

November 22, 2011

# Retail Partner Cards :: credit card application

# **UI** Specifications

#### About this document:

This document serves as a preliminary outline that provides an overview of the information architecture and user experience for applying online for a credit card. The interactions described and the labels used are descriptive of the types of content that will appear. Visual design and final copy are conveyed using design comps and copy deck(s) **Please note that all copy and labels are FPO.** 

| Role           | Team Member    | Reviewed |
|----------------|----------------|----------|
| IA             | Scott Briefer  | Х        |
| Copywriter     |                |          |
| Designer       |                |          |
| HTML Developer | Bruce Christie |          |
| QA Specialist  | Juan Diego     |          |

| Role              | Team Member         | Reviewed |
|-------------------|---------------------|----------|
| Project Manager   | Remi Mayo           | Х        |
| Account Manager   | Tyrone Murphy       | Х        |
| Creative Director | Joanna Pena-Bickley |          |

| Version | Notes                             | Owner |
|---------|-----------------------------------|-------|
| 1       | Apply existing UI to new template | SB    |
| 2       | Internal revisions                | SB    |
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### 1.1/ENTER INFORMATION :: Step 1: Apply for a [Brand] Credit Card®

|                                      |  | Your privacy and security are importan  |
|--------------------------------------|--|---|
| 1 ENTER INFO                         | RMATION 2 VERIFY INFORMATIO  | ON 3 ACCOUNT STATUS   |
| CREDIT CARD                          | Step 1: Apply for a [Credit Card]<br>FAQs<br>Before You Apply<br>You should be able to answer YES to the follow<br>• I am 18 years of age or older<br>• I have a valid Social Society Number | ing:  |
| • [card benefit]                     | Your Contact Information   | *required field   |
| • [card benefit]<br>• [card benefit] | *Email:  | NOTE: If you provide an email address:<br>(1) Citibank, N.A. may use your email address to contact you about<br>your account and to send you information about products and<br>services you might find useful, and (2) Citibank, N.A. will provide your<br>email address to Sears Holdings Corporation, who may use it to send<br>you news about the latest merchandise, promotions, and sales.<br>Email Policy |
|                                      | *First Name:   |   |
|                                      | Middle Initial:  |   |
|                                      | *Last Name:  |   |
|                                      | Suffix:  | None <b>V</b>   |
|                                      |  | (No P.O. Boxes)   |
|                                      | *Street Address:   |   |
|                                      | Apartment/Suite:   |   |
|                                      | *City:   |   |
|                                      | *State:  | Select One V  |
|                                      | *Home Phone Number:  |   |
|                                      | Mabile Phone Number:   |   |
|                                      | Business Phone Number:   |   |
|                                      | Your Financial Information   |   |
|                                      | *Annual Salary and Wages***:   | \$ .00 ?<br>****Alimony, child support or separate maintenance income need not<br>be revealed if you do not wish to have it considered as a basis for<br>repaying this obligation.  |

### PRIMARY ACTION(S)



### 1.1/ENTER INFORMATION :: Step 1: Apply for a [Brand] Credit Card® (continued)

| Your Financial Information   |  |
|--|--|
| *Annual Salary and Wages***:   | \$ .00 ?   |
|  | ***Alimony, child support or separate maintenance income need not<br>be revealed if you do not wish to have it considered as a basis for<br>repaying this obligation.  |
| Other Annual Income***:  | \$ .00 ?   |
| *Resident Status:  | Select One ▼   |
| *Monthly Mortgage or Rent Payment:   | \$00   |
| Your Personal & Security Information   |  |
| *Date of Birth:  | MM DD YYYY   |
| *Social Security Number:   |  |
| *Photo ID Type:  | O Driver's License O State ID O the  |
| *Driver License Number of Photo ID Number:   |  |
| *State:  | Select One 🔻   |
| Important Information  |  |
| You must have a computer equipped with at le<br>browser and either a printer, a drive, or other st<br>copy of the Credit Card Disclosures, Terms and<br>notice about what we do with your personal in<br>documents, write to: Credit Program, P.O. Box 6 | ast a 128-bit security encrypted enabled<br>corage device in order to view and retain a<br>Conditions of Offer, Card Agreement and our<br>formation. To request a paper copy of those<br>53054, Dallas, TX 75265-3054. |
| *I confirm that I have the software and equip<br>mentioned above, and I agree to receive ele<br>Terms and Conditions of Offer, Card Agreem<br>personal information.  | ment that satisfies the requirements<br>ectronically the Credit Card Disclosures,<br>nent and notice about what you do with my   |
| I confirm that I have read the Credit Card Dia<br>and other cost information.  | sclosures which contain important rate, fee  |
| $\square$ *I confirm that I have read and agree to the $\prod_{i=1}^{n}$ set forth in the Card Agreement.  | erms and Conditions of Offer and the terms   |
|  | CONTINUE   |
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### 1.1/ENTER INFORMATION :: Inline Error Messages

|                                    |   | Your privacy and security are importa  |
|------------------------------------|---|--|
| 1 ENTER INFOR                      | RMATION 2 VERIFY INFORMATIO   | ON 3 ACCOUNT STATUS  |
|                                    | Step 1: Apply for a [Credit Card]   |  |
| CREDIT CARD                        | Before You Apply<br>You should be able to answer YES to the follow<br>• I am 18 years of age or older | ving:  |
| Terms and Conditions               | I have a valid Social Security Number   |  |
| <ul> <li>[card benefit]</li> </ul> | Application Error(s) Below  |  |
| • [card benefit]                   | Your Contact Information  | *required fie  |
|                                    | *Email:   | NOTE: If you provide an email address:   |
|                                    |   | (1) Citibank, N.A. may use your email address to contact you about<br>your account and to send you information about products and<br>services you might find useful, and (2) Citibank, N.A. will provide you<br>email address to Sears Holdings Corporation, who may use it to send<br>you news about the latest merchandise, promotions, and sales. |
|                                    |   | Email Policy   |
|                                    |   | First Name is a required field. Numbers and special characters are not allowed.  |
|                                    | *First Name:  |  |
|                                    | Middle Initial:   | Last Name is a required field. Numbers, hyphens and  |
|                                    | *Last Name:   | special characters are not allowed.  |
|                                    | Last Name.  | None V   |
|                                    | Sun.  | Street Address is a required field Special characters  |
|                                    |   | such as & and (), are not allowed. For an apartment<br>number. please use the Apartment/Suite field.   |
|                                    | *Street Address:  |  |
|                                    | Apartment/Suite:  |  |
|                                    |   | City is a required field. Numbers, periods and special characters such as '&' and '0' are not allowed.   |
|                                    | *City:  |  |
|                                    |   | State is a required field. Please select one from the menu   |
|                                    | *State:   | Select One <b>V</b>  |
|                                    | *7in Code:  | ▼ Zip Code is a required field. Please enter all 5 digits.   |
|                                    |   | Home Phone Number is a required field. Please  |
|                                    | *Home Phone Number  | re-enter a valid 10 digit Home Phone Number.   |
|                                    | Mobile Phone Number:  |  |
|                                    |   |  |

PRIMARY ACTION(S)



### 1.1/ENTER INFORMATION :: Inline Error Messages (continued)

| <br>  |   |
|---|---|
| <br>Your Financial Information  | I   |
| *Annual Salary and Wages***   | <ul> <li>Annual Salary and Wages is a required field.</li> <li>\$ .00 ?</li> <li>***Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.</li> </ul> |
| Other Annual Income***  | : \$  |
| *Resident Status  | <ul> <li>Select One </li> <li>Monthly Mortgage or Bent Payment is a required field</li> </ul>   |
| *Monthly Mortgage or Rent Payment   | : \$00  |
| <br>Your Personal & Security Information  | I   |
| *Date of Birth  | Re-enter the Month of Birth using numbers only.<br>Re-enter the Day of Birth using numbers only.<br>Re-enter the Year of Birth using numbers only.<br>MM DD YYYY<br>Social Security Number is a required field. Please enter                                |
| *Social Security Number   | using numbers only.   |
| *Photo ID Type  | <ul> <li>Driver's License</li> <li>State ID</li> <li>Other</li> <li>Driver License Number or Photo ID Number is a</li> </ul>  |
| *Driver License Number of Photo ID Number   | required field. Please enter using numbers only.  |
| *State  | <ul> <li>State is a required field. Please select one from the menu.</li> <li>Select One </li> </ul>  |
| <br>Important Information   |   |
| You must have a computer equipped with at I<br>browser and either a printer, a drive, or other<br>copy of the Credit Card Disclosures, Terms and<br>notice about what we do with your personal i<br>documents, write to: Credit Program, P.O. Box | east a 128-bit security encrypted enabled<br>storage device in order to view and retain a<br>d Conditions of Offer, Card Agreement and our<br>nformation. To request a paper copy of those<br>653054, Dallas, TX 75265-3054.                                |
| *I confirm that I have the software and equi<br>mentioned above, and I agree to receive e<br>Terms and Conditions of Offer, Card Agree<br>personal information.   | ipment that satisfies the requirements<br>lectronically the Credit Card Disclosures,<br>ment and notice about what you do with my   |
| *I confirm that I have read the Credit Card D<br>and other cost information.  | Disclosures which contain important rate, fee   |
| *I confirm that I have read and agree to the<br>set forth in the Card Agreement.  | Terms and Conditions of Offer and the terms   |

PRIMARY ACTION(S)



| BRAND LOGO   |  |   | Secure Application                   |
|--|--|---|--------------------------------------|
| 1 ENTER INFO   | RMATION 2 VERIFY INFORMATIC  | DN 3                                    | ACCOUNT STATUS                       |
| CREDIT CARD  | Step 2: Verify Your Information<br>Please verify your information<br>Please take a moment to ensure the informatio<br>characters are not allowed and may have been | n you provide is c<br>automatically ren | orrect. Note: Some special<br>noved. |
| Terms and Conditions                                       | Your Contact Information   |   | Make Changes                         |
| • [card benefit]   | Fmail:   | hoh@mail.com                            | Make Changes                         |
| <ul> <li>[card benefit]</li> <li>[card benefit]</li> </ul> | First Name   | Bob                                     |                                      |
| [cura benent]  | Middle Initial:  |   |                                      |
|  | Last Name:   | Miller                                  |                                      |
|  | Suffix:  | Jr.                                     |                                      |
|  | Street Address:  | 123 Main Street                         |                                      |
|  | Apartment/Suite:   | 1A                                      |                                      |
|  | City:  | New York                                |                                      |
|  | State:   | NY                                      |                                      |
|  | Zip Code:  | 01234                                   |                                      |
|  | Home Phone Number:   | 212-555-1212                            |                                      |
|  | Mobile Phone Number:   | 212-555-1212                            |                                      |
|  | Business Phone Number:   | 212-555-1212                            |                                      |
|  | Your Financial Information   |   | Make Changes                         |
|  | Annual Salary and Wages:   | \$1,000,000.00                          |                                      |
|  | Other Annual Income:   | \$1,000.00                              |                                      |
|  | Residence Status:  | Owner                                   |                                      |
|  | Monthly Mortgage or Rent Payment:  | \$1234.00                               |                                      |
|  | Your Personal and Secuirty Information   |   | Make Changes                         |
|  | Social Security Number:  | 111-22-3333                             |                                      |
|  | Date of Birth:   | 01/01/1965                              |                                      |
|  | Photo ID Type:   | Driver's License                        |                                      |
|  | Photo ID Number:   | 12312312                                |                                      |
|  | State Issued:  | NY                                      |                                      |
|  | By choosing the Submit button below, I hereby  | submit my reque                         | st for a credit card.                |

PRIMARY ACTION(S)



### 1.3.1/APPROVAL STATUS :: Approved



#### PRIMARY ACTION(S)



### 1.3.2/APPROVAL STATUS :: Confirmation

| BRAND LOGO  | Secure Application   |
|---|--|
| 1 ENTER INFOR   | RMATION         2         VERIFY INFORMATION         3         ACCOUNT STATUS  |
| CREDIT CARD   | Step 3: Confirmation<br>Your application has been received, but further processing is required at this time. We will<br>contact you within 2 weeks by US mail regarding our decision.<br>Thank you for requesting a [Brand] Credit Card <sup>®</sup> . |
| <sup>1</sup> Terms and Conditions<br>• [card benefit]<br>• [card benefit]<br>• [card benefit] | Thank you for requesting a [Brand] Credit Card <sup>®</sup> .<br>In order to protect the privacy of your information, please take a moment to ensure your cache is cleared. Find out how to clear your <u>cache</u> .<br>THANK YOU                     |
|   |  |

### PRIMARY ACTION(S)



### 1.3.3/APPROVAL STATUS :: Declined

| BRAND LOGO  | Secure Application   |
|---|--|
| 1 ENTER INFOR   | RMATION 2 VERIFY INFORMATION 3 ACCOUNT STATUS  |
| CREDIT CARD   | Step 3: Declined<br>[Applicant's Name]<br>Reference #: 111111TEST001<br>Report Code #: 26  |
| <sup>1</sup> Terms and Conditions<br>• [card benefit] | We are unable to process your application with the information provided. Please call the [Brand] Credit Card® New Accounts Processing Center at 1-000.000.0000 with the reference number and report code above to complete your application. |
| • [card benefit]<br>• [card benefit]                  | House of Operation:<br>Monday through Saturday 7am – 3am EST<br>Sunday 7am –1pm EST  |
|   | Thank you for requesting a [Brand] Credit Card <sup>®</sup> .  |
|   | In order to protect the privacy of your information, please take a moment to ensure your cache is cleared. Find out how to clear your cache.   |
|   | THANK YOU  |
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### PRIMARY ACTION(S)





January 13, 2012

# **Citi Retail Services** :: Mobile Thin Client (generic) UI Specifications

#### About this document:

This document serves as a preliminary outline that provides an overview of the information architecture and user experience for Mobile Thin Client (generic).

