

**To:** James Ce [REDACTED]  
**From:** [REDACTED]  
**Sent:** Wed 1/10/2018 7:24:59 PM  
**Subject:** Re: Phone still does not show when charges go through?..

ok! thanks

On Jan 10, 2018, at 2:06 PM, james | personal genius [REDACTED] wrote:

We can look, but... I think what we need to do is to uninstall and reinstall the Citibank app. It likely prompts at first run for access to send notifications, and doesn't know it has permission now.

Thank you,

**James Ce**  
your Personal Genius  
☐ Certified Support Professional 10.6  
<http://personalgenius.co>

On Jan 10, 2018, at 11:29 AM, [REDACTED] wrote:

Hi James.....my new phone still does not show when charges go through on my Visa...? Perhaps tomorrow we can look at this again?

:)

[REDACTED]