NATIONAL SECURITY AGENCY/CENTRAL SECURITY SERVICE

OFFICE OF THE 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.

SECRET//NOFORN
I. (U) SUMMARY

(U//FOUO) This investigation was conducted in response to a complaint alleging that [redacted] used 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. 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] 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.

(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


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.
(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.
II. (U) BACKGROUND

(U) Introduction

(U/TOUO) works in the . He completed two TDYs during the time period reviewed for this investigation.

(U/TOUO) In June 2012, the Travel Entitlements Office notified Employee Relations that the employee's GTCC account was 90 days past due. According to Travel Entitlements, the 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/TOUO) 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/TOUO) NSA/CSS PMM, Chapter 366, § 1-3(H), General Principles for On-The-Job Conduct
- (U/TOUO) NSA/CSS PMM, Chapter 366, § 2-1(K), Work Environment
III. (U) FINDINGS

(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.
(U) Documentary Evidence

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

(S//NF) The OIG obtained RTAs for __________________ for the period of May 2011- July 2013. He traveled on official business twice during the period; he traveled and to __________________ from July 10-12, 2011.

(U/FOUO) GTCC Statements


(U/FOUO) __________________ 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, __________________ 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. __________________ also made a supplemental payment for $2,966.31 on February 26, 2013. On February 26, 2013, __________________ account was paid in full.

(U/FOUO) Past Due Notices

(U/FOUO) The ____________________ sent ____________________ 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 ____________________ 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 ____________________ that if his GTCC account became 75 days delinquent, Citibank would charge a monthly $29 non-refundable late fee until payment was received. Additionally, ____________________ 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, ____________________ received his sixth and seventh past due notices. Both notices indicated that ____________________ was more than 90 days delinquent and his account would be canceled on June 17, 2012. ____________________ 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 ____________________ that involuntary salary offset would be initiated beginning November 2012 if past due payments were not made.

(U/FOUO) Email Inquiry from ____________________
(U/FOUO) On February 15, 2013, a representative emailed 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, he 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 web page and it details the basic NSA/CSS policy and procedures for use of the GTCC (Appendix E).

(U) Testimonial Evidence

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

(U/FOUO) admitted to using his government travel charge card without authorization. On several occasions he used it for cash advances. 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. He estimated he used the card a couple of dozen times and withdrew approximately $5,000. He was not like a one-time "oops."

(U/FOUO) used the cash to pay for

... 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, fell behind in his payments. As he fell behind, he began receiving delinquency notifications from the travel branch. 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, 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.
(U/FOUO) 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 a copy of his February 26, 2013, email to a representative (Appendix D) and asked him if this was the email in which he lied about planned travel. Confirmed that it was. He had nothing further to add.

(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 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. 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. Testified that he used the cash to pay for:

(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, 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. Admitted to falling behind in his GTCC payments when

As a result of his failure to pay the bill in a timely manner, 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) also testified that he lied to an NSA travel representative when she inquired about his charges. 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. 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

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.
IV. (U) RESPONSE TO TENTATIVE CONCLUSION

(U//FOOU) had no comment on the tentative conclusion, therefore no additional investigation was required and the tentative conclusion became final.

(b) (3) - P.L. 86-36
(b) (6)
V. (U) CONCLUSION

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

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:

Assistant Inspector General for Investigations
APPENDIX A

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

(U) Generally, every employee is expected to:

... 

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

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

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

... 

K. (U) 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
claim; or, knowingly and willfully falsify or conceal a material fact by a trick, scheme, or device.
APPENDIX B

(U//FOUO) GTCC Statements
# CITIBANK GOVERNMENT CARD SERVICES

## CARD STATEMENT

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>Payments And Credits</th>
<th>New Charges</th>
<th>New Balance</th>
</tr>
</thead>
<tbody>
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<td>$2,893.90</td>
<td>$2,893.90</td>
<td>$2,893.90</td>
</tr>
</tbody>
</table>

**Date:**
- **Invoice Date:** 05/23/2011
- **Due Date:** 06/17/2011

**Agency Name:**
- **Accounting Code/Cost Center:**
- **Billing Office Id:**
- **Discretionary Code:**
- **Single Purchase Limit:** $0.00

**Safe Date** | **Post Date** | **MCC Code** | **Reference Number** | **Description** | **Total Amount** |
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<thead>
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**ACCOUNT SUMMARY**

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<th>Credits</th>
<th>Purchases and Advances</th>
<th>Taxes and Fees</th>
<th>New Balance</th>
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**Memo Section**

