts.

Non-compliance, or failure to adhere to the guidelines for the GTCC, can result in disciplinary action in accordance with PMM 30-2, Chapter 366, Section 3.1D Government Credit/Charge Cards

[Redacted]

. To resolve this delinquency, you may conduct a phone payment by calling the 800 number on the back of your Citi GTCC. NOTE: You MUST contact Citi from a home phone, DO NOT use a government phone exchange to contact Citi.

If you are financially unable to make a full payment, and wish to enter into a written agreement with Citi to make voluntary monthly payments and avoid involuntary salary offset, immediately contact the 800 number on the back of your GTCC to make the necessary arrangements. (DO NOT CONTACT CITI FROM AN AGENCY PHONE EXCHANGE.)

In accordance with the Travel and Transportation Reform Act of 1998, Public Law 105-264, 19 October 1998, and 41 C.F.R. Parts 301-54, and 301-



76, and the Department of Defense Financial Management Regulation, Volume 8, paragraph 080602 (civilian employees), your outstanding balance will be sent to the Finance and Accounting Office for involuntary salary offset if your GTCC account is not paid in full within 30 days from the date of this notification. Deductions not to exceed 15% of your disposable net pay (gross pay less deductions for federal, state and local taxes, Medicare and/or OASDI, retirement, TSP, health insurance and basic life insurance) will be initia



(b) (3) - P.L. 86-36

[Redacted]

[Redacted]

**From:**  
**Sent:**  
**To:**  
**Cc:**  
**Subject:**

[Redacted]

Wednesday, November 14, 2012 5:07 PM

[Redacted]

[Redacted]

(U) Salary Offset

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted] (b) (3) - P.L. 86-36

[Redacted]

[Redacted] (b) (3) - P.L. 86-36  
(b) (6)

As of 16 November 2012 ,Involuntary salary offset will be initiated if past due payments are not made. According to Citibank records you have not made a payment on your delinquent account since 16 July, 2012. Please provide proof that payments have been made or your account will be forwarded to the Finance Office for involuntary salary offset for pay period 24-17, pay period beginning date of 11/04/12 and ending date of 11/17/12 (pay date of 11/23/12). Deductions will be initiated at 15% of your disposable pay and will continue until the outstanding balance has been paid in full.

[Redacted]

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~



(b) (3) - P.L. 86-36

**APPENDIX D**

(U//~~FOUO~~) Email from [redacted] Office

[Redacted]

**From:**  
**Sent:**  
**To:**  
**Cc:**  
**Subject:**

[Redacted]

Friday, February 15, 2013 12:37 PM

[Redacted]

[Redacted]

(U) ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

(b) (3) - P.L. 86-36  
(b) (6)

[Redacted]

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$3327.70

Past Due Amount: \$2814.66

We also noticed that you do not have any current TDY's in the system. Are you traveling for another Agency? If not, can you please explain the charges posted on your account?

[Redacted]

(b) (3) - P.L. 86-36

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

**From:** [Redacted]  
**Sent:** Tuesday, February 26, 2013 11:28 AM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** FW: (U) ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

(b) (3) - P.L. 86-36  
(b) (6)

We have yet to hear from [Redacted] regarding the charges on his CITI account. If we do not hear from him by COB today, we will have to assume that the charges on his account are unauthorized and not for official business. [Redacted] will have no choice on 27 Feb 2013 to begin the process for misuse of the government travel card. Please have [Redacted] contact the [Redacted] office by telephone (963-3320) or E-Mail by COB today, so we may avoid the process for misuse of the government charge card.

Thanks for your time.

[Redacted]

[Redacted]

(b) (3) - P.L. 86-36

**From:** [Redacted]  
**Sent:** Thursday, February 21, 2013 2:48 PM  
**To:** [Redacted]  
**Subject:** RE: (U) ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

I spoke with him and he should be responding to you shortly.

[Redacted]

[Redacted]

**From:** [Redacted]  
**Sent:** Thursday, February 21, 2013 11:44 AM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** FW: (U) ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]  
The below email was sent to [Redacted] on 15 Feb and we have not heard back from him. Can you verify that the charges in his CITI statement are for official government travel?

