

Citi VelocitySM User Guide

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Overview

Citibank N.A., Pakistan (**Citi**) is pleased to announce that Proceed Realisation Certificates (**PRC**) can be digitally verified through Citi's electronic banking channels, as notified by the State Bank of Pakistan (**SBP**) by letter no. EPD/FCA&HRD/00052/ADs – 2021 dated 01 January 2021. Government agents may now access Citi's Electronic Proceed Realisation Certificate (**e-PRC**) and Statement of Proceed Realisation Certificate (**s-PRC**) verification facility online through Citi VelocitySM to electronically verify PRC certificates, in accordance with the SBP's mandate. This digital facility allows agents to verify e-PRC/s-PRC via Citi Velocity in real-time, around the clock, via Citibank's online platform.

This facility is available against all successful inward foreign remittances.

For further information

- About Citi in Pakistan: <https://www.citi.com/icg/sa/emea/pakistan/about/>.
- For queries, please don't hesitate to reach out to the below touchpoints:
 - For account activation/ login/ password-related issues, reach out to Citi Velocity Helpdesk at citivelocityhelp@citi.com.
 - For issues pertaining to e-PRC/S-PRC, please reach out to CitiService Pakistan at citiservice.pakistan@citi.com.
- For the User Guide to conduct verification of PRC: <https://www.citi.com/icg/sa/emea/pakistan/about/announcements/>

Guidelines

1. As per the list of verifying agents circulated by the State Bank of Pakistan, your institutional e-mail address is already captured by default with Citi. To proceed with PRC Verification through Citi's digital platforms, you must first activate your account.
2. User Activation Flow:
 - a. Activate your account for Citi Velocity by clicking on the activation link sent to your registered institutional e-mail address. Click on "**Get Started**" to proceed with setting up your account. If you require further guidance before proceeding, click on "**Request A Demo.**"

Please note that the activation link will expire within 24 hours of receipt and a new link must be generated upon expiry of the original.

From: *ICG Global Citi Velocity Help Desk <citivelocityhelp@imcnam.ssmb.com>

Sent:

To:

Subject: Welcome to Citi Velocity: Your Login Details

Welcome to Citi VelocitySM

Citibank N.A., Pakistan is pleased to offer you with limited access to Citi VelocitySM, a convenient and secure portal allowing you to carry out verification of Proceed Realization Certificates (PRCs) issued by Citibank N.A., Pakistan. Your access for conducting verification of PRCs is accorded as per regulatory instructions from the State Bank of Pakistan.

[Get Started](#)

[Request A Demo](#)

Use your institutional email address as your username. You will select a password the first time you sign in.

