

Outsourced vendors

2024.04.25

Outsourced vendors	Dept.	Purpose of receiving information
Allison PR SMC.,Co.Ltd	Marketing Communication Dept.	PR Agency
BC Card	Cards Dept.	BC card issuance information, changed customer information, settlement, renewal notification, renewal letter exclusion, etc
BC Card	LF Ops	Credit/Check card embossing
BC Card	Cash Product Dept.	Billing Statement Dispatch
BC Card	Digital Solution Dept.	Mobile card cancellation
BC Card	Cash Product Dept.	Requeusting BC Commercial Card Renewal
Citibank N.A	Cash Product Dept.	Corporate card transaction data
COOCON	Cash Product Dept.	Corporate card VAN
COOCON	Cards Dept.	ID verification for Card application
COOCON Corp.	Loan Product Div.	Data Relay Service with concentration of leased line
CSIPL Citicorp Services India Private Limited	BTSS/RMO	Third Party Risk Management processes for supplier engagements
DAOU TECH	Cards Dept.	Send E-voucher as a SMS/LMS
DAOU TECH	Sales and Distribution Dept.	Send E-voucher as a SMS/LMS
DAOU TECH	Digital Solution Dept.	Send E-voucher as a SMS/LMS
DAOU TECH	Cards Dept.	Upload PremierMiles & Prestige vouchers
DAOU TECH	Digital Solution Dept.	Maintenance and enhancement agency of the coupon box in mobile app
DAOU TECH	Retail Product Dept.	Send E-voucher as a SMS/LMS
DATAZONE	LF Ops	Statement & Advice Rendition Services
DATAZONE	Retail Product Dept.	Printing and mailing customer notice by the Special Act for Prevention of Electronic Banking Fraud and Reimbursement of Losses (Stop payment Request)
DATAZONE	Retail Product Dept.	Printing and mailing of customer notice for Inactive target Account/dormant target account
DATAZONE	LF Ops	Notification for PFI (Provision of Financial Information) services
DATAZONE	Trade Product Dept	Usage Information on Paylink Card / SpeedCollect Card
DATAZONE	LF Ops	Printing and mailing of Investment Balance Statement

DATAZONE	Trustee Dept.	Notification of maturity date and pension receiving on (personal) pension trust account
DATAZONE	Trustee Dept.	Trust Asset Management Report printing and mailing
DATAZONE	Loan Product Div.	Printing and mailing statements of mortgage interest payment
DATAZONE	Consumer Risk Planning Team	Print/send letters to notify customers of card limit(including cash advance service limit) decrease and card block
DATAZONE	Collection Management Team	Sending letter for collection
DATAZONE	LF Ops	Printing and mailing of Advice on interest-only period expiry
DATAZONE	LF Ops	Printing and mailing of Advice on Loan Maturity (or Installment Amount for Principal)
DATAZONE	LF Ops	Printing and mailing of Advice on Giro Loan Payment
DATAZONE	LF Ops	Printing and mailing of Advice on Auto-extension of Loan(Common loan)
DATAZONE	LF Ops	Printing and mailing of Advice on Auto-extension of Loan(Passbook loan)
DATAZONE	LF Ops	Printing and mailing of Advice on existence of joint surety
DATAZONE	LF Ops	Printing and mailing of Advice on Investment transaction (Annual accounting & Dividend)
DATAZONE	Retail Product Dept.	Printing and mailing of Deposit balance inquiry statement,
DATAZONE	LF Ops	Printing and mailing of advice for safe deposit box to become due
DATAZONE	LF Ops	Printing and mailing of Advice on Loss of Time Benefit
DATAZONE	LF Ops	Printing and mailing of Advice on Interest Payment (Passbook loan)
DATAZONE	LF Ops	Printing and mailing of Advice on loss of time benefit (scheduled) due to delinquency
DATAZONE	Digital Solution Dept.	Market Reserch Material sending, Campaign souvenirs sending
DATAZONE	Sales and Distribution Dept.	Notification of branches were closed
HANA FLOWER	Sales and Distribution Dept.	Flower delivery
Hannet	Sales and Distribution Dept.	CD/ATM Alliance
Hannet	Cards Dept.	Cash service - CD/ATM Alliance
Hexaware Technologies Ltd.	Jungang CSC	Commercial cards - File delivery, ISA, and MIS
HUMANIA Co., Ltd.	LF Ops	Inbound customer services (Customer Call Center) - Card
HUMANIA Co., Ltd.	Cards Dept.	Shinsegae(Debec) department Service Desk support operation
HUMANIA Co., Ltd.	Loan Customer Support Dept.	Outbound customer services (Loan Customer Support)