- **Amount Over Credit Limit:** $0.00
- **Amount Past Due:** $0.00
- **Net Total Charges:** $2,893.90
- **Total Cash Advances:** $430.26
- **Current Period Total:** $2,893.90

**Approval Section**

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**CARDHOLDERS SIGNATURE**

---

**APPROVING OFFICIAL SIGNATURE (Except Travel)**
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<th>Sale Date</th>
<th>Post Date</th>
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**TOTAL AMOUNT DUE:** $2,893.90
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Address Correspondence to:

CITIBANK GOVERNMENT CARD SERVICES
P.O. Box 183173
COLUMBUS, OH 43218-3173

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### Payment Information

Payment option: Please cut along perforation and return the 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 notice.

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### Table: Previous Balance, Payments And Credits, New Charges, New Balance

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<thead>
<tr>
<th>Previous Balance</th>
<th>Payments And Credits</th>
<th>New Charges</th>
<th>New Balance</th>
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### Table: Sale Date, Post Date, MCC Code, Reference Number, Description, Total Amount

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<thead>
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<th>Sale Date</th>
<th>Post Date</th>
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<th>Reference Number</th>
<th>Description</th>
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### Account Summary

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<tr>
<th>CURRENT PERIOD</th>
<th>Previous Balance</th>
<th>Payments</th>
<th>Credits</th>
<th>Purchases and Advances</th>
<th>Taxes and Fees</th>
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### Memo Section

- Amount Over Credit Limit: $0.00
- Amount Past Due: $2,093.50
- Net Total Charges: $0.00
- Total Cash Advances: $120.00
- Current Period Total: $120.00

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### Approval Section

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE (Except Travel)

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Release: 2018-11
NSA: 05633
### CITIBANK GOVERNMENT CARD SERVICES

**CARD STATEMENT**

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>Payments And Credits</th>
<th>New Charges</th>
<th>New Balance</th>
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</thead>
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**Invoice Date:** 07/23/2011  
**Due Date:** 08/17/2011

---

**Sale Date** | **Post Date** | **MCC Code** | **Reference Number** | **Description** | **Total Amount**
---|---|---|---|---|---|
07/05/2011 | 07/06/2011 | | | | $519.40
07/05/2011 | 07/06/2011 | | | | $29.80
07/10/2011 | 07/11/2011 | | | | $1.26
07/10/2011 | 07/11/2011 | | | | $63.00
07/11/2011 | 07/12/2011 | | | | $18.69

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**ACCOUNT SUMMARY CURRENT PERIOD**

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<th>Purchases</th>
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<td>$954.81</td>
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</table>

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**Memo Section**

- Amount Over Credit Limit: $0.00
- Amount Paid Due: $121.30
- Net Total Charges: $950.55
- Total Cash Advances: $963.00
- Current Period Total: $993.55

---

**Approval Section**

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE (Except Travel)
We did not receive your payment last month. Please pay the trial balance due at once. If you have remitted payment, please disregard this notice.

<table>
<thead>
<tr>
<th>Date</th>
<th>Date</th>
<th>MCC Code</th>
<th>Reference Number</th>
<th>Description</th>
<th>Total Amount</th>
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<tbody>
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<td>07/13/2011</td>
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<td>$102.30</td>
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<td>07/12/2011</td>
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<td>07/22/2011</td>
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<td>PAYMENT RECEIVED</td>
<td>YOU</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>THANKS</td>
<td></td>
<td>$2,993.00 PY</td>
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</table>

*****TOTAL AMOUNT DUE: $1,116.11

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

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

<table>
<thead>
<tr>
<th>Cardholder</th>
<th>Account Number</th>
<th>Statement Period</th>
<th>Statement Status</th>
</tr>
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<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>Total Payments</th>
<th>Total Amount Due</th>
<th>Previous Disputes</th>
<th>Current Disputes</th>
<th>Statement Total</th>
<th>Tax Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$781.20</td>
<td>$158.33</td>
<td>N/A</td>
<td>N/A</td>
<td>$158.33</td>
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<td>$0.00</td>
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<table>
<thead>
<tr>
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<th>tran date</th>
<th>last alloc date time</th>
<th>merchant</th>
<th>amount</th>
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<th>type</th>
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<tr>
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End of Statement.
# Cardholder Statement

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<th>Date</th>
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<td>10/19/2011</td>
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<td>10/21/2011</td>
<td>501.50</td>
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<td>10/21/2011</td>
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## Previous Balance