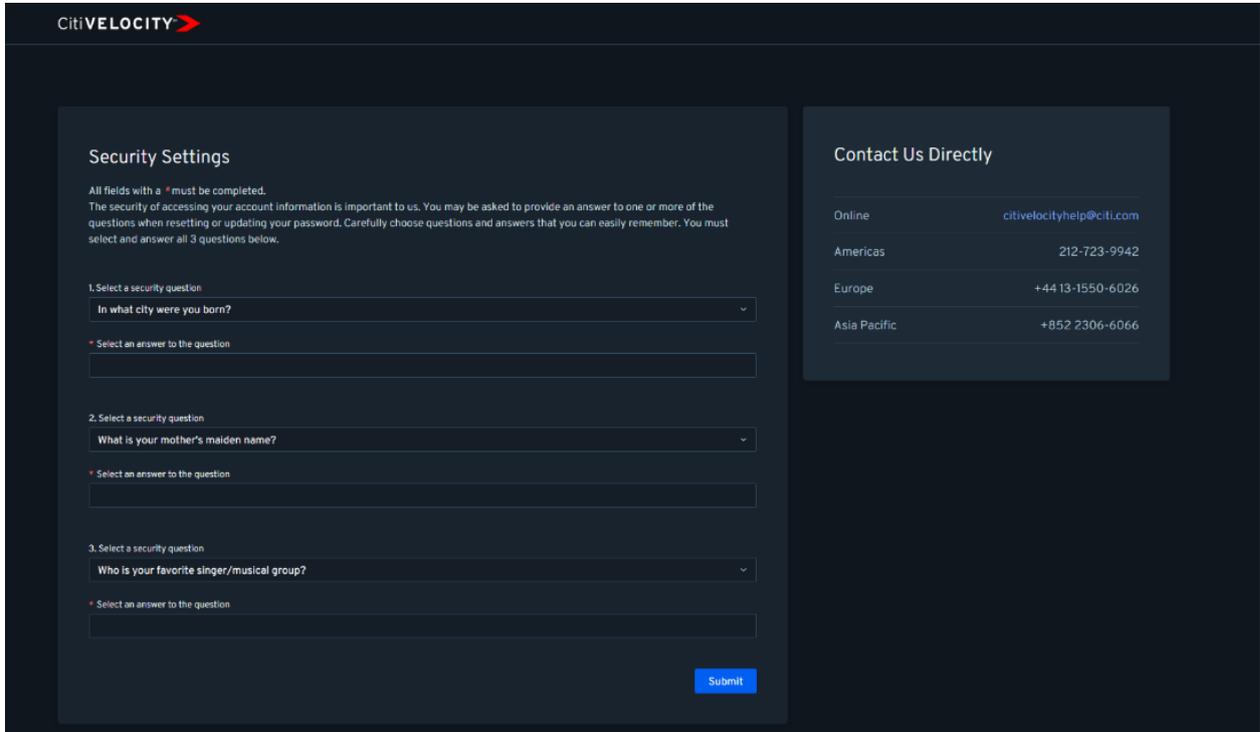
Citi Velocity Support

Need assistance with logging into Citi VelocitySM? Please contact citivelocityhelp@citi.com.

Citi Velocity | 388 Greenwich St. | New York, NY 10013

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- b. By clicking on the activation link, you will be redirected to a “**Security Settings**” page, where you will be required to select and answer **three** questions. Click “**Submit**” to proceed. Please memorize your responses, as you may be required to answer your security questions in the event of self-service password recovery.



Security Settings

All fields with a * must be completed.
The security of accessing your account information is important to us. You may be asked to provide an answer to one or more of the questions when resetting or updating your password. Carefully choose questions and answers that you can easily remember. You must select and answer all 3 questions below.

1. Select a security question
In what city were you born? *

* Select an answer to the question

2. Select a security question
What is your mother's maiden name? *

* Select an answer to the question

3. Select a security question
Who is your favorite singer/musical group? *

* Select an answer to the question

Submit

Contact Us Directly

| | |
|--------------|--|
| Online | citivelocityhelp@citi.com |
| Americas | 212-723-9942 |
| Europe | +44 13-1550-6026 |
| Asia Pacific | +852 2306-6066 |

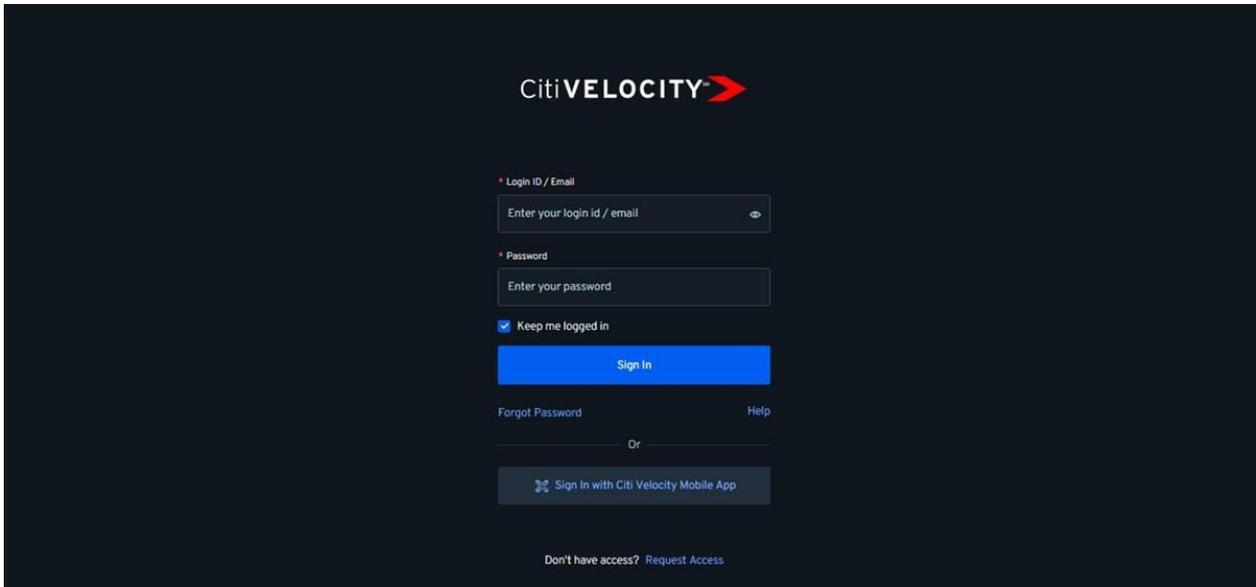
- c. You will now be led to an “**Security Question**” page, where you must answer one of the security questions set on the previous page. Click “**Submit**” to proceed. You will not be allowed to proceed if your responses are incorrect. Please reach out to the listed Citi Velocity support contact to receive a new activation link if you have forgotten your Security Questions.

| Contact Us Directly | |
|---------------------|--|
| Online | citivelocityhelp@citi.com |
| Americas | 212-723-9942 |
| Europe | +44 13-1550-6026 |
| Asia Pacific | +852 2306-6066 |

- d. Once security questions and answers have been set up, you will be redirected to the “**Password Reset**” page to set up your new password for Citi Velocity access. Once the password is created, you do not need to activate your account again.

| Contact Us Directly | |
|---------------------|--|
| Online | citivelocityhelp@citi.com |
| Americas | 212-723-9942 |
| Europe | +44 13-1550-6026 |
| Asia Pacific | +852 2306-6066 |

3. Login to Citi Velocity at <https://www.citivelocity.com> using your registered email address and the new password you have created.



