How to Create a PIN Number for Your Citibank Individual Travel Card

Cardholders can set a PIN through the VRU (1-800-248-4553).

The VRU will provide a long Welcome message. The VRU will then ask the cardholder to provide the following information:

- 16-digit account number (2 attempts allowed before falling to Customer Service Representative)
- SSN – Last 4 digits only (2 attempts allowed before falling to a Customer Service Representative)

The VRU will provide information on the account balance, available credit, payment information followed by menu options. Press Menu option 4 for PIN number requests. If Cash is allowed on the card, the cardholder will be prompted to select a personal identification number (PIN) and validate the number they entered. If Cash is not an option on the Card, the VRU will respond accordingly.