<table>
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<th>Item</th>
<th>Amount</th>
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<tbody>
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<td>Purchases</td>
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<tr>
<td>Other Debits</td>
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</tr>
<tr>
<td>Total</td>
<td>$1,221.97</td>
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</tbody>
</table>

## Total Payments

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Total Amount Due</td>
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<tr>
<td>Current Disputes</td>
<td>N/A</td>
</tr>
<tr>
<td>Statement Total</td>
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<td>Tax Total</td>
<td>$0.00</td>
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https://www.cards.citidirect.com/StmtPrint.asp?id=17832812&inc=0&option=0&TS=81

Release: 2018-11

NSA: 05638
# Cardholder Statement

**Cardholder**

- Product Type: TRAVEL - Individually Billed
- Default MAC: N/A

**Account Number**

- Statement Status: New

## Previous Balances

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Balance</td>
<td>$818.50</td>
</tr>
<tr>
<td>Purchases</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Debits</td>
<td>$2,125.17</td>
</tr>
</tbody>
</table>

## Total Payments

- Total Payments: $818.50
- Previous Disputes: N/A
- Other Credits: $0.00

## Current Disputes

- Current Disputes: N/A
- Statement Total: $1,306.67

## Tax Total

- Tax Total: $0.00

## Transactions

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<th>Transaction Date</th>
<th>Amount</th>
<th>Status</th>
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<td>10/29/2011</td>
<td>$501.50</td>
<td></td>
<td></td>
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</tbody>
</table>
| 10/26/2011  | $501.50 
              |           |
| 10/24/2011  | $501.50 
              |           |
| 10/28/2011  | $501.50 
              |           |
| 10/31/2011  | $501.50 
              |           |
| 10/31/2011  | $10.03 
              |           |
| 11/04/2011  | $0.00            |           |

---

https://www.cards.citidirect.com/StmtPrint.asm?id=17948730&img=0&option=0&TS=11

Release: 2018-11
NSA: 05639
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<th>Settlement</th>
<th>Conv Rate</th>
<th>Conv Date</th>
<th>Notes</th>
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</thead>
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<tr>
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<td>PAYMENT RECEIVED - THANK</td>
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</table>
# Cardholder Statement

**Cardholder**

- **Product Type**: TRAVEL - Individually Billed
- **Default MAC**: [BLANK]

**Account Number**: [BLANK]


**Statement Status**: New

<table>
<thead>
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<th>Previous Balance</th>
<th>$2,125.17</th>
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</thead>
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<td>Purchases</td>
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<td>Other Debts</td>
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**Total Amount Due**: $2,617.87

**Current Disputes**: N/A

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</table>

**Post Date** | **Transaction Date** | **Last Alloc Date** | **Merchant** | **Amount** | **Status** |
<table>
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<td></td>
<td>tran code</td>
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<td></td>
</tr>
<tr>
<td>12/12/2011</td>
<td>12/12/2011</td>
<td></td>
<td>bill acct</td>
<td>$0.84</td>
<td></td>
</tr>
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<td></td>
<td>ref num</td>
<td></td>
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<td></td>
<td></td>
<td>tran code</td>
<td></td>
<td></td>
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<tr>
<td>12/12/2011</td>
<td>12/12/2011</td>
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<td>bill acct</td>
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<td>tran code</td>
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<tr>
<td>12/16/2011</td>
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<td>bill acct</td>
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<td>ref num</td>
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<td></td>
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<tr>
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<td></td>
<td></td>
<td>tran code</td>
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<tr>
<td>12/16/2011</td>
<td>12/16/2011</td>
<td></td>
<td>bill acct</td>
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<td>tran code</td>
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</tbody>
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https://www.cards.citidirect.com/StmtPrint.asp?id=18442596&inq=0&option=0&TS=84... 6/15/2012

---

Release: 2018-11

NSA: 05642
Cardholder Statement

Previous Balance: $2,517.87
Purchases: $0.00
Other Debits: $0.00

Total Payments: $2,517.87
Previous Disputes: N/A
Other Credits: $0.00

Total Amount Due: $0.00
Current Disputes: N/A
Statement Total: $2,517.87
Tax Total: $0.00

Post date: 01/20/2012
Transaction date: 01/20/2012
Merchant: PAYMENT RECEIVED - THANK
Amount: $2,517.87