The interactions described and the labels used are descriptive of the types of content that will appear. Visual design and final copy are conveyed using design comps and copy deck(s)

Please note that all copy and labels are FPO.

| Role          | Team Member   | Reviewed |
|---------------|---------------|----------|
| IA            | Scott Briefer | Х        |
| Copywriter    | Morgan Sobel  | Х        |
| Designer      | Dan Boyle     | Х        |
| QA Specialist | Juan Diego    |          |

| Role              | Team Member             | Reviewed |
|-------------------|-------------------------|----------|
| Project Manager   | Remi Mayo               | Х        |
| Account Manager   | Tyrone Murphy           | Х        |
| Planning Director | Christopher-Ian Reichel | Х        |
| Creative Director | Joanna Pena-Bickley     | Х        |

| VERSION CONTROL   |
|---|
| SITEMAP :: Pages and Overlays   |
| HEADERS/FOOTERS :: Signed Off and On States Throughout                                  |
| 1.0/SIGN ON :: Validation Entry Point   |
| 1.0/SIGN ON :: Global Error Message Showing   |
| 1.1.1/FORGOT YOUR USER ID :: Enter Credit Card Account Number                           |
| 1.1.2/FORGOT YOUR USER ID :: Enter Additional Security Information                      |
| TOOL TIP OVERLAY :: Tool Tip Overlay Style Throughout                                   |
| 1.1.3/FORGOT YOUR USER ID :: Select ID and Enter Password                               |
| 1.1.3 (alternative)/FORGOT YOUR USER ID :: User Has Forgotten Both User ID and Password |
| 1.2.1/FORGOT YOUR PASSWORD :: Enter User ID   |
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| 1.2.3/FORGOT YOUR PASSWORD :: Create a New Password                                     |
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| 9.2.2/SCREEN 900 -: Online Access Blocked (User Signed On)                              |

Citi Retail Services: Mobile Thin Client (generic) January 13, 2012

### VERSION CONTROL

| Version | Notes   | Owner |
|---------|---|-------|
| 0.1     | Initial general version based on THD Mobile Thin Client | SB    |
| 0.2     | Internal revisions                                      | SB    |
| 0.3     | Client comments   | SB    |
| 0.4     | Client comments and internal revisions                  | SB    |
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Citi Retail Services: Mobile Thin Client (generic) January 13, 2012





### CRITICALMASS

Tool Tip Create a New Password

Tool Tip Password Strength

Speed Bump (SHOP) Confirmation Overlay

Sign Off Confirmation Overlay

Sign On After User Has Signed Off

Sign On After a Timeout

Sign On In Spanish

#### Legend

ovei



### HEADERS/FOOTERS :: Signed Off and On States Throughout

|    | HE           | ADER :: Sign | ed Off Stat          | е              |
|----|--------------|--------------|----------------------|----------------|
| 1  | FP0 Acc      | ount Online  |                      | ?              |
| 4  | HE<br>FP0    | ADER :: Sign | ied On Stati<br>SIGN | e<br>OFF ?     |
|    |              | punt Online  |                      | MENU           |
|    |              |              |                      |                |
|    |              |              |                      |                |
|    | FO           | OTER :: Sign | ed Off State         | e              |
| 7  | Terms & Cond | ditions S    | Security             | Privacy        |
| 8  | Español      | Full Site    | Copyright ©2012      | Citiaroup Inc. |
|    |              |              |                      |                |
|    | FO           | OTER :: Sign | ed On State          | e              |
| 10 | FO           | OTER :: Sign | ed On State          | e<br>Privacy   |

### ANNOTATIONS

| IEADE | RS/FOOTERS :: Signed Off          | and Signed Out States Through  | nout  |  |
|-------|-----------------------------------|--|---|--|
|       |                                   |  |   |  |
|       | Description                       | Interaction  | Rules   | Notes  |
| 1.    | [Partner] approved<br>artwork     |  |   | Artwork is customizal branding requiremen  |
| 2.    | <i>Help</i> button                | <b>onTap</b> links to <i>4.0 Help</i> screen   |   | Button color is<br>customizable, and<br>consistent with all sin<br>buttons throughout. |
| 3.    | Header background                 |  |   | Background color is customizable.  |
| 4.    | [Partner] approved<br>artwork     | <b>onTap</b> links to Account<br>Online Home screen  | For security reasons, this<br>link is only available after<br>the user has signed on. | Artwork is customizat<br>branding requiremen   |
| 5.    | <i>Sign Off</i> button            | <b>onTap</b> user is asked to<br>confirm their decision<br>( <i>Sign Off Confirmation</i><br>overlay), then signed off<br>and linked to <i>1.3.1 Sign On</i><br>screen |   | Button color is<br>customizable, and<br>consistent with all sin<br>buttons throughout. |
| б.    | <i>Menu</i> button                | <b>onTap</b> <i>Menu</i> overlay slides into position.   |   | Button color is<br>customizable, and<br>consistent with all sin<br>buttons throughout. |
| 7.    | <i>Terms &amp; Condition</i> link | <b>onTap</b> links to 6.0 Terms &<br>Conditions screen   |   | Link color is customiz<br>and consistent with a<br>similar links througho              |
| 7.    | Security link                     | <b>onTap</b> links to 7.0 Security screen  |   | Link color is customiz<br>and consistent with a<br>similar links throughc              |
| 7.    | <i>Privacy</i> link               | <b>onTap</b> links to <i>8.0 Privacy</i> screen  |   | Link color is customiz<br>and consistent with a<br>similar links throughc              |
| 8.    | <i>Español</i> link               | <b>onTap</b> links to Spanish version of the site  |   | Link color is customiz<br>and consistent with a<br>similar links througho              |
| 9.    | <i>Full Site</i> link             | <b>onTap</b> opens a new<br>browser window<br>addressed to the full<br>version (non thin client) of<br>the site  |   | Link color is customiz<br>and consistent with a<br>similar links througho              |
| 10.   | <i>Home</i> link                  | <b>onTap</b> links to 2.0 Account<br>Online Home screen  | For security reasons, this<br>link is only available after<br>the user has signed on  | Link color is customiz<br>and consistent with a<br>similar links through               |



### 1.0/SIGN ON :: Validation Entry Point

| FP0 Account Online   |  |
|--|--|
| PROMO FPO  |  |
| [Account Online User ID]   |  |
| Remember my [Account Online User ID]   |  |
| Password   |  |
|  |  |
| SIGN ON  | 4  |
| If you have not accessed your account information in the past 18 months, please register again with a new User ID. |  |
| FORGOT YOUR USER ID  | 5  |
| FORGOT YOUR PASSWORD   | 6  |
| FORGOT YOUR USER ID AND PASSWORD   | 7  |
| HOW DO I REGISTER?   | 8  |
| CONTACT US   | 9  |
| Terms & Conditions     Security     Privacy       Español     Full Site     Copyright ©2012 Citigroup Inc.         |  |
|  | Account Online         PROMO FPO         [Account Online User ID]         Remember my [Account Online User ID]         Password         SIGN ON         If you have not accessed your account information in the past 18 months, please register again with a new User ID.         FORGOT YOUR USER ID         FORGOT YOUR PASSWORD         FORGOT YOUR USER ID AND PASSWORD |

### ANNOTATIONS

| Window Page Title |   |   |   |  |
|-------------------|---|---|---|--|
| 1.0/SIC           | GN ON :: Validation Entry Poir  | nt  |   |  |
| Page (            | Context / How I Got Here / P  | age Notes   |   |  |
| User h            | as either entered or linked to  | ourl in their mobile browser.   |   |  |
|                   | Description   | Interaction   | Rules   | Notes  |
| 1.                | Promotional offers can be<br>offered to the customer at<br>sign on and sign off | <b>onTap</b> can link to promotional specific web site/page   |   |  |
| 2.                | [Account Online User ID]<br>label and field                                     | User must input the<br>[Account Online User ID]<br>they setup when enrolling<br>in Account Online   |   | Field label is customiz  |
| 3.                | <i>Remember my [Account<br/>Online User ID]</i> checkbox                        | onCheck enables user to<br>store their [Account Online<br>User ID] on successful sign<br>on, so when they return<br>they only have to enter<br>their password |   |  |
| 4.                | Sign On button  | <b>onTap</b> validates user ID<br>and password and links<br>user to 2.0 Account Online<br>Home  | If user has entered<br>information that can't<br>be validated they are<br>returned to this page with<br>an inline error message.              | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout. |
| 5.                | Forgot Your User ID link  | <b>onTap</b> links user to<br>1.1.0 Forgot Your User ID<br>screen   |   | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout. |
| 6.                | Forgot Your Password link   | <b>onTap</b> links user to<br>1.2.0 Forgot Your Password<br>screen  |   | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout. |
| 7.                | Forgot Your User ID and<br>Password link  | <b>onTap</b> links user to<br>1.1.0 Forgot Your User ID<br>screen   | Note: Step 3 in this<br>process (1.1.2) is replaced<br>with screen 1.1.3 to<br>accommodate the user<br>having forgot both ID and<br>password. | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout. |
| 8.                | <i>How Do I Register</i> link   | <b>onTap</b> links user to<br>1.2.0 Forgot Your Password<br>screen  |   | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout. |
| 9.                | <i>Contact Us</i> link  | <b>onTap</b> links user to<br>1.2.0 Forgot Your Password<br>screen  |   | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout. |



### 1.0/SIGN ON :: Global Error Message Showing

| You have e<br>Password.  | entered an i<br>Please try a  | ncorrect Use<br>Igain.                        | r ID or              |
|--|---|---|----------------------|
| [Account C   | Online User I   | D]  |                      |
| Remem  | per my [Acco  | ount Online U                                 | lser ID]             |
| Password   |   |   |                      |
|  |   |   |                      |
|  |   | TRY A   | GAIN                 |
| lf you have n<br>past 18 mont<br>[Account Onl                                      | ot accessed you<br>hs, please regis<br>ine User ID].  | ur account inforn<br>Ster again with a        | nation in the<br>new |
|  |   |   |                      |
| FORGOT Y   | OUR USER IE   | )   |                      |
| FORGOT Y   | OUR USER IE   | ORD   | ►<br>►               |
| FORGOT Y   | OUR USER IE<br>OUR PASSW<br>OUR USER IE   | )<br>ORD<br>) AND PASSW                       | 'ORD                 |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I                                       | DUR USER IE<br>DUR PASSWO<br>DUR USER IE<br>REGISTER?   | )<br>ORD<br>) AND PASSW                       | 'ORD                 |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I                                       | OUR USER IE<br>OUR PASSWO<br>OUR USER IE<br>REGISTER?<br>US                                       | )<br>ORD<br>O AND PASSW                       | ORD                  |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I<br>CONTACT                            | DUR USER IE<br>DUR PASSWO<br>DUR USER IE<br>REGISTER?<br>US                                       | ORD<br>ORD<br>O AND PASSW                     | ORD                  |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I<br>CONTACT<br>Terms & Cond<br>Español | OUR USER IE<br>OUR PASSWO<br>OUR USER IE<br>REGISTER?<br>US<br>ditions<br><u>Full Site</u>        | ORD<br>OAND PASSW                             | ORD                  |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I<br>CONTACT<br>Terms & Cond<br>Español | OUR USER IE<br>OUR PASSWO<br>OUR USER IE<br>REGISTER?<br>US<br><u>ditions</u><br><u>Full Site</u> | ORD<br>OAND PASSW<br>Security<br>Copyright ©2 | ORD                  |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I<br>CONTACT<br>Terms & Cond<br>Español | OUR USER IE<br>OUR PASSWO<br>OUR USER IE<br>REGISTER?<br>US<br><u>ditions</u><br><u>Full Site</u> | ORD<br>OAND PASSW                             | ORD                  |
| FORGOT Y<br>FORGOT Y<br>FORGOT Y<br>HOW DO I<br>CONTACT<br>Terms & Con<br>Español  | OUR USER IE<br>OUR PASSWO<br>OUR USER IE<br>REGISTER?<br>US<br><u>Jitions</u><br><u>Full Site</u> | ORD<br>OAND PASSW                             | ORD                  |

### ANNOTATIONS

| Window Page Title |   |                               |   |  |
|-------------------|---|-------------------------------|---|--|
|                   | 1.0/SIGN ON :: Global Error Message Showing |                               |   |  |
|                   | Page Context / How I Got Here / Page Notes  |                               |   |  |
|                   | User ha                                     | as entered incorrect informat | tion and/or global error r  |  |
|                   | Description Interaction                     |                               |   |  |
|                   | 1.  | Error message                 |   |  |
|                   | 2.  | <i>Try Again</i> button       | onTap validates user ID<br>and password and links<br>user to 2.0 Account Onli<br>Home |  |



# CRITICALMASS

message is showing.

|    | Rules  | Notes   |
|----|--|---|
|    | Error message shows<br>when the user inputs<br>incorrect information.  |   |
| ne | If user has entered<br>information that can't<br>be validated they are<br>returned to this page with<br>an inline error message. | Sign On button is changed<br>to Try Again to reflect that<br>this isn't the user's first try.<br>Button color is<br>customizable, and |
|    |  | consistent with all similar<br>buttons throughout.  |

### 1.1.1/FORGOT YOUR USER ID :: Enter Credit Card Account Number

| FP0 Account        | Online        | ?                   |
|--------------------|---------------|---------------------|
| < BACK             |               |                     |
| Forgot Your        | Account Onlin | e User ID]          |
|                    | 2 3           | 2                   |
| Credit Card Acc    | ount Number   |                     |
|                    |               |                     |
|                    | Ν             | EXT                 |
| Terms & Conditions | Security      | Privacy             |
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## CRITICALMASS

*Iser ID and Password* button from *1.0 Sign On* screen.

| Rules  | Notes  |
|--|--|
|  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.             |
|  | The page header color<br>is customizable, and<br>consistent with all similar<br>headers throughout.    |
| Contextual progress<br>indicator (non-clickable)<br>used for all interactions<br>that require multiple<br>steps. | Progress bar color is<br>customizable, and<br>consistent with all similar<br>progress bars throughout. |
| Field is mandatory.  | Labels should be left-align<br>and on top of input field<br>throughout.                                |
|  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.             |

### 1.1.2/FORGOT YOUR USER ID :: Enter Additional Security Information

| FP0 Account Online                         | ?           |
|--|-------------|
| < BACK                                     |             |
| Forgot Your [Account Online Use            | er ID1      |
| 1 2 3                                      | -           |
|  |             |
| Credit Card Account Number<br>Make Changes | 2354        |
| CVV/3 Digits ?                             |             |
|  |             |
| Social Security Number (last 4 digits only | y)          |
|  |             |
| Date of Birth                              |             |
| MM ▼ DD ▼ YYYY ▼                           |             |
| Billing ZIP Code                           |             |
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| NFXT                                       |             |
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| Terms & Conditions Security                | Privacy     |
| Español Full Site Copyright ©2012 Cit      | igroup Inc. |
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### ANNOTATIONS

| Window Page Title |  |  |  |  |  |
|-------------------|--|--|--|--|--|
| .1.2 F            | 1.2 FORGOT YOUR USER ID :: Enter Additional Security Information |  |  |  |  |
| Page C            | Context / How I Got Here / I                                     | Page Notes   |  |  |  |
| tep 2             | in the Forgot Your User ID p                                     | rocess.  |  |  |  |
|                   | Description  | Interaction  | Rules  | Notes  |  |
| 1.                | <i>Credit Card Account<br/>Number</i>                            |  | The last 4 digits of the user's credit card number is shown. |  |  |
| 2.                | <i>Make Changes</i> button                                       | <b>onTap</b> offers the user<br>the option to change<br>their credit card account<br>number  |  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |  |
| 3.                | CVV/3 Digits field   | User inputs appropriate<br>information from the back<br>of their credit card                 | Field is mandatory   | Labels should be left-align<br>and on top of input field<br>throughout.                    |  |
| 4.                | CVV/3 Digits tool tip  | <b>onTap</b> <i>CVV/3 Digits</i> tool<br>tip overlay appears                                 |  |  |  |
| 5.                | <i>Social Security Number</i> field                              | User inputs their Social Security Number   | Field is mandatory   | Labels should be left-align<br>and on top of input field<br>throughout.                    |  |
| 6.                | <i>Date of Birth</i> drop down                                   | User chooses from a series<br>of drop down menus their<br>Date of Birth                      | Field is mandatory   | Labels should be left-align<br>and on top of input field<br>throughout.                    |  |
| 7.                | ZIP Code field   | User inputs their ZIP Code   | Field is mandatory   | Labels should be left-align<br>and on top of input field<br>throughout.                    |  |
| 8.                | NEXT button  | <b>onTap</b> moves the user to<br>step 3 in the <i>Forgot Your</i><br><i>User ID</i> process |  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |  |



### TOOL TIP OVERLAY :: Tool Tip Overlay Style Throughout



#### ANNOTATIONS

| Window Page Title                                     |
|---|
| TOOL TIP OVERLAY :: Tool Tip Overlay Style Throughout |
| Page Context / How I Got Here / Page Notes            |

User has clicked on a tool tip. (CVV/3 Digits showing.)

