

Accessibility support

Below you can find details of accessibility support which we already have in place. We would be happy to discuss any additional support you feel you may need.

Citi Email

If you are deaf, hard of hearing or have a speech impairment, you can contact Citi using Citi Email.

The Royal National Institute for the Deaf (RNID) manages Type-Talk. You need a text phone to use this service, which allows you to 'type' your conversation and receive your responses in text. To use this service, please contact Citi at citiukconsumerinstructions@citi.com.

Our website

For some helpful information on changing your browser settings to make using our website easier, such as customising your display settings or reading out the text on screen, the following links may help you:

- [Microsoft Edge](#)
- [Firefox](#)
- [Chrome](#)

As technology evolves, your computer or mobile device may also have some accessibility features that are built-in, such as magnifying a portion of the screen, or they may support assistive technologies such as screen readers.

Our literature

To make sure all our customers have access to our literature and receive the same information, you can request our literature in:

- Braille
- Large Print

To request items in any of these formats, please contact Citi at citiukconsumerinstructions@citi.com.

If you would prefer to receive your literature by email and have the text read out loud to you, there are options available to assist with this. Depending on your operating system and/or email provider, there may be a built-in accessibility function or you may need to download some software or an app. The support team of your operating system and/or email provider should be able to provide you with more details, we are also happy to help out where we can if you need some help regarding this.