Origin amount: $2,517.87
Settlement amount: $2,517.87
Conversion rate: 0
Conversion date: N/A

https://www.cards.citidirect.com/StmtPrint.asp?id=18971455&inq=0&option=0&TS=62... 6/15/2012
# Cardholder Statement

<table>
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<th>Tran Date</th>
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<th>Merchant</th>
<th>Amount</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$4.00</td>
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Previous Balance: $2,055.09  
Total Payments: $0.00  
Total Amount Due: $3,024.81

Purchases: $660.12  
Other Credits: $0.00  
Statement Date: 03/24/2012 - 04/23/2012  
Statement Status: New
Statement Detail

- Bill Acct: [Details]
- Ref Num: [Details]
- Tran Code: [Details]

- 07/23/2012 07/21/2012
- Bill Acct: [Details]
- Ref Num: [Details]
- Tran Code: [Details]

- 07/23/2012 07/23/2012
- Bill Acct: [Details]
- Ref Num: [Details]
- Tran Code: [Details]

- 07/23/2012 07/23/2012
- Bill Acct: [Details]
- Ref Num: [Details]
- Tran Code: [Details]

---End of Statement---
### Cardholder Statement

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
<th>Merchant Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/24/2012</td>
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<td>orig amnt: 252.00</td>
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<tr>
<td>07/26/2012</td>
<td>302.00</td>
<td>orig amnt: 302.00</td>
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<tr>
<td>07/30/2012</td>
<td>300.00</td>
<td>orig amnt: 300.00</td>
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#### Previous Balances and Payments
- **Previous Balance**: $776.31
- **Total Payments**: $0.00
- **Total Amount Due**: $2,421.71
- **Statement Total**: $1,645.40
- **Tax Total**: $0.00

#### Transactions
- **07/24/2012**: $252.00
- **07/26/2012**: $302.00
- **07/30/2012**: $300.00

**Note:** Additional details for each transaction are provided in the merchant column.
# Cardholder Statement

<table>
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<tr>
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<th>Transaction Type</th>
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</tbody>
</table>

Previous Balance: $2,421.71
Total Payments: $0.00
Previous Disputes: N/A
Other Credits: $0.00
Statement Total: $2,416.98

Total Amount Due: $4,837.69
Current Disputes: N/A
Tax Total: $0.00

Cardholder:
Product Type: TRAVEL - Individually Billed
Default MAC: 

Statement Period: 08/24/2012 - 09/21/2012
Statement Status: New
<table>
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<tbody>
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**End of Statement**
### Cardholder Statement

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https://www.cards.citidirect.com/StmtPrint.axn?id=23857187&inc=0&option=0&TS=50

Release: 2018-11
NSA: 05659
bill acct
ref num
tran code

12/12/2012 12/12/2012
bill acct
ref num
tran code

12/13/2012 12/13/2012
bill acct
ref num
tran code

12/17/2012 12/17/2012
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ref num
tran code

12/18/2012 12/18/2012
bill acct
ref num
tran code

12/18/2012 12/18/2012
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(b) (3) — P.L. 86-36

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(b) (6)
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--End of Statement--
Cardholder Statement

Cardholder
Product Type
Default MAC

Account Number
Statement Period
01/24/2013 - 02/22/2013
Statement Status
New

Previous Balance $3,869.54
Purchases $0.00
Other Debits $0.00

Total Payments $723.23
Previous Disputes N/A
Other Credits $0.00

Total Amount Due $2,966.31
Current Disputes N/A
Statement Total $723.23
Tax Total $0.00

post date tran date last alloc date time merchant amount status

02/06/2013 02/04/2013 PAYMENT - THANK YOU $-0.45
bill acct ref num tran code

02/06/2013 02/04/2013 PAYMENT - THANK YOU $-361.39
bill acct ref num tran code

02/20/2013 02/18/2013 PAYMENT - THANK YOU $-361.39
bill acct ref num tran code

---End of Statement---

(b)(3) P.L. 86-36
(b)(6)
# Cardholder Statement

**Statement Detail**

- **Cardholder Product Type**: TRAVEL - individually billed
- **Default MAC**: (b) (3) - P.L. 86-36
- **Previous Balance**: $2,966.31
- **Total Payments**: $3,689.07
- **Current Disputes**: N/A
- **Statement Period**: 02/23/2013 - 03/22/2013
- **Statement Status**: New
- **Total Amount Due**: $722.76
- **Statement Total**: $3,689.07
- **Tax Total**: $0.00

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End of Statement
Cardholder Statement