If these charges are not his, then we will need to file a dispute.

Thanks for your time.

[Redacted]

[Redacted]

(b) (3) - P.L. 86-36

**From:** [Redacted]  
**Sent:** Friday, February 15, 2013 12:37 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** (U) ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

(b) (3) - P.L. 86-36  
(b) (6)

[Redacted]

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$3327.70                      Past Due Amount: \$2814.66

We also noticed that you do not have any current TDY's in the system. Are you traveling for another Agency? If not, can you please explain the charges posted on your account?

[Redacted]

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~



[Redacted]

**From:** [Redacted]  
**Sent:** Friday, March 01, 2013 9:42 AM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** RE: (U) CITI Travel card

**Importance:** High

(b) (3) - P.L. 86-36  
(b) (6)

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

Thank you for the response. There were not any charges to your account that lead us to believe that there was any type of TDY scheduled/cancelled. All of the transactions on your account are cash withdrawals that took place between 24 Aug 2011 and 21 Dec 1012. Can you please explain these cash withdrawals? Also, can you please tell us what [Redacted] is?

Thank You,

[Redacted]

(b) (3) - P.L. 86-36

---

**From:** [Redacted]  
**Sent:** Tuesday, February 26, 2013 3:06 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** (U) CITI Travel card

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

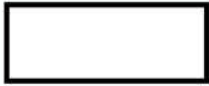
I apologize for not getting back to sooner. I must have missed your first email and after [Redacted] talked to me I thought I had sent you an email last week, but I looked and it was sitting in my outbox and hadn't been sent.

Charges were for travel I was going to undertake late last summer that was going to be paid for by [Redacted]. The travel however never happened due to [Redacted] being canceled. The [Redacted] folks were supposed to handle repayment with Citi. After running around on the phone with both the [Redacted] people and Citi Card people I have been assured that as of 5 PM EST the account will show current.

Thank you for your patience and sorry again for the delay in getting back to you.

(U//~~FOUO~~)

[Redacted]



\*New Numbers!\*

(b) (3) - P.L. 86-36  
(b) (6)

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Tracking:

## **APPENDIX E**

**(U//~~FOUO~~) NSA/CSS Corporate Travel Gram Issue 01- 2008 (Revision to Issue 01-2008) July 2009, Department of Defense Government Travel Card Procedures**

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Issue 01- 2008  
 (Revision to Issue 01-2008)  
 July 2009

## (U) DEPARTMENT OF DEFENSE GOVERNMENT TRAVEL CARD PROCEDURES

(U) This Corporate TravelGram details the procedures for mandatory use of the Government travel charge card (travel card) under the "Travel and Transportation Reform Act of 1998" (TTRA), Public Law 105-264.

### I. (U) PURPOSE:

(b) (3) - P.L. 86-36

(U//~~FOUO~~) The purpose of this Travel Gram is to inform National Security Agency employees (civilian and military on 4000 billets) of the basic NSA/CSS policy and procedures for using a government travel card, while traveling internationally (OCONUS) and in the continental United States (CONUS). Effective 1 October 1995, the individual Government travel card program was instituted agency wide for the payment of official travel related expenses. NSA's employees should use the travel card for all official travel expenses unless those expenses are otherwise exempted. (See section VIII of this Travel Gram)

(U//~~FOUO~~) Employees [redacted] will be exempt from using the travel card. Employees must consult with the [redacted] prior to making travel arrangements.

### II. (U) PROCEDURES FOR OBTAINING A TRAVEL CARD:

(U//~~FOUO~~) The Citibank charge card application form may be printed from, [go travelcard](#). The following sections must be completed: (Email address is not needed)

1. Name
2. Address
3. Social Security Number
4. Date of Birth
5. Cardholder's signature
6. Date
7. Credit Report Authorization
8. Supervisor's signature
9. Date

The remaining sections will be completed for you by the Agency Program Coordinator (APC).

