

Aktualności CitiService



16 December 2013

Issue No. 13

Services in Shortcut



Banking Com-
mission Fees
and Charges



CitiService
Newsletter



Foreign Ex-
change Rates



CitiDaily Market
Analyses

In this issue:

- Customer Instruction Acceptance Deadlines on December 24 and 31, 2013
- CitiService Operating Hours on December 24 and 31, 2013

CURRENT INFORMATION - SPECIAL EDITION

1. Please be advised that on **December 24, 2013 our Branch Offices will close early at 2:00 PM.** Customer instructions will be accepted in accordance with the following timetable:
 - a. Foreign transfers and local external and internal transfers
 - Foreign transfer instructions in paper form will be accepted **until 1.00 PM**
 - Local external and internal transfer instructions in paper form will be accepted **until 2.00 PM**
 - Transfer instructions sent through a tested fax will be accepted **until 1.00 PM**
 - Transfer instructions sent through the electronic banking system will be accepted as usual
 - Express Elixir transfer instructions will be accepted as usual
 - b. Deposits:
 - Deposit instructions by phone will be accepted **until 1.00 PM**
 - Deposit instructions in electronic or paper form will be accepted **until 2.00 PM**

Instructions delivered after these deadlines will be processed on **December 27, 2013.**

- c. Incoming foreign payments received through the **EuroElixir** system will be booked on the same day
- d. Incoming local payments received to Customer accounts through the KIR system will be booked on the same day
- e. Trade Service Products
Export and Import Letter of Credit, Collections and Guarantees will be accepted **until 10.00 AM**
- f. Trade Finance instructions (Factoring) will be accepted **until 10.00 AM**
- g. Electronic files in Citidirect
Files related to collections (SpeedCollect, Direct Debit and MT940 and PRGSTA account statements) will be available **on December 25, 2013 from 8:00 AM** (estimated time)
- h. Electronic PDF statements in Citidirect
Electronic PDF statements will be available **on December 27, 2013 from 7:00 AM** (estimated time)

CURRENT INFORMATION - (cont.)

2. Please be advised that on **December 31, 2013 our Branch Offices will close early at 2:00 PM.** Customer instructions will be accepted in accordance with the following timetable:

a. Foreign transfers and local external and internal transfers

- Local internal transfer instructions in paper form will be accepted **until 2.00 PM**
- Local external transfer and foreign transfer instructions in paper form will be accepted **until 12.00 PM**
- Transfer instructions sent through a tested fax will be accepted **until 12.00 PM**
- Express Elixir transfer instructions will be accepted as usual
- Transfer instructions sent through the electronic banking system will be accepted as follows:
 - i) Local internal transfers: **until 5.30 PM**
 - ii) Local external transfers (elixir) : **until 5.30 PM***
 - iii) Local Sorbnet transfer **until 1.30 PM**
 - iii) Foreign external transfers: **until 12.00 PM**
 - iiii) Foreign internal transfer **until 4.00 PM**

***Local external transfers sent between 12.30 PM and 5.30 PM will debit the account on December 31, 2013, and will be settled during the 1st Elixir session on January 2, 2014.**

Instructions delivered after these deadlines will be processed on **January 2, 2014.**

b. Deposits

- Deposit instructions by phone will be accepted **until 1.00 PM**
- Deposit instructions in electronic or paper form will be accepted **until 12.00 PM**

c. Incoming foreign payments

- Incoming foreign payments received by our Bank **until 12.00 PM** will be executed on the same day
- Incoming foreign payments received through the EuroElixir system will be booked on the same day

d. Incoming local payments received to Customer accounts through the KIR system will be booked on the same day

e. Trade Service Products

Export and Import Letter of Credit, Collections and Guarantees will be accepted **until 10.00 AM**

f. Trade Finance instructions (Factoring) will be accepted **until 10.00 AM**

g. Electronic files in Citidirect

Files related to collections (SpeedCollect, Direct Debit and MT940 and PRGSTA account statements) will be available **on January 1, 2014 from 8:00 AM** (estimated time).

h. Electronic PDF statements in Citidirect

Electronic PDF statements will be available **on January 2, 2014 from 7:00 AM** (estimated time).

Please note that this year's **account balance confirmations as at December 31, 2013** will be sent to your mailing address. Please check and **update your mailing address if necessary.**

CITISERVICE OPERATING HOURSE - SPECIAL ISSUE

On December 24 and 31, 2013 CitiService will be available to you **from 8.00 AM to 3.00 PM.**

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*Świątecznych spotkań
pełnych miłości i radości
oraz pomyślności
w Nowym Roku 2014*

*Christmas meeting filled
with love and joy
and prosperous
New Year 2014*



www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.

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Bank Handlowy w Warszawie S.A. with its registered office in Warsaw, 16 Senatorska Street, 00-923 Warszawa, registered in the Register of Entrepreneurs of the National Court Register by the District Court for the capital city of Warsaw in Warsaw, 12th Business Division of the National Court Register at No. KRS 000 000 1538; tax code: NIP 526-030-02-91; share capital of PLN 522,638,400, fully paid-up.