Description Interaction

1. Tool tip

2. CLOSE button

onTap tool tip is closed



|   | Rules   | Notes  |
|---|---|--|
|   | Tool tips are overlaid<br>above the user's current<br>screen and are anchored<br>to the user's current<br>vertical position on the<br>screen. |  |
| k |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |

### 1.1.3/FORGOT YOUR USER ID :: Select ID and Enter Password

|   | FP0 Account Online                         | ?   |   | ANN    | OTATIONS  |   |
|---|--|---|---|--------|---|---|
|   | < BACK                                     |   |   | Wind   | ow Page Title                                     |   |
|   | Forgot Your [Account                       | Online User ID]   |   | 1.1.3  | FORGOT YOUR USER ID :: Sele                       | ct ID and Enter Password  |
|   | 1 2  | 3   |   | Page   | Context / How I Got Here / P                      | age Notes   |
| 1 | Select [Account Online User ID]            |   |   | Step 3 | 3 in the Forgot Your User ID pr                   | ocess.  |
|   |  |   |   |        | Description                                       | Interaction   |
| 2 | Enter Password                             |   |   | 1.     | Select [Account Online User<br>ID] drop down menu | User chooses from the<br>drop down menu the user<br>ID they wish to sign on<br>with     |
|   | !  | Reset Your Password   | 3 | 2.     | Enter Password field                              | User inputs their Password  |
|   | Terms & Conditions Se<br>Español Full Site | SIGN ON<br>curity Privacy<br>Copyright ©2012 Citigroup Inc. | 4 | 3.     | Reset Your Password link                          | <b>onTap</b> user is linked to<br>1.2.0 Forgot Your Password                            |
|   |  |   |   | 4.     | SIGN ON button                                    | onTap validates user ID<br>and password and links<br>user to 2.0 Account Online<br>Home |
|   |  |   |   |        |   |   |



|     | Rules  | Notes   |
|-----|--|---|
| ser | Drop down menu is<br>populated with User IDs<br>associated with the credit<br>card account number  |   |
| ord |  | Labels should be left-align<br>and on top of input field<br>throughout.   |
| ord | If the user doesn't<br>remember their password<br>and didn't choose the<br>Forgot Your User ID and<br>Password option on the<br>1.0 Sign On screen, the<br>option to reset their<br>password is offered here<br>by clicking on the Reset | If on 1.0 Sign On page the<br>user chose the Forgot Your<br>User ID and Password<br>option, this page appears<br>with the changes shown on<br>the next page: 1.1.3 Forgot<br>Your User ID :: User Has<br>Forgotten Both ID and<br>Password. |
|     | Your Password link.  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.  |
| ne  |  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.  |

### 1.1.3 (alternative)/FORGOT YOUR USER ID :: User Has Forgotten Both User ID and Password



### ANNOTATIONS

#### Window Page Title

1.1.3 (alternative) FORGOT YOUR USER ID :: User Has Forgotten Both ID and Password

#### Page Context / How I Got Here / Page Notes

Step 3 in the Forgot Your User ID process when the user has chosen Forgot Your User ID and Password on the inital 1.0 Sign On page.

|    | Description   | Interaction   | Rules  | Notes  |
|----|---|---|--|--|
| 1. | <i>Select [Account Online User<br/>ID]</i> drop down menu | User chooses from the<br>drop down menu the user<br>ID they wish to sign on<br>with | Drop down menu is<br>populated with User IDs<br>associated with the credit<br>card account number  |  |
| 2. | <i>RESET PASSWORD</i> button                              | <b>onTap</b> links user to the<br>1.2.0 Forgot Your Password<br>page                | Although the User ID is<br>selected - and therefore<br>known - on this screen,<br>for security reasons we<br>can not pre-populate<br>the next step in the<br><i>Forgot Your User ID and</i><br><i>Password</i> process with this<br>information. | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |



### 1.2.1/FORGOT YOUR PASSWORD :: Enter User ID

| FP0 Account Online                  | 2                                      | ?                             |  |  | ANN                        | OTATIONS                                     |   |
|-------------------------------------|--|-------------------------------|--|--|----------------------------|--|---|
| < BACK                              |  |                               |  |  | Windo                      | ow Page Title                                |   |
| Forgot Your Passw                   | vord                                   |                               |  | -  | 1.2.1/                     | FORGOT YOUR PASSWORD :                       | : Enter User ID   |
| 1 2 3                               |  |                               |  | Page   | Context / How I Got Here / | Page Notes                                   |   |
| [Account Online User                | ccount Online User ID]                 |                               |  | User has arrived here either by clicking on the Forgot Your Pas<br>Forgot Your User ID and Password process. |                            |  |   |
| Forgot Your                         | Account Online L                       | Jser ID] 2                    |  |  |                            | Description                                  | Interaction   |
| rms & Conditions<br>pañol Full Site | NEXT<br>Security<br>Copyright ©2012 Cl | 3<br>Privacy<br>itigroup Inc. |  |  | 1.                         | [Account Online User ID]<br>label and field  | User must input the<br>[Account Online User ID]<br>they setup when enrolling<br>in Account Online |
|                                     |  |                               |  |  | 2.                         | Forgot Your [Account<br>Online User ID] link | <b>onTap</b> user is linked to<br>1.1.0 Forgot Your User ID                                       |
|                                     |  |                               |  |  | 3.                         | NEXT button                                  | <b>onTap</b> moves the user to<br>step 2 in the <i>Forgot Your</i><br><i>Password</i> process     |
|                                     |  |                               |  |  |                            |  |   |
|                                     |  |                               |  |  |                            |  |   |
|                                     |  |                               |  |  |                            |  |   |
|                                     |  |                               |  |  |                            |  |   |
|                                     |  |                               |  |  |                            |  |   |



# CRITICALMASS

assword button from 1.0 Sign On, or as the next step in the

|        | Rules  | Notes  |
|--------|--|--|
| ng     | NOTE: For security<br>reasons, if the user has<br>arrived here from <i>Forgot</i><br><i>Your User ID and Password</i> ,<br>the user's ID is NOT<br>automatically filled in<br>despite having optained<br>that information in the<br>previous screen. | Field label is customizable.   |
|        | If the user doesn't<br>remember their user ID,<br>the option to find it is<br>offered by clicking on<br>the Forgot Your [Account<br>Online User ID] link.  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
| O<br>r |  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |

### 1.2.2/FORGOT YOUR PASSWORD :: Answer Security Questions

| FP0 Account Onlir     | ?<br>1e                        |
|-----------------------|--------------------------------|
| < BACK                |                                |
| Forgot Your Pass      | word                           |
| 1                     | 2 3                            |
| [Security Question 1] | ]                              |
|                       |                                |
| [Security Question 2] |                                |
|                       |                                |
|                       | NEXT                           |
| Terms & Conditions    | Security Privacy               |
| Español Full Site     | Copyright ©2012 Citigroup Inc. |
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### ANNOTATIONS

| Window | Page  | Title |  |
|--------|-------|-------|--|
|        | · age |       |  |

1.2.2/FORGOT YOUR PASSWORD :: Answer Security Question

#### Page Context / How I Got Here / Page Notes

Step 2 in the Forgot Your Password process.

|    | Description   | Interaction   |
|----|---|---|
| 1. | [Security Question 1] and<br>[Security Question 2]<br>labels and fields | User must input the<br>answer to two pre-<br>defined (Account Onlin<br>customizable security<br>questions |
| 2. | <i>NEXT</i> button  | <b>onTap</b> moves the user t<br>step 3 in the <i>Forgot You</i><br><i>Password</i> process               |



| าร      |   |  |
|---------|---|--|
|         |   |  |
|         |   |  |
|         | Rules   | Notes  |
| e),     | Field label copy (security<br>questions) are pulled from<br>Account Online. | Field labels are<br>customizable.  |
| to<br>r |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
|         |   |  |

### 1.2.3/FORGOT YOUR PASSWORD :: Create a New Password

| FP0 Account Onli    | ine                        | ?                 |  |
|---------------------|----------------------------|-------------------|--|
| < BACK              |                            |                   |  |
| Forgot Your Pas     | sword                      |                   |  |
| 1                   | 2 3                        |                   |  |
| [Account Online Use | er ID]: <b>ma xxxx e</b> ' | 1                 |  |
| Create a New Passw  | vord ?                     |                   |  |
|                     |                            |                   |  |
| Re-enter New Passw  | vord                       |                   |  |
|                     |                            |                   |  |
| Password Strength   | ?                          |                   |  |
|                     |                            |                   |  |
|                     | SIGN C                     |                   |  |
| Terms & Conditions  | Security                   | Privacy           |  |
| Español Full Site   | Copyright ©20              | 12 Citigroup Inc. |  |
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| ANNOTATION |
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| Window Page Title                                   |   |  |
|---|---|--|
| 1.2.3/FORGOT YOUR PASSWORD :: Create a New Password |   |  |
| Page C  | Context / How I Got Here / Pa   | age Notes  |
| Step 3  | in the Forgot Your Password p   | Drocess.   |
|   | Description   | Interaction  |
| 1.  | [Account Online User ID]  |  |
| 2.  | [Create a New Password]<br>and [Re-enter New<br>Password] labels and fields | User is required to enter<br>a new password and<br>confirm their password<br>by re-entering the same<br>password |
| 3.  | Password Strength meter   |  |
| 4.  | SIGN ON button  | <b>onTap</b> updates user's password and links user 2.0 Account Online Home                                      |



| ules  | Notes   |
|---|---|
| he user ID chosen in the<br>revious step is shown<br>ere.   | Field labels is customizable.   |
| password entered by<br>ne customer does not<br>neet password syntax<br>equirements, a error<br>nessage is displayed<br>dvising customer to<br>hange their password. | Field labels is customizable.   |
| he color of the <i>Password</i><br>trength meter changes<br>o reflect the strength of<br>ne password as the user<br>nputs their choice.                             | The meter includes a tooltip<br>detailing how to improve<br>your password strength.   |
|   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.  |
|   | ules<br>he user ID chosen in the<br>revious step is shown<br>ere.<br>password entered by<br>he customer does not<br>heet password syntax<br>equirements, a error<br>hessage is displayed<br>dvising customer to<br>hange their password.<br>he color of the <i>Password</i><br>trength meter changes<br>o reflect the strength of<br>he password as the user<br>hputs their choice. |

| FP0 Acc  | ount Online  |  | ?  |  |  |
|--|--|--|--|--|--|
| < BACK   |  |  |  |  |  |
| How Do   | l Register   | ?  |  |  |  |
| Full Site A  | ccount Regis   | tration  |  |  |  |
| Register now to pay your bill, view recent activity and more in Account Online.  |  |  |  |  |  |
| To enroll in other convenient services such as<br>Online Bill Payment and Paperless Statements,<br>you'll need:  |  |  |  |  |  |
| • A check  | to set up Onl  | ine Bill Paym  | ents   |  |  |
| • An email<br>Stateme  | l address to e<br>nts  | enroll in Pape   | rless  |  |  |
| Already re   | egistered? Sig   | n on now.  |  |  |  |
| To add another card, please sign on to your<br>existing account from your computer or<br>choose "View Full Site" from below and select<br>"Add another card to this User ID" on Account<br>Home. |  |  |  |  |  |
| Terms & Conditions Security Privacy  |  |  |  |  |  |
| Español  | Full Site  | Copyright ©2   | 2012 Citigroup Inc.  |  |  |
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|  | FP0 Acc<br>< BACK<br>How Do<br>Full Site A<br>Register matrix<br>To enroll i<br>Online Bil<br>you'll nee<br>A check<br>An email<br>Stateme<br>Already re<br>To add an<br>existing a<br>choose "V<br>"Add anot<br>Home.<br>Ferms & Con<br>Español | FP0       Account Online         < BACK       How Dol Register         Full Site Account Regis       Register now to pay you activity and more in Activity and activity and more in Activity and activity acting activity activity activity activity activity activity activity | FP0       Account Online         < BACK       How Do I Register?         Full Site Account Registration       Register now to pay your bill, view ractivity and more in Account Online         Register now to pay your bill, view ractivity and more in Account Online       Security and more in Account Online         To enroll in other convenient service       Online Bill Payment and Paperless Security         • A check to set up Online Bill Payment       A check to set up Online Bill Payment         • A check to set up Online Bill Payment       A check to set up Online Bill Payment         • A nemail address to enroll in Paper       Statements         Already registered? Sign on now.       To add another card, please sign on existing account from your compute         To add another card to this User ID" of Home.       Security         Errms & Conditions       Security         Sspañol       Full Site       Copyright © 2 |  |  |

### ANNOTATIONS

#### Window Page Title

1.0.1/How Do I Register? :: Registration Instructions

#### Page Context / How I Got Here / Page Notes

User tapped on a link to this page.

|    | Description                            | Interaction   |
|----|--|---|
| 1. | Full Site Account<br>Registration link | <b>onTap</b> opens a new<br>browser window and lir<br>to full site as user canno<br>create an account from<br>the thin client |
| 2. | <i>Sign on now</i> link                | <b>onTap</b> links to <i>1.0 Sign</i> (<br>screen   |



| Rules     | Notes   |
|-----------|---|
| nks<br>ot | Link color is customizable,<br>and consistent with all<br>similar links throughout. |
| On        | Link color is customizable,<br>and consistent with all<br>similar links throughout. |
|           |   |

### 2.0/ACCOUNT ONLINE HOME :: Default View

| FP0                           | SIGN OFF ?                   |
|-------------------------------|------------------------------|
| Account Online                | MENII                        |
| Last Visit: 00/00/0000 7:12AM | MENO                         |
| Welcome [User's Full Na       | me]                          |
| [ACCOUNT NAME]                | 1234 —                       |
| Available Credit              | \$500.00                     |
| Current Balance ?             | \$500.00                     |
| Minimum Payment Due <b>?</b>  | \$10.00                      |
| Payment Due                   | 11/15/2011                   |
| Available Credit              | \$1500.00                    |
| MAK                           | KE A PAYMENT                 |
| Detail   History   Late P     | ayment Warning               |
| [ACCOUNT NAME]                | 4321 🕂                       |
| Available Credit              | \$500.00                     |
| Current Balance ?             | \$500.00                     |
| Minimum Payment Due 🔋         | \$10.00                      |
| [ACCOUNT NAME]                | 4444 -                       |
| Available Credit              | \$500.00                     |
| Current Balance ?             | \$500.00                     |
| Minimum Payment Due 🔋         | \$10.00                      |
| Home Terms & Conditions       | Security Privacy             |
| Español Full Site Cor         | oyright ©2012 Citigroup Inc. |