If you have forgotten your password, click “**Forgot Password**”. A password reset link will be sent to your institutional e-mail address. By following this link, you will be able to perform self-service password reset.

Please note that this link is valid only for 24 hours.

From: *ICG Global Citi Velocity Help Desk <citivelocityhelp@imcnam.ssmb.com>
Sent:
To:
Subject: Request for Citi Velocity Password Reset

Citi VelocitySM Password Reset Request

Thank you for requesting a new password for your Citi Velocity account. Your access to Citi Velocity allows you, as an authorized person, to carry verification of Proceed Realization Certificates issued by Citibank N.A., Pakistan. Click the link below to create a new password.

[Reset Password](#)

Please note that this link will expire in 24 hours.

Citi Velocity Support

Need assistance with logging into Citi VelocitySM? Please contact citivelocityhelp@citi.com.

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- Upon initial login, you will be redirected to the Citi Velocity Service Terms of Use. Please read the Terms of Use thoroughly.
To proceed to the **“Electronic Proceed Realisation Certificate Verification”** page, please click **“I Accept and Agree”** to confirm that you will abide with the Terms and Conditions for using Citi Velocity for e-PRC/s-PRC verification. If you click **“Reject,”** you will be denied access to Citi Velocity.
- Once routed to the **“Electronic Proceed Realisation Certificate Verification”** page, start with inputting “Instrument Detail” for the e-PRC/s-PRC you wish to verify.
Fill in all fields as per instructions provided in Table 1.

| Field | Instructions |
|---------------------------|--|
| Online Verification of: | Select the checkbox against either e-PRC or S-PRC. |
| e-PRC/S-PRC Unique ID No. | Enter the verification certificate’s unique identification number in the format “CITI-0000-000000000”. |
| Date of Issuance | Input issuance date in the format DD/MM/YYYY. |
| Amount (in PKR) | Input the amount received as inward foreign remittance in Pakistani Rupees. This field is only mandatory for verification of e-PRC. |

TABLE 1: INSTRUMENT DETAIL

All fields marked with “*” are mandatory.

6. Input “Verifying Agency Information”. Fill in the fields as per instructions provided in Table 2.

| Field | Instructions |
|-----------------------------|--|
| Name of Verifying Agency | Select your agency from the dropdown list. |
| Department/ Field Formation | Select your department from the dropdown list. |
| Name of Verifying Officer | Enter your name as registered with your verifying agency. |
| CNIC No. | Enter your 13-digit CNIC number without dashes. |
| Purpose of Verification | Select the purpose of e-PRC/S-PRC verification from the dropdown list. |

TABLE 2: VERIFYING AGENCY INFORMATION

All fields marked with “*” are mandatory.

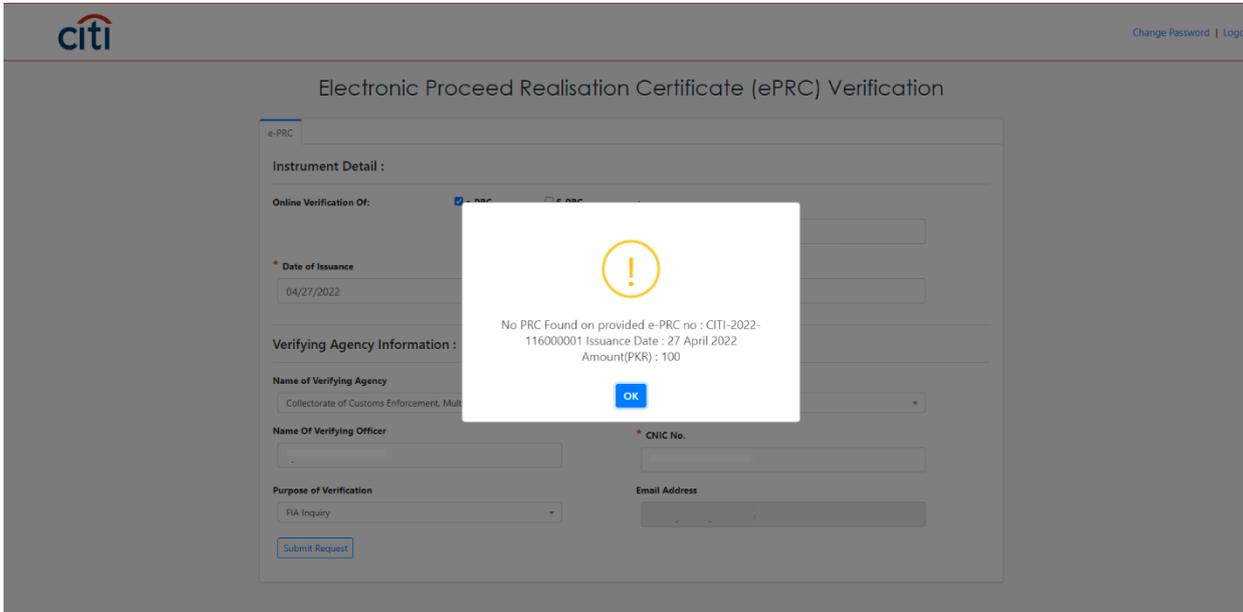
Your e-mail address, provided by the State Bank of Pakistan, will automatically appear and cannot be edited. Click “Submit Request” once all fields have been completed as per the instructions provided above and logout.