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(U//~~FOUO~~) Military personnel must complete and submit a direct deposit form and a military point-of-contact sheet (POC) with their Citibank charge card application. All of the forms can be accessed on the [redacted] websites.

(U//~~FOUO~~) Applicants must read, initial, and sign the Statement of Understanding Government Travel Card Program form (SOU). A supervisor's approval signature is required on the SOU form for both civilian and military personnel.

(U//~~FOUO~~) A listing of all APCs and additional points-of-contact for the Citibank travel card program can be found by typing "Go Travel" or "Go Travelcard" in the intranet browser.

(U//~~FOUO~~) Applicants will receive their travel cards usually within 7-10 business days. The travel cards will be mailed to the applicant's home addresses. If a travel card is not received within the 7-10 period the APC should be contacted.

(U//~~FOUO~~) **EXPEDITED CARD PROCESSING:** If an employee is required to perform a mission critical TDY and does not have a valid travel card, they must have their Request for Travel Authorization (RTA) processed through [redacted] prior to submitting the completed travel charge card application to the APC. Upon receipt of the application, the APC will initiate action with Citibank to expedite delivery of a travel card. There is an additional processing fee for the expedited card service which is reimbursable by the funding organization. Please note that someone must be available to sign for the card at the mailing or home address, or the card may be sent to either of the travel offices for pick-up.

### III. (U) PROPER USE OF THE CITIBANK TRAVEL CARD:

(U//~~FOUO~~) Authorized use of the travel card is reserved for purchases related to and made during official Government travel only and which will be reimbursed using travel funds. Expenses to support travel mission should be not charged using this card. The travel card must be used for purchases such as the following:

- air travel
- rail travel
- lodging
- transportation services
- conference fees
- auto rental
- fuel
- ATM access
- service fee/agent fee/transaction fees

The travel card may be used at food service establishments. Use of the card for meals & incidentals expenses is not mandatory.

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UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~**(U) Permanent Change of Station (PCS)**

(U//~~FOUO~~) Use of the travel card is required for purchases related to and made during official Government travel for a Permanent Change of Station. Examples of these expenses would include lodging rental cars, airfare and taxis. The card may also be used for meals.

(U//~~FOUO~~) The travel card should be used for purchases relating to the following entitlements:

- Temporary Quarters Subsistence Expense (TQSE)
- House Hunting Trip (HHT), including Airfare.
- Mileage and Per Diem (MIPD), including Airfare
- Temporary Quarters Subsistence Allowance (TQSA)
- Foreign Transfer Allowance (FTA)

(U//~~FOUO~~) The Travel Voucher Summary, Form DD 1351-2, should be submitted within five days of the completion of each entitlement. All necessary receipts should be attached to the signed travel voucher summary. Both the employee's signature and the Approving Official's (AO) signature are necessary on this form.

**IV. (U) When the Employee Requires Cash:**

(U//~~FOUO~~) Employees in preparation for official travel may need to withdraw cash from an ATM for incidental expenses, or in instances when a vendor will not accept the government travel card. Cardholders will be provided personal identification numbers (PIN), which will allow access to ATMs. The employee can always "customize" their pin number. The use of a travel card for cash withdrawals is limited to \$1,000 during a seven-day period. In circumstances where the cash limit is insufficient, the employee should contact the Agency Card Program Manager (CPM). Employees will be reimbursed for any fees associated with ATM withdrawals made using this card. Reimbursement of the ATM charge is only authorized for withdrawals made in conjunction with official travel. ATM withdrawals should not be made more than 3 working days prior to the start of the travel.

**V. (U) EMPLOYEE REIMBURSEMENT:**

(U//~~FOUO~~) DoD has mandated that all civilian employees and Military members must designate the portion of their reimbursement for charges made to the official travel card, be sent to Citibank to liquidate their bill. This amount should be recorded on the top of the RTA under the Split Disbursing area. If the outstanding balance is unknown, the employee may contact their APC for the correct amount. If an amount is not indicated on the RTA (except for sensitive TDYs), the following expenses will automatically be split disbursed to Citibank: air/train fare and service fee; lodging and lodging tax, rental car

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and conference fee. If the total balance of the bill is not paid through split disbursement, the traveler is responsible for any remaining balance owed to the Bank.