### ANNOTATIONS

| Windo                                      | w Page Title  |   |  |  |
|--|---|---|--|--|
| 2.0/Account Online HOME :: Default View    |   |   |  |  |
| Page Context / How I Got Here / Page Notes |   |   |  |  |
| User h                                     | as signed on. This is the defa  | ult view of the home page.  |  |  |
|  |   |   |  |  |
|  | Description   | Interaction   |  |  |
| 1.   | Last Visit information  |   |  |  |
| 2.   | Welcome [User's Full Name]  |   |  |  |
| 3.   | [Account Name] header,<br>[last 4 digits] and '+/-'<br>expand/collapse buttons                | onTap (entire header<br>area is active) account<br>information field expand<br>collapses. NOTE: Only on<br>account is expanded at a<br>time. Expanding another<br>account automatically<br>collapses the account<br>currently showing |  |  |
| 4.   | Available Credit amount and meter   |   |  |  |
| 5.   | Primary account information   |   |  |  |
| 6.   | <i>Make A Payment</i> button  | onTap if user has signed<br>up for online bill paymen<br>they are taken to 3.0 Mak<br>A Payment. If user hasn't<br>signed up, the How to<br>Enroll overlay appears<br>(see following)   |  |  |
| 7.   | Detail, History and Late<br>Payment Warning links   | onTap user is linked to<br>either: 2.1 Account Details<br>2.2 Account History, or the<br>Late Payment Warning<br>overlay appears  |  |  |
| 8.   | Additional [Account Name]<br>headers, [last 4 digits] and<br>'+/-' expand/collapse<br>buttons | onTap (entire header<br>area is active) account<br>information expands/<br>collapses  |  |  |



|                               | Rules   | Notes   |
|-------------------------------|---|---|
|                               | The user's <i>Last Visit</i><br>information is shown in<br>the format provided.   | This subhead's color<br>is customizable, and<br>consistent with all similar<br>subheads throughout.   |
|                               | The <i>[User's Full Name]</i> is shown as a part of the <i>Welcome</i> message.   | The header color is<br>customizable, and<br>consistent with all similar<br>headers throughout.  |
| ds/<br>ne                     | Default position (shown)<br>is for main account to be<br>expanded and all other<br>accounts to be collapsed.                                  | Account header color<br>is customizable, and<br>consistent with all similar<br>headers throughout.  |
| a<br>er                       | NOTE: Only one account<br>is expanded at a time.<br>Expanding another<br>account automatically<br>collapses the account<br>currently showing. | Account name can either<br>be the standard name or<br>one customized by the user<br>(nickname) in the full site<br>version. Nicknames are<br>limited to 11 characters per<br>online restrictions. |
|                               | Meter reflects the<br>available credit against<br>the total credit.   | Meter color is customizable.  |
|                               |   | Primary account expanded showing key information for that account.  |
| d<br>ent,<br>a <i>ke</i><br>t |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.  |
| ils,<br>ne                    |   | Link color is customizable,<br>and consistent with all<br>similar links throughout.   |
|                               | Additional accounts<br>shown in their default<br>collapsed state.   | Account header color is customizable.   |



#### ANNOTATIONS

#### Window Page Title

OVERLAY :: How To Enroll In Online Bill Payment

#### Page Context / How I Got Here / Page Notes

Users who are NOT enrolled in the online bill payment program and have clicked on the *Make A Payment* button are shown this overlay.

|    | Description                          | Interaction  | Rules | Notes  |
|----|--------------------------------------|--|-------|--|
| 1. | <i>www.accountonline.com</i><br>link | <b>onTap</b> opens a new<br>browser window<br>addressed to the<br>registration page in the<br>site's full view version |       | Link color is customizable,<br>and consistent with all<br>similar links throughout.        |
| 2. | CLOSE button                         | <b>onTap</b> overlay is closed   |       | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |



### 2.0/ACCOUNT ONLINE HOME :: Global Error Message Showing

| Account Online   | SIGN OFF ?               |
|--|--------------------------|
|  | MENU                     |
| Last Visit: 00/00/0000 7:12AM                                  | MENU                     |
| Welcome [User's Full Na  | me]                      |
| Ehent, sandebist a plautatatu<br>ad untis dero blanit, cusam n | ır ma quidem<br>um fuga. |
| [ACCOUNT NAME]   | 1234 —                   |
| Available Credit   | \$500.00                 |
| Current Balance ?  | \$500.00                 |
| Minimum Payment Due <b>?</b>                                   | \$10.00                  |
| Payment Due  | 11/15/2011               |
| Available Credit   | \$1500.00                |
| МАК  | E A PAYMENT              |
| Detail   History   Late P                                      | ayment Warning           |
| [ACCOUNT NAME]   | 4321 🕂                   |
| Available Credit   | \$500.00                 |
| Current Balance ?  | \$500.00                 |
| Minimum Payment Due <b>?</b>                                   | \$10.00                  |
| [ACCOUNT NAME]   | 4444 🕂                   |
| Available Credit   | \$500.00                 |
| Current Balance ?  | \$500.00                 |
| Minimum Payment Due <b>?</b>                                   | \$10.00                  |
| Home Terms & Conditions S<br>Español Full Site Cop             | Security Privacy         |

### ANNOTATIONS

#### Window Page Title

2.0/Account Online HOME :: Global Error Message Showing

#### Page Context / How I Got Here / Page Notes

Global error message and error icon shows when there is an issue associated with one of the user's account.

#### Description Interaction

1. Global error message

2. Error icon



### CRITICALMASS

Rules Notes Please reference the Error Message Matrix for all global error messages. Error icon showing that there is an error message associated with this account.

### 2.0/ACCOUNT ONLINE HOME :: Account Specific Error Message Showing

| FPO   | SIGN OFF ?   |
|---|--|
| Account Online  | MENU   |
| Last Visit: 00/00/0000 7:12AM   |  |
| Welcome [User's Full Nam  | ie]  |
| ad untis dero blanit, cusam nu  | ma quidem<br>m fuga.   |
| [ACCOUNT NAME]  | 1234 🕂   |
| Available Credit  | \$500.00   |
| Current Balance ?   | \$500.00   |
| Minimum Payment Due <b>?</b>  | \$10.00  |
| [ACCOUNT NAME]  | 4321 —   |
| Available Credit  | \$500.00   |
| Current Balance ?   | \$500.00   |
| Minimum Payment Due 🔋   | \$10.00  |
| Payment Due   | 11/15/2011   |
| Available Credit  | \$1500.00  |
| Ehent, sandebist a plautatatur<br>ad untis dero blanit, cusam nu  | ma quidem<br>m fuga.   |
| MAKE  |  |
| Detail   History   Late Pay   | /ment Warning  |
|   | лада 上   |
|   |  |
| Aveilable Credit  | ¢500.00  |
| Available Credit  | \$500.00   |
| Available Credit Current Balance ? Minimum Baymont Dug 2  | \$500.00<br>\$500.00   |
| Available Credit<br>Current Balance ?<br>Minimum Payment Due ?  | \$500.00<br>\$500.00<br>\$10.00  |
| Available Credit<br>Current Balance ?<br>Minimum Payment Due ?<br>Home Terms & Conditions Se<br>Español Full Site Conver  | \$500.00<br>\$500.00<br>\$10.00<br>curity Privacy                              |
| Available Credit         Current Balance ?         Minimum Payment Due ?         Home Terms & Conditions Set         Español Full Site Copyr                        | \$500.00<br>\$500.00<br>\$10.00<br>curity Privacy<br>ight ©2012 Citigroup Inc. |
| Available Credit       Current Balance       Minimum Payment Due       Home       Terms & Conditions       See       Español       Full Site     Copyr              | \$500.00<br>\$500.00<br>\$10.00<br>curity Privacy<br>ight ©2012 Citigroup Inc. |
| Available Credit         Current Balance ?         Minimum Payment Due ?         Home Terms & Conditions See         Español Full Site Copyr                        | \$500.00<br>\$500.00<br>\$10.00<br>curity Privacy<br>ight ©2012 Citigroup Inc. |
| Available Credit       Current Balance ?       Minimum Payment Due ?       Home Terms & Conditions Se       Español Full Site Copyr                                 | \$500.00<br>\$500.00<br>\$10.00<br>curity Privacy<br>ight ©2012 Citigroup Inc. |
| Available Credit         Current Balance ?         Minimum Payment Due ?         Home       Terms & Conditions       Se         Español       Full Site       Copyr | \$500.00<br>\$500.00<br>\$10.00<br>curity Privacy<br>ight ©2012 Citigroup Inc. |

### ANNOTATIONS

| Window Page Title                                       |  |   |  |  |
|---|--|---|--|--|
| 2.0/Account Online HOME :: Global Error Message Showing |  |   |  |  |
| Page Context / How I Got Here / Page Notes              |  |   |  |  |
| Global  | error message and error ico  | n shows when there is an iss                              |  |  |
|   | Description  | Interaction   |  |  |
| 1.  | Account specific error<br>message  |   |  |  |
| 2.  | <i>Make A Payment</i> button<br>dimmed   | button is dimmed and<br>therefore not functional          |  |  |
| 2.  | <i>Detail, History</i> and <i>Late</i><br><i>Payment Warning</i> links/<br>button are dimmed | links/button is dimmed<br>and therefore not<br>functional |  |  |



# CRITICALMASS

#### issue associated with one of the user's account.

| Rules  | Notes   |
|--|---|
|  | Please reference the Error<br>Message Matrix for all<br>account specific error<br>messages.             |
| When there is an error<br>message associated<br>with an account, the<br><i>Make A Payment</i> button<br>is dimmed and not<br>functional.   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.              |
| When there is an error<br>message associated with<br>an account, the <i>Detail</i> ,<br><i>History</i> and <i>Late Payment</i><br><i>Warning</i> links/button<br>are dimmed and not<br>functional. | Link/button colors are<br>customizable, and<br>consistent with all similar<br>links/buttons throughout. |

### NAVIGATION OVERLAY

|   |                        | SIGN OFF | ?   |   |
|---|------------------------|----------|-----|---|
|   | Account Online         |          |     |   |
|   |                        | × CLO    | DSE | 1 |
| 2 | ACCOUNT ONLINE HOME    |          | >   |   |
| 3 | [ACCOUNT NAME]         | 1234     | -   |   |
|   | ACCOUNT                |          |     |   |
|   | Account Details        |          | >   |   |
|   | Account History        |          | >   |   |
|   | PAYMENT                |          |     |   |
|   | Make A Payment         |          | >   |   |
|   | Scheduled Payments     |          | >   |   |
|   | Payment History        |          | >   |   |
|   | CONTACT                |          | >   |   |
| 4 | [ACCOUNT NAME]         | 0002     | +   |   |
|   | [ACCOUNT NAME]         | 0003     | +   |   |
| 5 | SHOP [PARTNER WEBSITE] |          | >   |   |
| 6 | HELP                   |          | >   |   |
| 7 | SIGN OFF               |          | >   |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |
|   |                        |          |     |   |

### ANNOTATIONS

| M.C L. | D The       |
|--------|-------------|
| window | Page little |

NAVIGATION OVERLAY

#### Page Context / How I Got Here / Page Notes

Global menu overlay. Menu is available throughout site when the user is signed on. Menu slides down from the top.

|   |    | Description  | Interaction   | Rules   | Notes  |
|---|----|--|---|---|--|
| _ | 1. | <i>Close</i> button  | <b>onTap</b> menu overlay<br>slides back up   |   | Customizable.  |
|   | 2. | Account Online Home link   | <b>onTap</b> (entire header area<br>is active) menu overlay<br>slides back up and user<br>is linked to 2.0 Account<br>Online Home   |   | Customizable.  |
|   | 3. | [ <i>Account Name</i> ] header,<br>[ <i>last 4 digits</i> ] and '+/–'<br>expand/collapse buttons | onTap (entire header<br>area is active) account<br>information field expands/<br>collapses. NOTE: Only one<br>account is expanded at a<br>time. Expanding another<br>account automatically<br>collapses the account<br>currently showing. | Default position (shown)<br>is for main account to be<br>expanded and all other<br>accounts to be collapsed.<br>NOTE: Only one account<br>is expanded at a time.<br>Expanding another<br>account automatically<br>collapses the account<br>currently showing. | Account name can either<br>be the standard name or<br>one customized by the user<br>(nickname) in the full site<br>version. Nicknames are<br>limited to 11 characters per<br>online restrictions.<br>Customizable. |
|   | 4. | Additional [Account Name]<br>header, [last 4 digits] and<br>'+/-' expand/collapse<br>buttons     | <b>onTap</b> (entire header<br>area is active) account<br>information field<br>expands/collapses.   | Default position (shown)<br>is for main account to be<br>expanded and all other<br>accounts to be collapsed.  | Account name can either<br>be the standard name or<br>one customized by the user<br>(nickname) in the full site<br>version. Nicknames are<br>limited to 11 characters per<br>online restrictions.                  |
| _ | 5  | Ontional Shon (Partner   | onTan (entire beader area   |   | Customizable.  |
|   | 5. | Website] link  | is active) user is asked to<br>confirm their decision<br>(Speed Bump), then linked<br>to the [Partner Website]  |   | Customizable.  |
| _ | 6. | <i>Help</i> link   | <b>onTap</b> (entire header area<br>is active) menu overlay<br>slides back up and user is<br>linked to <i>4.0 Help</i>  |   | Customizable.  |
|   | 7. | <i>Sign Off</i> button   | onTap (entire header area<br>is active) user is asked to<br>confirm their decision<br>( <i>Sign Off Confirmation</i><br>overlay), then they are<br>signed off and linked to<br>1.3.1 Sign On  |   | Customizable.  |



|   |   |   |   | ANNOTATIONS                    |   |
|---|---|---|---|--------------------------------|---|
|   |   |   |   | Window Page Title              |   |
|   |   |   |   | SPEED BUMP OVERLAY :: Leavi    | ng Citibank Website   |
|   |   |   |   | Page Context / How I Got Her   | e / Page Notes  |
| 1 | NOTICE:   |   |   | Users have clicked on a buttor | ı/link that is directing their brov   |
|   | You are leaving a Cl<br>and going to [Partne  | itibank website<br>er Name]'s site.   |   | Description                    | Interaction   |
|   | That site may have a pr<br>security that is differen<br>website. Citibank and it<br>responsible for the pro | ivacy policy and<br>t from this Citibank<br>ts affiliates are not<br>ducts, services, and |   | 1. Speed Bump overlay          |   |
|   | Do you want to cor<br>[Partner Name] site   | mej site.<br>htinue to the<br>h?  |   | 2. CANCEL button               | <b>onTap</b> overlay is closed  |
| 2 | CANCEL  | CONTINUE  | 3 | 3. CONTINUE button             | <b>onTap</b> opens a new<br>browser window<br>addressed to the link the<br>user requested in the<br>previous screen |
|   |   |   |   |                                |   |
|   |   |   |   |                                |   |
|   |   |   |   |                                |   |
|   |   |   |   |                                |   |
|   |   |   |   |                                |   |
|   |   |   |   |                                |   |



# CRITICALMASS

#### owser outside of the Citibank security umbrella.

| R | ules | Notes  |
|---|------|--|
|   |      | Background color is<br>customizable, and<br>consistent with all similar<br>backgrounds throughout. |
|   |      | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.         |
| e |      | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.         |
|   |      |  |

### 2.1/ACCOUNT DETAIL :: Account Summary

| Account Online  |  |
|---|--|
| Account online  | MENU   |
| < BACK  | merto  |
| Account Detail<br>[Customized or Standard Accoun<br>additional cards associated with this<br>[Customized or Standard Account<br>[Customized or Standard Account | t Name] 1234<br>account:<br>Name] 0001<br>Name] 0002 |
| CURRENT   |  |
| Current Balance ?   | \$500.00   |
| Minimum Payment Due <b>?</b>  | \$10.00  |
| Payment Due   | 11/15/2011   |
| Available Credit  | \$1,500.00   |
| Available for Purchase  | \$0000.00  |
| Available for Cash ?  | \$000.00   |
| МАКЕ  | A PAYMENT  |
| Late Pa   | yment Warning  |
| LAST STATEMENT  |  |
| Last Statement Balance  | \$1,000.00   |
| Last Statement Balance Date   | 00/00/0000   |
| Next Statement  | 00/00/0000   |
| Total Credit Limit ?  | \$2,000.00   |
| Last Payment Date   | 10/15/2011   |
| Last Payment Amount   | \$10.00  |
| Past Due Amount   | \$0.00   |
| ACTIVITY SINCE LAST STATEMI   | ENT >  |
| Payment/Adjustments/Credits   | \$0.00   |
| Purchases/Debits  | \$0.00   |
| View Scheduled Payments   |  |
|   | >  |
|   |  |
| ACCOUNT HISTORY Home Terms & Conditions Se  | ecurity Privacy                                      |