The screenshot shows the 'Electronic Proceed Realisation Certificate (ePRC) Verification' form. The 'Verifying Agency Information' section is highlighted with a red box. It contains the following fields:

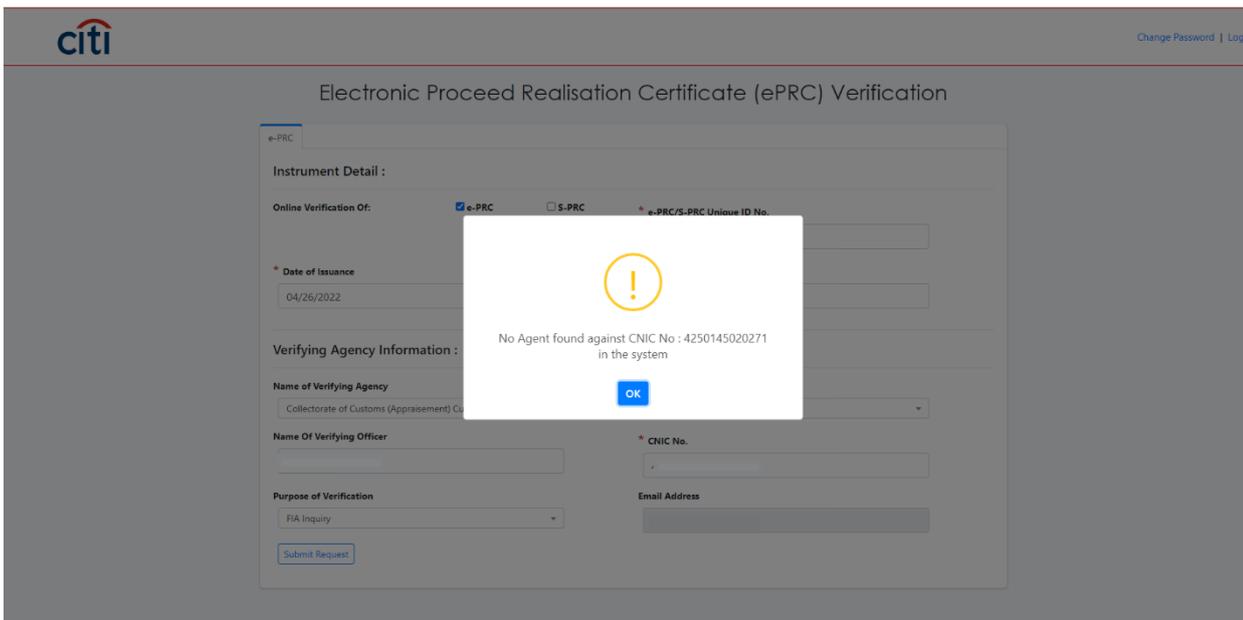
- Name of Verifying Agency:** A dropdown menu with "--Select Verifying Agency--".
- Department/Field Formation:** A dropdown menu with "--Select Department--".
- Name Of Verifying Officer:** A text input field with the placeholder "Enter Verifying Officer".
- CNIC No.:** A text input field with the placeholder "Enter CNIC No".
- Purpose of Verification:** A dropdown menu with "--Select Verification Purpose--".
- Email Address:** A text input field with the value "ashing273@gmail.com".

A "Submit Request" button is located at the bottom left of the highlighted section.

8. If your submission is invalid and information is incorrect, you will receive a pop-up message on the portal in real-time. Possible errors include:
 - a. No PRC exists against input verification certificate details.



- b. Invalid/ incorrect CNIC number.



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