(U//~~FOUO~~) [redacted] has been exempted from the mandate to split disburse funds. This option is not available for [redacted] reimbursements.

(b) (3) - P.L. 86-36

(U//~~FOUO~~) All TDY travel claims must be submitted to [redacted] within five (5) working days after the completion of each trip. Failure to submit a claim does not excuse the employee from paying the Citibank by the due date posted on the billing statement.

(U//~~FOUO~~) All PCS travel claims must be submitted to [redacted] within five (5) working days after the completion of the entitlement. Failure to submit a claim does not excuse the employee from paying the Citibank by the due date posted on the billing statement.

(U//~~FOUO~~) During long-term TDYs, those in excess of 45 days, the employee is required to submit a claim for each 30-day period. The claim must be submitted within 5 days after the end of each 30-day period. While in an extended TDY status, it is important that employees ensure their travel card bill is paid by the due date specified on the Citibank billing statement. To help facilitate this, employees are required to contact their APC or Field Site POC prior to departing on the extended TDY.

(U//~~FOUO~~) Employees shall be reimbursed no later than 30 days after submitting to the Travel Entitlements Branch, a properly completed claim for reimbursement.

(U//~~FOUO~~) Each claim must include: RTA with AO's signature and employee's signature, as well as paid receipts for lodging, transportation tickets, rental car, conference fees and any item \$75.00 or more. Claims must be submitted to [redacted] the [redacted]

(U//~~FOUO~~) If reimbursement takes longer than 30 days, the Government may be required to pay the employee interest. Interest is payable, using the "Prompt Payment Act" interest rate, beginning on the 31st day after the submission of a properly filed travel claim and ending on the date that the payment is disbursed by the Government. The only exception to the requirement for this payment is when the payment would be less than \$1.00. In addition, the employee shall be paid an amount equal to any late payment charge that the travel card contractor would have been able to charge had the employee not paid the bill.

## VI. (U) LATE PAYMENT/DELINQUENT ACCOUNTS:

(U//~~FOUO~~) Payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement.

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(U//~~FOUO~~) Employees will incur a \$29.00 fee for payments returned due to insufficient funds. This return payment fee is not reimbursable.

(U//~~FOUO~~) **MILITARY DELINQUENT ACCOUNTS:** In accordance with the Memorandum of Agreement (MOA) between the Military Commands and the National Security Agency/Central Security Service, military accounts which are 45 days delinquent will be reported directly to their parent military command.

**(U) CIVILIAN DELINQUENCY CYCLES:**

(U//~~FOUO~~) **45 days Delinquency** – After 45 days of delinquency, the APC will send notification to the employee and their immediate supervisor stating that unless outstanding charges are paid in full, their travel card will be suspended on the 61st day of delinquency. On the 61st day of delinquency, the Citibank will automatically suspend ATM and travel card privileges.

(U//~~FOUO~~) **75 days Delinquency** – After 75 days of delinquency, the APC will send notification to the employee, their immediate supervisor and the organization's Chief of Staff stating that travel card privileges remain suspended and the outstanding balance must be paid in full to avoid further action. In addition, a \$29.00 late fee, which is not reimbursable, will be applied to the employee's account.

(U//~~FOUO~~) **90 days Delinquency** – After 90 days of delinquency, the Individually Billed Account Manager (IBA) will notify the organization's Chief of Staff and the Employee Relations (ER) Office for appropriate disciplinary action. The IBA will send a Due Process Letter to the employee allowing 30 days to make full payment of the outstanding balance (copies will be sent to the organization's Chief of Staff and ER).

(U//~~FOUO~~) **Salary Offset** – If the employee's payment is not made in full within 30 days of the date of the Due Process Letter, then the Salary Offset process will be initiated in accordance with the DoD and BOA established policy. Payments of 15% of the employee's net pay will be deducted from their bi-weekly federal salary to satisfy account balances that are not in dispute.