HUMANIA Co.,Ltd.	LF Ops	Inbound customer services (Customer Call Center) - Banking
HUMANIA Co.,Ltd.	TTS OPS	User Information input/maintenance and Customer support for on-line banking system
HUMANIA Co.,Ltd.	Fraud Risk Management Dept	Card Fraud Outsourcing Service
HUMANIA Co.,Ltd.	Collection Management Team	Call Monitoring Service to Collection Staffs
Hyosung TNS	Cards Dept.	Cash service - CD/ATM Alliance
Hyosung TNS	Sales and Distribution Dept.	CD/ATM Alliance
Iron Mountain Korea Ltd.	BTSS/RMO	Archive, Retrieval, Disposal service
JM CREDIT SERVICE CO., LTD	Collection Management Team	Collection service for written-off accounts
KFTC (Korea Financial Telecommunications & Clearings Institutes)	Cash Product Dept.	LMS is sent to an account owner by KFTC once CMS direct debit is registered in order to prevent unauthorized direct debit attempt.
KFTC (Korea Financial Telecommunications & Clearings Institutes)	Loan Product Div.	Data Relay Service regarding the Shared Digital Refinancing Platform for the Financial Institutes
KFTC (Korea Financial Telecommunications & Clearings Institutes)	Loan Product Div.	Data Relay Service regarding the Shared Digital Refinancing Platform for the Financial Institutes
KFTC(Korea Financial Telecommunications and Clearings Institute)	Cards Dept.	ID verification for Card loan application
KOREA CREDIT BUREAU	Digital Solution Dept.	Identity authentication service
KOREA CREDIT BUREAU	LF Ops	Authentication(ARS) : Bank
KOREA CREDIT BUREAU	LF Ops	Authentication(ARS) : Card
KOREA CREDIT BUREAU	Loan Customer Support Dept.	Mobile phone authentication for customer address change
KOREA CREDIT BUREAU	LF Ops	Authentication(ARS) : RM Delivery
KOREA CREDIT BUREAU	Sales and Distribution Dept.	Authentication(ARS) : CPC RBS
Korea Seven	Cards Dept.	Cash service - CD/ATM Alliance
Korea Seven	Sales and Distribution Dept.	CD/ATM Alliance
Koreapost	Retail Product Dept	Services provided at post office financial counters
KPMG	Financial Controller Dept.	Audit for Local Financial statement
Law Firm - Daero	Collection Management Team	Litigation, provisional seizure, attachment for collection
Law Firm - ORUM	Collection Management Team	Litigation, provisional seizure, attachment for collection
LG CNS	Cards Dept.	Kakao Alimtalk/Friendtalk service
LG CNS	Digital Solution Dept.	Kakao Alimtalk/Friendtalk service

LG U+	Digital Solution Dept.	SMS/LMS Service
LG U+	Cards Dept.	SMS/LMS Service
LG U+	Collection Management Team	SMS/LMS Service for collection
NICE INFORMATION SERVICE CO LTD	Digital Solution Dept.	Real Name Authentication Service
NICE TCM	Cards Dept.	Cash service - CD/ATM Alliance
NICE TCM	Sales and Distribution Dept.	CD/ATM Alliance
OTSC CO.,LTD.	CSIS(Citi Security & Investigative Services)	CCTV install / maintenance (Access Control & CCTV System Installation and Maintenance)
Sejong telecom	LF Ops	Support for virtual telephone number
Standard Networks	Digital Solution Dept.	SMS/LMS Service
THE KOREA FEDERATION OF BANKS	Retail Product Dept.	Inheritance Search Service
ThinkAT	Digital Solution Dept.	Secondary customer verification service through mobile phone or home phone for Citibank home page
Unique Plus	Marketing Communication Dept.	Internal Magazine
Zeniel System	LF Ops	Credit/Check Card Delivery
Zeniel System	LF Ops	Passbook Check card & OTP delivery
Zeniel System	LF Ops	PP Card delivery
Zeniel System	TTS OPS	Passbook & OTP delivery