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

Account Number: TRAVEL - Individually Billed

Statement Period: 05/22/2013 - 07/23/2013

Statement Status: New

Previous Balance: $361.36

Total Payments: $0.00

Total Amount Due: $0.00

Total Debits: $361.36

Previous Disputes: N/A

Current Disputes: N/A

Other Credits: $0.00

Statement Total: $361.36

Tax Total: $0.00

post date tran date last alloc date time merchant amount status

07/15/2013 07/15/2013 RETURN FUNDS REQUEST #DR $361.38

--End of Statement--

(b) (6)
APPENDIX C

(U//FOUO) Past Due Notices
To: 
Cc: 
Supervisor: 
Time Sent: 09/14/2011 10:30:29 AM
Subject: 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

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
Past Due Amount: $354.91

At midnight on September 23, 2011 Citi will have no choice other than to automatically suspend A&M and charging privileges until your delinquent balance is paid in full. Please contact 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 Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate Travel Guidance 01-2008, dated May 2008), 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 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 E-MAIL ALIAS OF: DL

Release: 2018-11
NSA: 05669
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.
To:  
Cc:  
Supervisor:  
Time Sent: 10/14/2011 01:03:19 PM  
Subject: 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.

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

Current Balance: $1221.97  
Past Due Amount: $914.44

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 ASAR 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 Office as soon as possible.

Be reminded that in accordance with Agency/GTCC policy (Corporate TravelGram 01-2008, dated May 2008), 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 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 online 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 E-MAIL ALIAS OF: DL
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.
To: 
Cc: 
Supervisor: 
Time Sent: 01/19/2013 12:39:44 PM 
Subject: 45 Day Delinquency E-Mail for Citi GTCC- 

Body: 

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 Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate Travelgram 01-2008, dated May 2008), 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 E-MAIL ALIAS OF: DL 

release: 2018-11
NSA: 05673
To:  
Cc:  
Supervisor:  
Time Sent: 04/17/2012 11:07:49 AM
Subject: 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

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  
Past Due Amount: (b)(3)-P.L. 86-36

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 the 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 filled 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 Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2006, dated May 2006), 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 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 E-MAIL ALIAS OF: DL
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: [Redacted]

Co: [Redacted]

Supervisor: [Redacted]

Time Sent: 05/18/2012 03:08:35 PM

Subject: ACTION REQUIRED: 75 Day Delinquency E-Mail for Citi GTCC

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

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 TravelGram 01-2008, dated May 2008, 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 E-MAIL ADDRESS OF: [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.
To:  
Cc:  
Supervisor:  
Time Sent: 06/11/2012 09:29:37 AM  
Subject: **Action Required** Account 90 Days Past Due  

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

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 $53,082.81.

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 Travel Gram 01-2008, dated May 2008) 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 FMM 30-2, Chapter 366, Section 3.1D Government Credit/Charge Cards. 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 1996, 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 030602 (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)-F.L. 86-36
To:

Cc:

Supervisor:

Time Sent:

06/14/2012 07:29:30 AM

Subject:

**Action Required** Account 90 Days Past Due

************************************************************************************************

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

************************************************************************************************

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) 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 PDM 30-2, Chapter 366, Section 3.10 Government Credit/Charge Cards.

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
From: 
Sent: Wednesday, November 13, 2012 5:07 PM 
To: 
Cc: 
Subject: (U) Salary Offset

Classification: UNCLASSIFIED//FOR OFFICIAL USE ONLY

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.

Classification: UNCLASSIFIED//FOR OFFICIAL USE ONLY
APPENDIX D

(U//FOUO) Email from Office

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

Classification: UNCLASSIFIED//FOR OFFICIAL USE ONLY
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

(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.

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

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

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

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

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?
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 2012. Can you please explain these cash withdrawals? Also, can you please tell us what this is?

Thank You,

I apologize for not getting back to sooner. I must have missed your first email and after 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 The travel however never happened due to being canceled. The folks were supposed to handle repayment with Citi. After running around on the phone with both the 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.
*New Numbers!*

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

Classification: UNCLASSIFIED//FOR OFFICIAL USE ONLY
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:

(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 will be exempt from using the travel card. Employees must consult with the 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. 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 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 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 not be 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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(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
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) has been exempted from the mandate to split disburse funds. This option is not available for reimbursements.

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

(U//FOUO) All TDY travel claims must be submitted to 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 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 the

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

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

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.

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:

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).

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.

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.

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.

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)
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.

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