### ANNOTATIONS

| Window Page Title                     |  |  |  |
|---------------------------------------|--|--|--|
| 2.1/ACCOUNT DETAIL :: Account Summary |  |  |  |
| Page C                                | Context / How I Got Here / P                 | age Notes  |  |
|                                       |  |  |  |
|                                       | Description                                  | Interaction  |  |
| 1.                                    | Header                                       |  |  |
| 2.                                    | Account Details                              |  |  |
| 3.                                    | <i>Make A Payment</i> button                 | onTap if user has signed<br>up for online bill payme<br>they are taken to 3.0 Ma<br>A Payment. If user hasn't<br>signed up, the How to<br>Enroll overlay appears |  |
| 4.                                    | Activity Since Last<br>Statement header/link | onTap (entire header are<br>is active) user is linked<br>to 2.2.1 Activity Since Las<br>Statement  |  |
| 5.                                    | <i>View Scheduled Payments</i><br>link       | <b>onTap</b> user is linked to 3.1 Scheduled Payments  |  |
| 6.                                    | <i>Account History</i> header/<br>link       | <b>onTap</b> (entire header are<br>is active) user is linked to<br>2.2.0 Account History   |  |



|                 | Rules   | Notes  |
|-----------------|---|--|
|                 | Header shows account<br>name and all associated<br>credit cards to that<br>account.                     | The header color is<br>customizable, and<br>consistent with all similar<br>headers throughout. |
|                 | The Account Detail screen<br>offers the user extensive<br>detail pertaining to the<br>specific account. |  |
| d<br>nt,<br>ike |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.     |
| 5               |   |  |
| ea              |   | Link color is customizable,<br>and consistent with all<br>similar links throuahout.            |
|                 |   |  |
|                 |   | Link color is customizable,<br>and consistent with all<br>similar links throughout.            |
| ea<br>o         |   | Link color is customizable,<br>and consistent with all<br>similar links throughout.            |

### 2.2.0/ACCOUNT HISTORY :: Statement Directory

| <pre>A BACK Accou [Account </pre> | nt History        |                   | MENU         |
|-----------------------------------|-------------------|-------------------|--------------|
| < BACK<br>Accou                   | nt History        |                   | MENU         |
| Accou                             | nt History        |                   |              |
| [Accoul                           | N.L 1             |                   |              |
|                                   | nt Namej          | 1                 | 234 🔻        |
| ACTIVIT                           | Y SINCE LAST STAT | EMENT             | >            |
| 11/15/2                           | 011               |                   | >            |
| 10/15/2                           | 011               |                   | >            |
| 09/15/2                           | 011               |                   | >            |
| 08/15/2                           | 011               |                   | >            |
| 07/15/2                           | 011               |                   | >            |
| 06/15/2                           | 011               |                   | >            |
| Español                           | Full Site         | Copyright ©2012 C | itigroup Inc |
|                                   |                   |                   |              |
|                                   |                   |                   |              |
|                                   |                   |                   |              |

### ANNOTATIONS

### Window Page Title

. D:

| 2.2.0/ <i>P</i> | 2.2.0/ACCOUNT HISTORY :: Statements Directory |   |       |   |  |  |
|-----------------|---|---|-------|---|--|--|
| Page C          | Page Context / How I Got Here / Page Notes    |   |       |   |  |  |
|                 |   |   |       |   |  |  |
|                 | Description                                   | Interaction   | Rules | Notes   |  |  |
| 1.              | <i>Account Name</i> drop down menu            | <b>OnTap</b> opens drop down<br>menu allowing the user<br>to select one of the credit<br>cards associated with the<br>account |       |   |  |  |
| 2.              | Activity Since Last<br>Statement link         | <b>onTap</b> (entire header area<br>is active) user is linked<br>to 2.2.1 Activity Since Last<br>Statement                    |       | Link color is customizable,<br>and consistent with all<br>similar links throughout. |  |  |
| 3.              | Links to the 6 previous statements            | <b>onTap</b> (entire header area<br>is active) user is linked to<br>2.2.2 Activity For Statement<br>[00/00/0000]              |       | Link color is customizable,<br>and consistent with all<br>similar links throughout. |  |  |



### 2.2.1/ACTIVITY SINCE LAST STATEMENT :: Recent Transactions

| EDO      |                    | SIGN            | OFF ?           |
|----------|--------------------|-----------------|-----------------|
| A        | Account Online     |                 |                 |
| < BACK   |                    |                 | MENU            |
| Activi   | ty Since Last St   | tatement        |                 |
| [Accoun  | nt Name]           |                 | 1234            |
|          |                    | SORT/FIL        | TER             |
| Date D   | escription         | Amo             | ount            |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 <b>+</b>   |
| 00/00 [[ | Description]       | \$0000          | 0.00 +          |
|          | Showir             | ng:             |                 |
|          | [01 - 10] o        | of [100]        | NEXT >          |
|          |                    | ACCOUNT HI      | STORY >         |
| Home     | Terms & Conditions | Security        | Privacy         |
| Español  | Full Site          | Copyright ©2012 | ? Citigroup Inc |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |
|          |                    |                 |                 |

### Window Page Title 2.2.1/ACTIVITY SINCE LAST STATEMENT :: Recent Transactions Page Context / How I Got Here / Page Notes Description Interaction 1. [Account Name] subhead, [last 4 digits] onTap the Sort/Filter 2. Sort/Filter button overlay appears onTap (entire header is 3. Transaction header (date, description, amount) and '+/-' button active) the transaction detail is expanded onTap loads the next set 4. Number of transactions and Next button of transactions

ANNOTATIONS

5. Account History link onTap user is linked to 2.2.0 Account History

Retail Services: Mobile Thin Client generic) January 13, 2012

|   | Rules   | Notes  |
|---|---|--|
|   |   | Account name can either<br>be the standard name or<br>one customized by the user<br>(nickname) in the full site<br>version. Nicknames are<br>limited to 11 characters per<br>online restrictions.  |
|   |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.   |
|   | All transactions are collapsed by default.  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.   |
| t | PREV. and NEXT buttons<br>are used to move through<br>their transactions, 10 at<br>a time when there is a | User is shown the number<br>of transactions against<br>the total number of<br>transactions.  |
|   | need to move forward<br>and/or back through their<br>transactions.  | NOTE: The PREV. and NEXT<br>buttons are only shown<br>when needed. If there are<br>10 or less transactions<br>then the PREV. and NEXT<br>buttons aren't displayed.<br>If the user is at either end<br>of their list of transactions<br>then the appropriate<br>button isn't displayed. |
|   |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.   |
|   |   | Link color is customizable,<br>and consistent with all<br>similar links throughout.  |

### 2.2.1/ACTIVITY FOR STATEMENT [00/00/0000] :: Recent Transactions

| <b>FPO</b>  |                                 | SIGN OFF                               | ?                 |
|---|---------------------------------|--|-------------------|
|   | ccount Online                   | MEN                                    | NU                |
| Activit   | v Ear Statama                   | nt [00/00/000                          | 01                |
| [Account  | t Name]                         | 11 <b>[00/00/000</b><br>11             | <b>U</b> ]<br>234 |
|   | -                               |  |                   |
|   |                                 | JUNI/FILTEN                            |                   |
| Date De   | scription                       | Amount                                 |                   |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| 00/00 [D  | escription]                     | \$0000.00                              | -                 |
| [TRANS/   | ACTION TYPE]                    | 00/00/0                                |                   |
| Purchase  | e Date                          | 00/00/0                                | 000               |
| Post Dat  | .e                              | 00/00/00                               | 000               |
| Referen   | ro #                            | \$1500<br>80000                        | 000               |
| 00/00 [D  | Description]                    | \$0000.00                              | 4                 |
|   | loscription]                    | \$000 00                               |                   |
|   |                                 |  | т<br>-            |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| 00/00 [D  | escription]                     | \$0000.00                              | +                 |
| <prev.< th=""><th>Showir<br/>[11 – 20] o</th><th>ng:<br/>f [100] NEX<br/>ACCOUNT HISTOF</th><th>(T &gt;<br/>RY &gt;</th></prev.<> | Showir<br>[11 – 20] o           | ng:<br>f [100] NEX<br>ACCOUNT HISTOF   | (T ><br>RY >      |
| Home<br>Español   | Terms & Conditions<br>Full Site | Security Pr<br>Copyright ©2012 Citigro | ivacy<br>up Inc.  |
|   |                                 |  |                   |

| FDO  |                        | SIGN OFF        | ?    |
|--|------------------------|-----------------|------|
| A  | ccount Online          |                 |      |
| < BACK   |                        | MEN             | IU   |
| Activit  | y For Statemer         | nt [00/00/000   | 0]   |
| [Accoun  | t Name]                | 12              | 234  |
|  |                        | SORT/FILTER     |      |
| Date De  | escription             | Amount          |      |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| 00/00 [D   | escription]            | (\$0000.00)     | _    |
| [TRANS   | ACTION TYPE]           |                 |      |
| Purchas  | e Date                 | 00/00/00        | 000  |
| Post Dat   | te                     | 00/00/00        | 000  |
| Debit  |                        | (\$1500.        | 00)  |
| Referen  | ce #                   | R00000          | 000  |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| 00/00 [C   | escription]            | \$0000.00       | +    |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| 00/00 [C   | escription]            | \$0000.00       | +    |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| 00/00 [D   | escription]            | \$0000.00       | +    |
| <prev.< td=""><td>Showin<br/>[11 – 20] of</td><td>g:<br/>[100] NEX</td><td>(T &gt;</td></prev.<> | Showin<br>[11 – 20] of | g:<br>[100] NEX | (T > |
|  | P                      | CCOUNT HISTOR   | RY > |
| Home   | Terms & Conditions     | Security Dri    | Vacu |
| TIONE  | ienns & conultions     | Security PII    | vacy |
| Home   | Terms & Conditions     | Security Pri    | va   |

### ANNOTATIONS

#### Window Page Title

2.2.1/ACTIVITY FOR STATEMENT 00/00/0000 :: Recent Transactions

#### Page Context / How I Got Here / Page Notes

NOTE: Activity for Statement [00/00/0000] and Activity Since Last Statement (previous page) are identical in functionality. The differences are in the header. Activity for Statement [00/00/0000] is for one of the 6 most recent statements and Activity Since Last Statement is unique in that it's specific to just the last statement.

In addition to similar functionality, there are some differences in how these pages are drawn as they are showing different states of the page. This page shows a transaction expanded where as the previous page shows all transactions collapsed. The PREV. and NEXT buttons are also shown in different states.

|    | Description  | Interaction  | Rules  | Notes   |
|----|--|--|--|---|
| 1. | Transaction information  |  |  | Shown is an expanded transaction.   |
| 2. | Prev. / Next button<br>next set of transactions<br>are used to move through<br>their transactions, 10 at<br>a time when there is a | outton onTap loads the previous/<br>next set of transactions PREV. and NEXT buttons<br>are used to move through<br>their transactions, 10 at<br>a time when there is a<br>need to move forward<br>and/or back through their<br>transactions. | PREV. and NEXT buttons<br>are used to move through<br>their transactions, 10 at<br>a time when there is a  | User is shown the number<br>of transactions against<br>the total number of<br>transactions. |
|    |  |  | NOTE: The PREV. and NEXT<br>buttons are only shown<br>when needed. If there are<br>10 or less transactions<br>then the PREV. and NEXT<br>buttons aren't displayed.<br>If the user is at either end<br>of their list of transactions<br>then the appropriate<br>button isn't displayed. |   |
|    |  |  |  | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout.  |
| 3. | Credit/Debit   |  | When the transation<br>amount is negative,<br>the label changes from<br><i>Credit</i> to <i>Debit</i> , the<br>amount is shown in red<br>and contained within<br>parentheses.  |   |



Retail Services: Mobile Thin Client generic) January 13, 2012

### 2.2.3/SORT/FILTER :: Transactions Viewing Options Overlay

| <b>So</b><br>[Cư | rt Filter Transaction List stomized or Standard Account Name] 1234 |
|------------------|--|
|                  | SORT   |
|                  | Purchase Date  |
| 0                | Post Date  |
| 0                | Amount   |
| 0                | Description  |
|                  | FILTER   |
| •                | Show All Transactions  |
| 0                | Payments/Adjustments/Credits                                       |
| 0                | Purchases  |
| 0                | Fees   |
| 0                | Interest Charged   |
|                  | ORDER  |
| •                | Ascending (Z to A / Oldest to Newest)                              |
| 0                | Descending (A to Z / Newest to Oldest)                             |
|                  | CANCEL APPLY   |

| 2.3/5 | ORT/FILTER :: Transaction | n Viewing Options Overlay  |  |   |
|-------|---------------------------|--|--|---|
| age ( | Context / How I Got Here  | e / Page Notes   |  |   |
|       |                           |  |  |   |
| 1.    | Header                    | Interaction  | Rules<br>Header showing page<br>name and account name<br>with all associated credit<br>cards to that account.  | Notes   |
| 2.    | Sort/Filter options       | <b>onTap</b> (entire line area is<br>active) the user's choice<br>from each section is<br>selected   | The user can quickly<br>sort, filter and order<br>transactions for the<br>primary card or narrow<br>the selection down to a<br>specific additional card. |   |
| 3.    | <i>Cancel</i> button      | <b>onTap</b> the requested<br>action is cancelled and<br>the user is returned to the<br><i>Statement</i> page they came<br>from                    |  | Button color is<br>customizable, and<br>consistent with all simi<br>buttons throughout. |
| 4.    | <i>Apply</i> button       | <b>onTap</b> the requested sort/<br>filter/order options are<br>applied and the user is<br>returned to the <i>Statement</i><br>page they came from |  | Button color is<br>customizable, and<br>consistent with all simi<br>buttons throughout. |
|       |                           |  |  |   |
|       |                           |  |  |   |

| 3. | <i>Cancel</i> button | <b>onTap</b> the requested<br>action is cancelled and<br>the user is returned to t<br><i>Statement</i> page they can<br>from      |
|----|----------------------|---|
| 1. | <i>Apply</i> button  | <b>onTap</b> the requested so filter/order options are applied and the user is returned to the <i>Stateme</i> page they came from |
|    |                      |   |



### 3.0.1/MAKE A PAYMENT :: Step 1: Default View

|   |   | SIGN OFF ?   |   |
|---|---|--|---|
|   | FP0 Account Online  |  |   |
|   | < BACK  | MENU   |   |
|   | Make A Payment  |  |   |
|   |   |  |   |
| 1 |   | 2 3  |   |
|   | Choose a Payment Sou  | urce, Amount and Date  |   |
| 2 | SELECT A PAYMEN   | T SOURCE +   |   |
|   | [Customized Account   | Name] 4123 Select  | 3 |
|   | Туре  | Checking   |   |
|   | Bank  | CitiBank   |   |
|   | Account Number (last  | 4 digits) 1000   |   |
|   | Account Status  | Active   |   |
| 4 | TO ACCOUNT 1234   |  |   |
|   | Current Balance   | \$500.00   |   |
|   | Payment Due   | 00/00/0000   |   |
|   | Available Credit  | \$500.00   |   |
| 5 | AMOUNT  |  |   |
|   | O Last Statement Bala   | ance \$0000.00   |   |
|   | O Minimum Pavment   | \$00.00  |   |
|   | - ,   |  |   |
|   | O Other Amount  | \$   |   |
|   | PAYMENT DATE  |  |   |
| 6 | Choose Date   | [today's date]   |   |
| 7 | You can schedule or make up to 4 online pay<br>schedule your payment date no later than yo<br>be credited that day. Payments made after 5p<br>the Terms & Conditions. Payments made on v<br>made but will post the next business day. | ments in a billing cycle. To avoid a late fee,<br>ur due date. Payments received by 5p ET will<br>p ET will be credited the next day. Please review<br>weekends/holidays will be applied as of the day |   |
|   | The Current Balance is updated at the end of transactions (Payments, purchases and adjus  | each business day and does not reflect tments) posted today.   |   |
| 8 | CANCEL  | NEXT   | 9 |
|   | Home Terms & Condition  | ons Security Privacy   |   |
|   | Español Full Site   | Copyright ©2012 Citigroup Inc.   |   |
|   |   |  |   |
|   |   |  |   |
|   |   |  |   |
|   |   |  |   |