(U//~~FOUO~~) **120 days Delinquency** - On the 120th day of delinquency, the Citibank will automatically cancel the employee's account. Once the account is cancelled, the Citibank will not reinstate the travel card for any reason.

**VII. (U) MISUSE OF THE TRAVEL CARD:**

(U//~~FOUO~~) Travel cards should be used only for reimbursable expenses associated with official travel which will be reimbursed on the RTA or DD1351-2.

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(U//~~FOUO~~) Military Misuse: In accordance with the Memorandum of Agreement (MOA) between the Military Commands and the National Security Agency/Central Security Service, when misuse of the travel card is suspected Military accounts will be deactivated and a notice of deactivation will be sent to the respective parent command,

(U//~~FOUO~~) Civilian Misuse: If misuse of the travel card is suspected, the IBA will send an email to the employee and their immediate supervisor questioning the expenses on the traveler's account. Depending on the response provided and the seriousness of the misuse, the travel card may be deactivated to prevent further misuse. In addition, a formal case will be forwarded to Employee Relations (ER) for disciplinary action.

(U//~~FOUO~~) Supervisors shall not tolerate misuse of the travel card and cardholders who misuse their travel cards shall be subject to appropriate administrative or disciplinary action. Possible actions range from written reprimand to removal.

#### VIII. (U) EXCEPTIONS/EXEMPTIONS TO TRAVEL CARD USE:

(b) (3) - P.L. 86-36

(U//~~FOUO~~) Military or DoD civilian personnel whose use of the travel card, due to operational, security or other requirements of a mission, would pose a threat to national security, endanger the life or physical safety of travelers or others, or would compromise a law enforcement activity. Refer to Section 1 (PURPOSE, paragraph 2).

(U//~~FOUO~~) Military or DoD civilian personnel traveling to or in a foreign country where the political, financial, or communications infrastructure does not support the use of a travel card. Consult the  for guidance.

(U//~~FOUO~~) Military or DoD civilian personnel that are determined to be infrequent travelers. An infrequent traveler is one who travels two or less times per year. While DoD has exempted infrequent travelers from the mandate to use the official charge card, NSA offers the card to all employees and will offer no special accommodations to those infrequent travelers who elect to not apply for the card.

(U//~~FOUO~~) Individuals employed or appointed on a temporary or intermittent basis upon a determination by the individual's supervisor or other appropriate official that the duration of the employment or appointment or other circumstances pertaining to such employment or appointment does not justify issuance of a travel card to such individual.

(U//~~FOUO~~) There are two exceptions when personal charges may appear on the official travel charge card. These are:

- a. personal lodging or rental car charges incurred in conjunction with official travel charges when travelers are extending their official time at the hotel or use of a rental vehicle to include personal (leave) time
- b. when travelers are charging expenses incidental to the hotel bill (exercise room fees, movie rentals, personal phone calls or beverages)

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While these personal charges are not reimbursable, travelers will not be expected to use a personal charge card since these charges are incidental to use of the hotel /rental car. If the traveler elects to change hotels or rental vehicles during the personal time, the official charge card should not be used for these expenses.

(U//~~FOUO~~) FRIENDLY REMINDER: If an employee has any questions/concerns about their account, they should contact the APC. It is very important that the APC be notified of any address changes, name changes or to report a lost or stolen card. If an employee receives any inquiry for data, appearing to be from the Bank, either on the phone or through e-mail, the employee should not respond to it. The Citibank will not attempt to communicate via these modes. When this type of correspondence is received it should be reported to the APC.

(U//~~FOUO~~) EFFECTIVE DATE: This Corporate TravelGram is effective immediately and rescinds Corporate Travel Gram 01-2003. If you need additional information, please contact the Travel Card Program Office, 769-7100 (s) or

NOTE: (U) The contents of this Corporate Travel Gram have been coordinated with the Office of General Counsel.

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(b) (3) -P.L. 86-36

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