### ANNOTATIONS

| .1/N | 1/MAKE A PAYMENT :: Step 1: Default View  |   |  |  |  |
|------|---|---|--|--|--|
|      | Description                               | Interaction   | Rules  | Notes  |  |
| 1.   | Progress Indicator                        |   | Progress indicator informs<br>the user where they are in<br>the process.   | Customizable.  |  |
| 2.   | Payment Source header<br>and '+/–' button | <b>onTap</b> (entire header<br>is active) the <i>Payment</i><br><i>Source</i> detail is expanded/<br>collapsed  | Default position is partially<br>expanded to show primary<br>account details. If the<br>user has more than one<br>payment source then the<br>option to expand further<br>is shown by the '+' button. | Header color is<br>customizable, and<br>consistent with all sim<br>headers throughout.                               |  |
| 3.   | Select button                             | <b>onTap</b> Payment Source<br>collapses and the header<br>changes to reflect that<br>the user has selected a<br>payment source account   |  |  |  |
| 4.   | <i>To Account</i> header and information  |   | <i>To Account</i> shows which<br>account funds will be<br>applied to and key<br>information.   | Header color is<br>customizable, and<br>consistent with all sim<br>headers throughout.                               |  |
| 5.   | Amount header and payment amount options  | onTap the user can select<br>one of three payment<br>amount options. Other<br>Amount requires the user<br>to add an amount  |  | Header color is<br>customizable, and<br>consistent with all sim<br>headers throughout.                               |  |
| 6.   | <i>Choose Date</i> button and input field | <b>onTap</b> a date picker<br>(browser willing and<br>specific) is offered to<br>facilitate the date input<br>process. The user also has<br>the option to type in the<br>date using the MM/DD/<br>YYYY format |  | [Current Month] ><br>1 2 3 4 5 6 7<br>8 9 10 11 12 13 14<br>15 16 17 18 19 20 21<br>22 23 24 25 26 27 28<br>29 30 31 |  |
| 7.   | Terms & Conditions link                   | <b>onTap</b> user is linked to 6.0 Terms & Conditions   |  |  |  |
| 8.   | <i>Cancel</i> button                      | <b>onTap</b> the user is offered<br>a confirmation overlay<br>(see <i>Confirm Cancel</i><br><i>Overlay</i> )and if accepted<br>returns the user to<br>2.0 Account Online Home                                 |  | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout.                               |  |
| 9.   | <i>Next</i> button                        | <b>onTap</b> evaluates the data<br>for errors and if none are<br>found, progresses the user<br>to Step 2 of the <i>Make A</i>   |  | Button color is<br>customizable, and<br>consistent with all sim<br>buttons throughout.                               |  |



### 3.0.1/MAKE A PAYMENT :: Step 1: Inline Error Message Showing



#### ANNOTATIONS

Window Page Title

3.0.1/MAKE A PAYMENT :: Step 1: Inline Error Message Showi

Page Context / How I Got Here / Page Notes

Description Interaction

1. Inline error message



| ing   |   |
|-------|---|
|       |   |
|       |   |
| Rules | Notes   |
|       | <i>Please reference the</i> Error<br>Message Matrix for all<br>inline error messages. |
|       |   |

### 3.0.1/MAKE A PAYMENT :: Step 1: Global Error Message Showing

| EDO   |   | SIGN OFF ?   |
|---|---|--|
| Fro A   | Account Online  |  |
| < BACK  | •   | MENU   |
| Selecti   | ng a Payment Sou  | rce is required.   |
| Make  | A Payment   |  |
|   | 1 2   | 3  |
| Choose  | a Payment Source  | , Amount and Date  |
| SELEC   | T A PAYMENT S   | OURCE +  |
| [Custor   | nized Account Nan   | ne] 4123 Selec   |
| Туре  |   | Checking   |
| Bank  | t Number (last 4 d  | CitiBani   |
| Accour  | nt Status   | Active   |
| TO AC   | COUNT 1234  | , icelive  |
| Current   | t Balance   | \$500.00   |
| Paymei  | nt Due  | 00/00/0000   |
| Availab   | le Credit   | \$500.00   |
| AMOL  | JNT   |  |
| O Last  | t Statement Balanc<br>00/0000   | e \$0000.00  |
| O Min   | imum Payment  | \$00.00  |
| O Oth   | er Amount   | \$   |
| PAYMI   | ENT DATE  |  |
| Choose  | Date  | [todav's date]   |
| You can sched   | ule or make up to 4 online payments   | in a billing cycle. To avoid a late fee,   |
| schedule your<br>be credited tha<br>the Terms & Co<br>made but will | payment date no later than your due<br>at day. Payments made after 5p ET wil<br>anditions. Payments made on weeken<br>post the next business day. | date. Payments received by 5p ET will<br>I be credited the next day. Please revier<br>ds/holidays will be applied as of the da |
| The Current Ba<br>transactions (P                                   | lance is updated at the end of each b<br>ayments, purchases and adjustments   | usiness day and does not reflect<br>) posted today.  |
|   | CANCEL  | NEXT   |
| Home  | Terms & Conditions  | Security Privac  |
|   |   |  |

### ANNOTATIONS

Window Page Title

3.0.1/MAKE A PAYMENT :: Step 1: Global Error Message Show

Page Context / How I Got Here / Page Notes

Description

1. Global error message

Interaction

Citi Retail Services: Mobile Thin Client (generic) January 13, 2012

| ving  |  |
|-------|--|
|       |  |
|       |  |
| Rules | Notes  |
|       | Please reference the Error<br>Message Matrix for all<br>global error messages. |
|       |  |



### 3.0.1/MAKE A PAYMENT :: Step 1: Payment Source Expanded



#### **ANNOTATIONS**

#### Window Page Title

3.0.1/MAKE A PAYMENT :: Step 1: Payment Source Expanded

#### Page Context / How I Got Here / Page Notes

User has tapped on the *Payment Source* '+/-' expand/collapse button to show additional payment sources.

#### Description Interaction

1. Additional payment sources showing



### CRITICALMASS

Rules Notes The user can quickly select a different payment source by tapping on the Select button.

### 3.0.1/MAKE A PAYMENT :: Step 1: Payment Source Selected

| FP  | <u> </u>  |   |  | SIGN   | OFF ?   |
|---|---|---|--|--|---|
|   | Ac  | count Onlin   | e  |  |   |
| < B/  | 4CK   |   |  |  | MENU  |
| Ma  | ke A  | Payment   |  |  |   |
|   |   | 1   | 2  | 3  |   |
| Cho   | ose a   | Payment So  | ource, Am  | ount and   | Date  |
| ΡΑ  | (MEN  | NT SOURCE   | E 4123   |  | +   |
| ТО  | ACC   | OUNT 123  | 4  |  |   |
| Cur   | rent B  | Balance   |  | \$   | 500.00  |
| Pay   | ment  | Due   |  | 00/0   | 0/0000  |
| Ava   | ilable  | Credit  |  | \$   | 500.00  |
| AM  | IOUN  | NT  |  |  |   |
| 0   | Last S  | tatement Ba   | lance  | \$C  | 000.00  |
| 0   | Minim   | num Pavmer  | nt   |  | \$00.00   |
|   |   | iuni aynici   |  |  | ÷•••••  |
| 0   | Other   | <sup>-</sup> Amount   | \$   |  |   |
| PA  | MEN   | NT DATE   |  |  |   |
| Cho   | ose D   | Date  | [to  | day's dat  | te]   |
| You can<br>schedul<br>be cred<br>the Terr<br>made b | schedule o<br>e your pay<br>ited that da<br>ns & Condit<br>ut will post | or make up to 4 online p<br>ment date no later than<br>ay. Payments made after<br>tions. Payments made or<br>t the next business day. | ayments in a billing<br>your due date. Pay<br>5p ET will be credi<br>n weekends/holida | g cycle. To avoid a<br>ments received b<br>ted the next day.<br>ys will be applied | late fee,<br>y 5p ET will<br>Please review<br>l as of the day |
| The Com   | rent Balanc<br>tions (Paym  | ce is updated at the end<br>nents, purchases and adj  | of each business d<br>ustments) posted t   | ay and does not<br>oday.   | reflect   |
| transact  |   |   |  | NFXT   |   |
| transact  | CA  | ANCEL   |  |  |   |
| Hom   | CA<br>e   | ANCEL<br>Terms & Condit   | ions S   | ecurity  | Privacy   |

### ANNOTATIONS

Window Page Title

3.0.1/MAKE A PAYMENT :: Step 1: Payment Source Selected

#### Page Context / How I Got Here / Page Notes

User has selected a Payment Source.

#### Description Interaction

1. Payment Source collapsed



| Rules  | Notes |
|--|-------|
| Payment Source collapses<br>and header changes to<br>reflect that the user has<br>made a selection. Users<br>can change the Payment<br>Source by retapping on<br>the header or '+/-' button<br>(see following page). |       |

### 3.0.1/MAKE A PAYMENT :: Step 1: User Wishes to Change Payment Source



#### ANNOTATIONS

| Window | Page Title |  |
|--------|------------|--|
|        |            |  |

3.0.1/MAKE A PAYMENT :: Step 1: User Wishes to Change Payment Source

#### Page Context / How I Got Here / Page Notes

User has tapped on the Payment Source '+/-' expand/collapse button to show all payment sources. Payment source that had been selected is shown dimmed out.

|    | Description  | Interaction  | Rules  | Notes   |
|----|--|--|--|---|
| 1. | <i>Payment Source</i> header<br>(payment source selected<br>state shown) | <b>onTap</b> Payment Source<br>field expands/collapses | The user can change<br>payment source by<br>tapping on the header<br>and expanding the<br>payment source<br>information. | The user has already<br>selected a payment<br>source therefore the <i>Select</i><br>button is dimmed out.<br>The user has the option to<br>select a different payment<br>source and/or proceeding<br>with the <i>Make A Payment</i><br>process. |
| 2. | Select button (dimmed/<br>selected state)                                |  | User had previously<br>chosen this payment<br>source as shown by the<br>dimmed out <i>Select</i> button                  |   |

| 3. | <i>Select</i> button (active state) | onTap Payment Source<br>collapses and the head<br>changes to reflect that<br>the user has selected a<br>different payment source<br>account |
|----|-------------------------------------|---|
|    |                                     |   |



### CRITICALMASS

der

rce

# 3.0.1/MAKE A PAYMENT :: Payment Confirmation Message

1

|                                |   | ANNO            | DTATIONS   |   |
|--------------------------------|---|-----------------|--|---|
|                                |   | Windo           | w Page Title   |   |
|                                |   | 3.0.1/          | AKE A PAYMENT :: Payme                                       | ent Error Message/Confirmation  |
| The amount you entered is less |   | Page 0          | Context / How I Got Here                                     | / Page Notes  |
| than the minimum payment due.  | _ | User h<br>payme | as attempted to make a p<br>ent and tapping on the <i>Ne</i> | ayment by selecting <i>Other Amou</i><br>ext button.  |
| CANCEL KEEP AMOUNT             | 2 |                 | Description  | Interaction   |
|                                |   | 1.              | <i>Cancel</i> button   | <b>onTap</b> returns the user to the previous screen  |
|                                |   | 2.              | <i>Keep Amount</i> button                                    | <b>onTap</b> accepts the <i>Other</i><br><i>Amount</i> inputted by the<br>user and moves them<br>to step 2 in the <i>Make A</i><br><i>Payment</i> process |
|                                |   |                 |  |   |
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|                                |   |                 |  |   |



# CRITICALMASS

#### unt, inputted an amount less than the minimum

|         | Rules   | Notes  |
|---------|---|--|
| to      |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
| er<br>E | If the user inputs an<br>amount in the Other<br>Amount field less than<br>the minimum payment<br>and taps on the Next<br>button, they receive the<br>confirmation message<br>shown. | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
|         |   |  |
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|         |   |  |
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|         |   |  |



### ANNOTATIONS

Window Page Title

CANCEL :: Confirm Cancel Overlay

#### Page Context / How I Got Here / Page Notes

User has requested to Cancel an action.

|    | Description                 | Interaction  |
|----|-----------------------------|--|
| 1. | <i>Do Not Cancel</i> button | <b>onTap</b> returns the user<br>the previous screen                                       |
| 2. | <i>Cancel</i> button        | <b>onTap</b> clears any pendi<br>action and links the use<br>to 2.0 Account Online<br>Home |



| Rules    | <br>Notes  |
|----------|--|
| to       | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
| ng<br>er | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |

### 3.0.2/MAKE A PAYMENT :: Step 2

| FP0  | Account Online   | SIGN OFF ?  |
|--|--|---|
| < BACK   | TO STEP 1  | MENU  |
| Make   | A Payment  |   |
|  | 1 2  | 3   |
| Confirn<br>Payments rece<br>weekends/hol           | n Payment Informative<br>vived by 5p ET will be credited that dative<br>idays will be applied as of the day mat      | ation<br>y. Payments made after 5p ET or on<br>ide but will post the next business day. |
| PAYM   | ENT INFORMAT   | ON  |
| Paymer<br>[Custom                                  | nt to Account<br>nized or Standard Acc   | count Name] 1234  |
| Paymer   | nt Source Type   | Savings   |
| Paymer   | nt Source  | 4123  |
| Paymer   | nt Amount  | \$000.00  |
| Paymer   | nt Date  | 00/00/0000  |
| l authorize Citi<br>the amount sp<br>Retail Consum | ibank to initiate and my financial inst<br>vecified above from my bank account<br>rer Card 1234 account noted above. | itution to honor an electronic payment in on record. This authority pertains to the     |
|  | CANCEL   | AUTHORIZE   |
| Home   | Terms & Conditions   | Security Privacy  |
| Español  | Full Site  | Copyright ©2012 Citigroup Inc.  |
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### ANNOTATIONS

| Windo   | w Page Title                  |  |
|---------|-------------------------------|--|
| 3.0.2/N | /IAKE A PAYMENT :: Step 2     |  |
| Page C  | Context / How I Got Here / Pa | age Notes  |
| Step 2  | in the Make A Payment proce   | 255.   |
|         | Description                   | Interaction  |
| 1.      | <i>Back to Step 1</i> link    | onTap clears all input dat<br>and returns user to step<br>1 of the <i>Make A Payment</i><br>process  |
| 2.      | Summary                       |  |
| 3.      | <i>Cancel</i> button          | onTap the user is offered<br>a confirmation overlay<br>(see <i>Confirm Cancel</i><br><i>Overlay</i> )and if accepted<br>returns the user to<br>2.0 Account Online Home |
| 4.      | Authorize button              | onTap progresses the use<br>to Step 3 of the Make A<br>Payment process   |



|          | Rules   | Notes  |
|----------|---|--|
| ata<br>t |   |  |
|          | The user is given a<br>summary of the input<br>data so that they can<br>confirm all the details are<br>correct before submitting<br>their payment for<br>authorization. |  |
| d        |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
| 2        |   |  |
| ser      |   | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |

### 3.0.3/MAKE A PAYMENT :: Step 3

| MENU  |
|---|
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| ION   |
| count Name]1234   |
| 00000000000   |
| ount \$000.00   |
| 00/00/0000  |
| quests this Month 1   |
| equests \$000.00<br>t be processed until the following<br>y you make it. However, it will not be<br>updated and your payment account will |
| UNT ONLINE HOME >   |
| ACCOUNT DETAIL >  |
| Security Privacy  |
| Copyright ©2012 Citigroup Inc   |
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### ANNOTATIONS

| Window Page Title                 |   |   |   |
|-----------------------------------|---|---|---|
| 3.0.3/MAKE A PAYMENT :: Step 3    |   |   |   |
| Page Context / How I Got Here / P | age Notes   |   |   |
| Step 3 in the Make A Payment proc | ess.  |   |   |
| Description                       | Interaction                                       | Rules   | Notes   |
| 1. Confirmation copy              |   | The user is given a<br>confirmation message<br>when they have<br>submitted their payment. |   |
| 2. Account Online Home link       | OnTap user is linked to 2.0 Account Online Home   |   | Link color is customizable,<br>and consistent with all<br>similar links throughout. |
| 3. Account Detail link            | <b>onTap</b> user is linked to 2.1 Account Detail |   | Link color is customizable,<br>and consistent with all<br>similar links throughout. |



### 3.1/SCHEDULED PAYMENTS :: Pending Payments Summary

| <b>FDA</b>                    |   |                       | SIGN C  | OFF ?         |   |
|-------------------------------|---|-----------------------|---|---------------|---|
| FPU                           | Account   | Online                |   |               |   |
| < BAC                         | ĸ   |                       | _ I   | MENU          |   |
| Sche                          | duled Pa  | avments               |   |               |   |
| [Custo                        | mized or S  | tandard Ac            | count Name]   | 1234          | 1 |
| Req. Pos                      | st Date   | Amount                |   |               |   |
| 00/00                         | )/0000  | \$000.00              |   | _             | 2 |
| Custo                         | mized Ac  | count Nam             | ما  |               |   |
| Date E                        | intered   |                       | 00/00   | 0/0000        |   |
| Confir                        | mation #  |                       | 000000  | 00000         |   |
| Status                        |   |                       | Sche  | eduled        |   |
| 00/00                         | )/0000  | \$000.00              |   | +             |   |
| 00/00                         | )/0000  | \$000.00              |   | +             |   |
|                               |   |                       |   | 1 . 5         |   |
| your payment<br>Online will n | was made on accor<br>nt again or contact (<br>ot appear here. | Customer Service. Sor | ses not appear above, piez<br>ne payments made outsid | le of Account |   |
|                               |   | ACCOU                 | NT ONLINE H   | OME >         |   |
|                               |   |                       | ACCOUNT DE  | etail >       |   |
| Home                          | Terms &   | Conditions            | Security  | Privacy       |   |
| Español                       | Ful   | ll Site               | Copyright ©2012 Ci                                    | tigroup Inc.  |   |
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| ANNO <sup>®</sup> | <b>TATIONS</b> |
|-------------------|----------------|
|-------------------|----------------|

| Windo  | w Page Title  |  |
|--------|---|--|
| 3.1/SC | HEDULED PAYMENTS :: Pend  | ing Payments Summary   |
| Page C | Context / How I Got Here / P  | age Notes  |
| Sched  | uled Payments are displayed   | collapsed by default. The u  |
|        | Description   | Interaction  |
| 1.     | [Account Name] subhead  |  |
| 2.     | Scheduled payment<br>header (Req. Post Date,<br>Amount) and '+/-'<br>expand/collapse button | onTap (entire header<br>area is active) scheduled<br>payment information<br>field expands/collapses.<br>NOTE: Only one account |



## CRITICALMASS

user has tapped on a scheduled payment for more details.

|        | Rules   | Notes   |
|--------|---|---|
|        | The account name<br>associated with the list of<br>scheduled payments is<br>shown.                                | Account name can either<br>be the standard name or<br>one customized by the user<br>(nickname) in the full site<br>version. Nicknames are<br>limited to 11 characters per<br>online restrictions. |
| d<br>t | Scheduled Payments are<br>displayed collapsed by<br>default. The user can tap<br>on a Payment for more<br>detail. | Header color is<br>customizable, and<br>consistent with all similar<br>headers throughout.  |

### 3.2/PAYMENT HISTORY :: Payment Overview

|                  |                 | SIGN OFF ?                    |
|------------------|-----------------|-------------------------------|
| Account          | Online          |                               |
| < BACK           |                 | MENU                          |
| Payment His      | tory            |                               |
| [Customized or S | itandard Acc    | ount Name] 1234               |
| Post Date        | Amount          |                               |
| 00/00/0000       | \$000.00        | —                             |
| Date Entered     |                 | 00/00/0000                    |
| Confirmation #   |                 | 00000000000                   |
| Status           |                 | Closed                        |
| Payment Source   | e (last 4 digit | s)5000                        |
| Payment Metho    | od              | Electronic                    |
| 00/00/0000       | \$000.00        | +                             |
| 00/00/0000       | \$000.00        | +                             |
| 00/00/0000       | \$000.00        | +                             |
| 00/00/0000       | \$000.00        | +                             |
| 00/00/0000       | \$000.00        | +                             |
| 00/00/0000       | \$000.00        | +                             |
|                  | ACCOUN          | IT ONLINE HOME >              |
|                  | A               | CCOUNT DETAIL >               |
| Home Terms &     | Conditions      | Security Privacy              |
| Español Eu       |                 | Convright ©2012 Citigroup Inc |
|                  | ii site         | Copyright ©2012 Chigroup Inc. |
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### ANNOTATIONS

Window Page Title

3.2/PAYMENT HISTORY :: Payment Overview

#### Page Context / How I Got Here / Page Notes

This page functions identically to the previous, Scheduled Payments. The only difference is that Scheduled Payments shows pending transactions while Payment History shows a history of transactions specific to the requested account.

Interaction

Description

Citi Retail Services: Mobile Thin Client (generic) January 13, 2012

### CRITICALMASS

Rules

Notes



### 4.0/HELP :: Help Page

| <back<br>Help<br/>How do I sign on?<br/>Forgot your [Account Online User ID] or Password?<br/>To reset your password or retrieve your [Account<br/>Online User ID] (or create new sign on credent<br/>1. Go to CitiMobile Sign On page<br/>2. Select <i>Forgot your User ID or Password</i><br/>3. Follow the prompts<br/>Your new sign on credentials are for use on your<br/>mobile device and online.<br/><i>Tip: It's good practice to change your sign on<br/>credentials every 30 – 60 days.</i><br/>Don't have a [Account Online User ID] or Password?<br/>How can I pay my credit card bill here?<br/>How is my account information secured?</back<br> | MENU  ACK  Ip  ACK  Ip  Ack  Ack  Ack  Ack  Ack  Ack  Ack  Ac  | Help         How do I sign on?       +         Forgot your [Account Online User ID] or Password?       -         For reset your password or retrieve your [Account Dnline User ID] (or create new sign on credentials       1. Go to CitiMobile Sign On page         1. Go to CitiMobile Sign On page       2. Select Forgot your User ID or Password         3. Follow the prompts       (our new sign on credentials are for use on your nobile device and online.         Fip: It's good practice to change your sign on credentials every 30 – 60 days.       +         Don't have a [Account Online User ID] or Password?       +         How can I pay my credit card bill here?       +         How is my account information secured?       +         Home       Terms & Conditions       Security       Priva         Spañol       Full Site       Copyright ©2012 Citigroup I       -         | <eback<br>Help<br/>How do I sign on?<br/>Forgot your [Account Online User ID] or Password?<br/>Forgot your password or retrieve your [Account<br/>Online User ID] (or create new sign on credential<br/>1. Go to CitiMobile Sign On page<br/>2. Select <i>Forgot your User ID or Password</i><br/>3. Follow the prompts<br/>Your new sign on credentials are for use on your<br/>mobile device and online.<br/><i>Tip: It's good practice to change your sign on</i><br/><i>credentials every 30 – 60 days.</i><br/>Don't have a [Account Online User ID] or Password?<br/>How can I pay my credit card bill here?<br/>How is my account information secured?<br/>Home Terms &amp; Conditions Security Prive<br/>Español Full Site Copyright ©2012 Citigroup</eback<br>                          | < BACK<br>Help<br>How do I sign on?<br>Forgot your [Account Online User<br>To reset your password or retri<br>Online User ID] (or create new<br>1. Go to CitiMobile Sign On<br>2. Select Forgot your User ID<br>3. Follow the prompts<br>Your new sign on credentials a<br>mobile device and online.<br>Tip: It's good practice to change<br>credentials every 30 – 60 days.<br>Don't have a [Account Online User<br>How can I pay my credit card bill H<br>How is my account information se<br>Home Terms & Conditions<br>Español Full Site  | r ID] or Password?<br>rieve your [Accou<br>w sign on creden<br>page<br>D or Password<br>are for use on yo<br>e your sign on<br>er ID] or Password?<br>here?<br>ecured?<br>Security.       | +<br>-<br>unt<br>tials        |
|--|--|---|--|---|---|-------------------------------|
| HelpHow do I sign on?Forgot your [Account Online User ID] or Password?To reset your password or retrieve your [Account<br>Online User ID] (or create new sign on credent<br>1. Go to CitiMobile Sign On page<br>2. Select Forgot your User ID or Password<br>3. Follow the promptsYour new sign on credentials are for use on your<br>mobile device and online.Tip: It's good practice to change your sign on<br>credentials every 30 – 60 days.Don't have a [Account Online User ID] or Password?How can I pay my credit card bill here?How is my account information secured?  | Ip         v do I sign on?         vot your [Account Online User ID] or Password?         eseet your password or retrieve your [Account ine User ID] (or create new sign on credentials         c Go to CitiMobile Sign On page         . Select Forgot your User ID or Password         . Follow the prompts         r new sign on credentials are for use on your bile device and online.         It's good practice to change your sign on lentials every 30 – 60 days.         't have a [Account Online User ID] or Password?         't nave a [Account Online User ID] or Password?         't is my account information secured?         't is my account information secured?   | Help         How do I sign on?       +         Forgot your [Account Online User ID] or Password?       -         For reset your password or retrieve your [Account Dnline User ID] (or create new sign on credentials       1.         I. Go to CitiMobile Sign On page       2.         2. Select Forgot your User ID or Password       3.         3. Follow the prompts       .         Your new sign on credentials are for use on your mobile device and online.       .         Fip: It's good practice to change your sign on credentials every 30 – 60 days.       .         Don't have a [Account Online User ID] or Password?       +         How can I pay my credit card bill here?       +         How is my account information secured?       +         Home       Terms & Conditions       Security       Priva         Spañol       Full Site       Copyright ©2012 Citigroup I       . | Help         How do I sign on?         Forgot your [Account Online User ID] or Password?         To reset your password or retrieve your [Account Online User ID] (or create new sign on credentia         1. Go to CitiMobile Sign On page         2. Select Forgot your User ID or Password         3. Follow the prompts         Your new sign on credentials are for use on your mobile device and online.         Tip: It's good practice to change your sign on credentials every 30 – 60 days.         Don't have a [Account Online User ID] or Password?         How can I pay my credit card bill here?         How is my account information secured?         Home       Terms & Conditions       Security       Priv.         Español       Full Site       Copyright ©2012 Citigroup | Help         How do I sign on?         Forgot your [Account Online User         To reset your password or retri         Online User ID] (or create new         1. Go to CitiMobile Sign On         2. Select Forgot your User ID         3. Follow the prompts         Your new sign on credentials a         mobile device and online.         Tip: It's good practice to change         credentials every 30 – 60 days.         Don't have a [Account Online User         How can I pay my credit card bill I         How is my account information see         Home       Terms & Conditions         Español       Full Site | r ID] or Password?<br>rieve your [Accou<br>w sign on creden<br>page<br>D or Password<br>are for use on you<br>e your sign on<br>er ID] or Password?<br>here?<br>ecured?                   | +<br>unt<br>tials             |
| How do I sign on?<br>Forgot your [Account Online User ID] or Password?<br>To reset your password or retrieve your [Accound<br>Online User ID] (or create new sign on credent<br>1. Go to CitiMobile <u>Sign On</u> page<br>2. Select <i>Forgot your User ID or Password</i><br>3. Follow the prompts<br>Your new sign on credentials are for use on your<br>mobile device and online.<br><i>Tip: It's good practice to change your sign on</i><br><i>credentials every 30 – 60 days</i> .<br>Don't have a [Account Online User ID] or Password?<br>How can I pay my credit card bill here?<br>How is my account information secured?                           | r do I sign on?       -         tot your [Account Online User ID] or Password?       -         eset your password or retrieve your [Account ine User ID] (or create new sign on credentials       -         . Go to CitiMobile Sign On page       -         . Select Forgot your User ID or Password       -         . Follow the prompts       -         r new sign on credentials are for use on your oile device and online.       -         It's good practice to change your sign on lentials every 30 – 60 days.       -         't have a [Account Online User ID] or Password?       -         'c can I pay my credit card bill here?       -         'is my account information secured?       -         me       Terms & Conditions       Security | How do I sign on?       +         Forgot your [Account Online User ID] or Password?       -         Fo reset your password or retrieve your [Account Online User ID] (or create new sign on credentials       1.         Go to CitiMobile Sign On page       2.         2. Select Forgot your User ID or Password       3.         Follow the prompts       -         Your new sign on credentials are for use on your mobile device and online.       -         Fip: It's good practice to change your sign on credentials every 30 – 60 days.       +         Don't have a [Account Online User ID] or Password?       +         How can I pay my credit card bill here?       +         How is my account information secured?       +         Home       Terms & Conditions       Security       Priva         Spañol       Full Site       Copyright ©2012 Citigroup I       -                     | How do I sign on?<br>Forgot your [Account Online User ID] or Password?<br>To reset your password or retrieve your [Account<br>Online User ID] (or create new sign on credentia<br>1. Go to CitiMobile Sign On page<br>2. Select Forgot your User ID or Password<br>3. Follow the prompts<br>Your new sign on credentials are for use on your<br>mobile device and online.<br>Tip: It's good practice to change your sign on<br>credentials every 30 – 60 days.<br>Don't have a [Account Online User ID] or Password?<br>How can I pay my credit card bill here?<br>How is my account information secured?<br>Home Terms & Conditions Security Priv.<br>Español Full Site Copyright ©2012 Citigroup   | How do I sign on?<br>Forgot your [Account Online User<br>To reset your password or retri<br>Online User ID] (or create new<br>1. Go to CitiMobile Sign On<br>2. Select Forgot your User ID<br>3. Follow the prompts<br>Your new sign on credentials a<br>mobile device and online.<br>Tip: It's good practice to change<br>credentials every 30 – 60 days.<br>Don't have a [Account Online User<br>How can I pay my credit card bill If<br>How is my account information see<br>Home Terms & Conditions<br>Español Full Site  | r ID] or Password?<br>rieve your [Accou<br>w sign on creden<br>page<br>D or Password<br>are for use on yo<br>e your sign on<br>er ID] or Password?<br>here?<br>ecured?                    | +<br>-<br>unt<br>tials        |
| Forgot your [Account Online User ID] or Password?<br>To reset your password or retrieve your [Accound<br>Online User ID] (or create new sign on credent<br>1. Go to CitiMobile <u>Sign On</u> page<br>2. Select <i>Forgot your User ID or Password</i><br>3. Follow the prompts<br>Your new sign on credentials are for use on your<br>mobile device and online.<br><i>Tip: It's good practice to change your sign on<br/>credentials every 30 – 60 days</i> .<br>Don't have a [Account Online User ID] or Password?<br>How can I pay my credit card bill here?<br>How is my account information secured?  | int your [Account Online User ID] or Password?       -         eset your password or retrieve your [Account ine User ID] (or create new sign on credentials       -         . Go to CitiMobile Sign On page       -         . Select Forgot your User ID or Password       -         . Follow the prompts       -         r new sign on credentials are for use on your oile device and online.       -         It's good practice to change your sign on lentials every 30 – 60 days.       -         't have a [Account Online User ID] or Password?       -         'c can I pay my credit card bill here?       -         'is my account information secured?       -         me       Terms & Conditions       Security       Priva                     | Forgot your [Account Online User ID] or Password?       -         Fo reset your password or retrieve your [Account Dnline User ID] (or create new sign on credentials       1. Go to CitiMobile Sign On page         1. Go to CitiMobile Sign On page       2. Select Forgot your User ID or Password         3. Follow the prompts       .         Your new sign on credentials are for use on your mobile device and online.       .         Tip: It's good practice to change your sign on credentials every 30 – 60 days.       .         Don't have a [Account Online User ID] or Password?       +         How can I pay my credit card bill here?       +         How is my account information secured?       +         Home       Terms & Conditions       Security       Priva         Spañol       Full Site       Copyright ©2012 Citigroup I       .                                       | Forgot your [Account Online User ID] or Password?         To reset your password or retrieve your [Account Online User ID] (or create new sign on credentia         1. Go to CitiMobile Sign On page         2. Select Forgot your User ID or Password         3. Follow the prompts         Your new sign on credentials are for use on your mobile device and online.         Tip: It's good practice to change your sign on credentials every 30 – 60 days.         Don't have a [Account Online User ID] or Password?         How can I pay my credit card bill here?         Home       Terms & Conditions         Security       Priv.         Español       Full Site         Copyright ©2012 Citigroup   | Forgot your [Account Online User         To reset your password or retri         Online User ID] (or create new         1. Go to CitiMobile Sign On         2. Select Forgot your User ID         3. Follow the prompts         Your new sign on credentials a         mobile device and online.         Tip: It's good practice to change         credentials every 30 – 60 days.         Don't have a [Account Online User         How can I pay my credit card bill I         How is my account information se         Home       Terms & Conditions         Español       Full Site   | r ID] or Password?<br>rieve your [Accou<br>w sign on creden<br>page<br>D or Password<br>are for use on yo<br>e your sign on<br>er ID] or Password?<br>here?<br>ecured?<br><u>Security</u> | -<br>unt<br>tials<br>our<br>+ |
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### ANNOTATIONS

| Windo             | w Page Title   |  |
|-------------------|--|--|
| 4.0/HE            | LP :: Help Page  |  |
| Page C            | ontext / How I Got Here / Pa   | age Notes  |
| The He<br>status. | <i>lp</i> page is accessible to users<br>(Shown here the user is logg                      | who are both signed on a jed in.)                            |
| In addi<br>(Showi | tion, the default expand/coll<br>n here one question has beer                              | lapse position for all questi<br>n expanded.)                |
|                   | Description  | Interaction  |
| 1.                | Question header and '+/-'<br>expand/collapse button<br>(collapsed version shown)           | <b>onTap</b> the question<br>expands to reveal the<br>answer |
| 2.                | Another question header<br>and '+/-' expand/collapse<br>button (expanded version<br>shown) | <b>onTap</b> the question<br>collapses to hide the<br>answer |



# CRITICALMASS

and off. Masthead and footer adjust to the user's logged in

stions when the user first lands on this page is collapses.

| Rules   | Notes  |
|---|--|
| Only one question is<br>expanded at a time.<br>Expanding another<br>automatically collapses<br>the question currently<br>showing. | <i>Header color is customizable, and consistent with all similar headers throughout.</i> |
| Only one question is<br>expanded at a time.<br>Expanding another<br>automatically collapses<br>the question currently<br>showing. | <i>Header color is customizable, and consistent with all similar headers throughout.</i> |

### 5.0/CONTACT :: Directory

| MENU       Window Page Title         S.0/CONTACT :: Directory       5.0/CONTACT :: Directory         PHONE       Page Context / How I Got Here /         eneral Account Information       Directory is dependant on where to represent all instances of this p         .000 000.000       Directory is dependant on where to represent all instances of this p         .000 000.000       Directory is dependant on where to represent all instances of this p         .000 000.000       I. Phone number button         .000 000.000       I. Phone number button         .000 000.000   | FP0 Account Online  |
|---|---|
| act Us by Phone or Mail       5.0/CONTACT :: Directory         HONE       Page Context / How I Got Here /         praid Account Information       Directory is dependant on where to represent all instances of this provide to represent all instances of this pro                                    | MENU MENU   |
| E       Page Context / How I Got Here /         Account Information       Directory is dependant on where to represent all instances of this provide the provide to represent all instances of this provide to represent all instances of the provide to represent all instances of this provide to represent all instances of this provide to represent all instances of the provide to representa | Us by Phone or Mail   |
| al Account Information 000000 a Credit Card 000000 r Stolen Credit Cards 000000 vIL spondence: k Customer Service 6500 alls, MO 63179 ents: k/Choice 6000 es, NV 89163-6000 ight Delivery: is 'ayments Dept. blotonfield Street bus, OH 43228 Items & Conpright #2012 Citigroup Inc   | ONE   |
| Description         he Credit Card         Description         1. Phone number button         or Stolen Credit Cards         Docococo         IAIL         espondence:         Ink Customer Service         x 6500         Falls, MO 63179         nenents:         Ink/Choice         x 6000         akes, NV 89163-6000         might Delivery:         rds         :Payments Dept.         BoltonField Street         nbus, OH 43228         Terms & Conditions         Security         Privacy   | eral Account Information  |
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| t or Stolen Credit Cards  | 000.000.000   |
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|   | ome Terms & Conditions Security Privacy<br>pañol Full Site Copyright ©2012 Citigroup Inc.       |
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# CRITICALMASS

e from. Shown here is a general director and is not intended

| Rules   | Notes  |
|---|--|
| Where appropriate, phone numbers are tap to dial. | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
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### 6.0/TERMS & CONDITIONS :: Legal Text

| 500  |   | SIGN   | OFF ?                      |
|--|---|--|----------------------------|
| FPU A  | ccount Online   |  |                            |
| < BACK   |   |  | MENU                       |
| Terms  | & Conditions  |  |                            |
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| Home   | Terms & Conditions  | Security                                       | Privacy                    |
| Español  | Full Site   | Copyright ©2012 C                              | itigroup Inc.              |
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### ANNOTATIONS

#### Window Page Title

6.0/TERMS & CONDITIONS :: Legal Text

#### Page Context / How I Got Here / Page Notes

The Terms & Conditions page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged in status. (Shown here the user is logged in.)

#### Description Interaction

1. Terms & Conditions copy



### CRITICALMASS

Rules

Notes

Refer to copy deck for approved copy.

### 7.0/SECURITY :: Legal Text



#### **ANNOTATIONS**

#### Window Page Title

7.0/SECURITY :: Legal Text

#### Page Context / How I Got Here / Page Notes

in status. (Shown here the user is logged in.)

#### Description Interaction

1. Security copy



### CRITICALMASS

#### The Security page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged

Rules

Notes

Refer to copy deck for approved copy.

### 8.0/PRIVACY :: Legal Text



### ANNOTATIONS

#### Window Page Title

8.0/PRIVACY :: Legal Text

#### Page Context / How I Got Here / Page Notes

The *Privacy* page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged in status. (Shown here the user is logged in.)

#### Description Interaction

1. Privacy copy



### CRITICALMASS

Rules

Notes

Refer to copy deck for approved copy.

### SIGN OFF :: Confirmation Overlay



### ANNOTATIONS

Window Page Title

SIGN OFF :: Confirmation Overlay

#### Page Context / How I Got Here / Page Notes

User has requested to Sign Off.

|    | Description          | Interaction   |
|----|----------------------|---|
| 1. | <i>Cancel</i> button | <b>onTap</b> returns the user<br>the previous screen  |
| 2. | Sign Off button      | onTap clears any pendir<br>action and links the use<br>to 1.3.1 Sign On After Use<br>Has Signed Off |



| Rules          | Notes  |
|----------------|--|
| to             | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |
| ng<br>er<br>er | Button color is<br>customizable, and<br>consistent with all similar<br>buttons throughout. |

|  | PROM   | AU FPU                           |               |
|--|--|----------------------------------|---------------|
| Signed C<br>Thank you<br>Account O   | <b>)ff</b><br>for using [P<br>nline Servic                           | artner Name<br>e.                | ] Mobile      |
| [Account C   | )nline User I  | D]                               |               |
| Remem  | per my [Acco   | ount Online (                    | Jser ID]      |
| Password   |  |                                  |               |
|  |  |                                  |               |
| lf you have n<br>past 18 mon   | ot accessed yo<br>ths, please regi                                   | our account info                 | mation in the |
| FORGOT Y   | OUR USER IE  | D                                |               |
| FORCOTY  | OUR PASSW  | ORD                              | Þ             |
| FURGUI I   |  | FORGOT YOUR USER ID AND PASSWORD |               |
| FORGOT Y   | DUR USER IE  | D AND PASSV                      | /ORD          |
| FORGOT YO<br>FORGOT YO<br>HOW DO I   | DUR USER IE<br>REGISTER?   | O AND PASSV                      | /ORD          |
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### ANNOTATIONS

#### Window Page Title

1.3.1/SIGN ON :: Sign On After User Has Signed Off

#### Page Context / How I Got Here / Page Notes

User has signed off.

#### Description Interaction

 Signed Off header and copy



| Notes  |
|--|
| Refer to copy deck for approved partner specific |
|  |



### 1.3.2/SIGN ON :: Sign On After a Timeout

|                            | PRO                                 | MO FPO                       |      |
|----------------------------|-------------------------------------|------------------------------|------|
| Sign                       | ed Off                              |                              |      |
| You h                      | ave been signed                     | d off due to inactivity.     |      |
| Thank<br>Accou             | you for using [<br>Int Online Servi | Partner Name] Mobile<br>ce.  |      |
| [Acco                      | unt Online User                     | ID]                          |      |
|                            |                                     |                              |      |
| 🗆 Ren                      | nember my [Aco                      | count Online User ID]        |      |
| Passw                      | ord                                 |                              |      |
|                            |                                     |                              |      |
|                            |                                     | SIGN ON AGAIN                |      |
| lf you h                   | nave not accessed y                 | your account information in  | th   |
| past 18                    | 3 months, please reg                | gister again with a new User | ·  [ |
| FORG                       | OT YOUR USER I                      | ID                           |      |
| FORG                       | OT YOUR PASSV                       | VORD                         |      |
| FORG                       | OT YOUR USER I                      | ID AND PASSWORD              |      |
| HOW                        | DO I REGISTER?                      |                              |      |
|                            |                                     |                              |      |
| CONT                       | ACT US                              |                              |      |
|                            | ACT US                              | Coqueita Deix                |      |
| CONT.<br>Terms &<br>Españo | ACT US                              | Security Priv                |      |

### ANNOTATIONS

#### Window Page Title

1.3.2/SIGN ON :: Sign On After a Timeout

#### Page Context / How I Got Here / Page Notes

User has been signed off due to inactivity.

#### Description Interaction

 Signed Off header and copy



| Notes  |
|--|
| Refer to copy deck for approved partner specific |
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|---|---|--|------------------------------------|
| [Account Online   | e User ID]<br>ny [Account   | Online Use   | r ID]                              |
| Password  | ny [Account   | Online Use   | r ID]                              |
| Password  |   |  |                                    |
|   |   |  |                                    |
|   |   |  |                                    |
|   |   | SIGN ON  | ۷                                  |
| lf you have not acc<br>past 18 months, pl   | essed your ac<br>ease register a                                      | count informat<br>gain with a new                            | ion in the<br>w User ID.           |
| FORGOT YOUR   | USER ID   |  |                                    |
| FORGOT YOUR   | PASSWORD  | 1  |                                    |
| FORGOT YOUR   | USER ID AN  | D PASSWOR  |                                    |
| HOW DO I REGI   | STER?   |  |                                    |
| CONTACT US  |   |  |                                    |
| Terms & Conditions  | Se  | curity   | Privacy                            |
| Espanol El  | III SIte  | Copyright ©2012  | Citigroup Inc                      |

### ANNOTATIONS

#### Window Page Title

1.3.3/SIGN ON :: Español Page Context / How I Got Here / Page Notes User has been signed off by tapping on the *Español* link in the footer. Notes Rules Please refer to the Español copy deck for all copy.

|    | Description | Interaction      |
|----|-------------|------------------|
| 1. | All Copy    | same as previous |





#### ANNOTATIONS

Window Page Title

PAGE LOADING

Page Context / How I Got Here / Page Notes

When the download time is extensive, to reassure users, a page loading, "Just a moment please" screen is provided.

Description

Interaction



# CRITICALMASS

Rules

Notes

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### 9.1/404 ERROR MESSAGE



### ANNOTATIONS

Window Page Title

9.0/404 ERROR MESSAGE

Page Context / How I Got Here / Page Notes

Description

Interaction



# CRITICALMASS

Rules

Notes



### 9.2.1/SCREEN 900 :: Online Access Blocked (User Signed Off)

| FP0 A  | Account Online     |                 | ?              |  |  |
|--|--------------------|-----------------|----------------|--|--|
| Access Blocked   |                    |                 |                |  |  |
| For security reasons, we cannot allow you to<br>complete this transaction online.<br>For assistance with this matter, please call<br>Customer Service at 1-000-000-0000. |                    |                 |                |  |  |
|  |                    |                 |                |  |  |
| Home   | Terms & Conditions | Security        | Privacy        |  |  |
| Español  | Full Site          | Copyright ©2012 | Citigroup Inc. |  |  |
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### ANNOTATIONS

Window Page Title

9.1/SCREEN 900 :: Online Access Blocked (User Signed Off)

Page Context / How I Got Here / Page Notes

| Description           | Interaction                                  |
|-----------------------|--|
| 1. Go To Sign On link | <b>OnTap</b> user is taken to<br>1.0 Sign On |



# CRITICALMASS

Rules

Notes



| EDO                |   | SIGN OFF ?                       |
|--------------------|---|----------------------------------|
| FPU                | Account Online                              |                                  |
| < BACK             |   | MENU                             |
| Acces              | s Blocked                                   |                                  |
| For secu<br>comple | urity reasons, we ca<br>te this transaction | annot allow you to<br>online.    |
| For assi<br>Custom | stance with this ma<br>er Service at 1-000  | atter, please call<br>-000-0000. |
|                    | GO TO ACCOU                                 | INT ONLINE HOME >                |
| Home               | Terms & Conditions                          | Security Privacy                 |
| Español            | Full Site                                   | Copyright ©2012 Citigroup Inc.   |
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### ANNOTATIONS

Window Page Title

9.1.1/SCREEN 900 :: Online Access Blocked (User Signed On) Page Context / How I Got Here / Page Notes Rules Notes

|    | Description                       | Interaction   |
|----|-----------------------------------|---|
| 1. | Go To Account Online<br>Home link | <b>OnTap</b> user is taken to 2.0 Account Online Home |



# CRITICALMASS

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