



CitiService News

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Euromoney survey

Only 4 days left – Vote for Citi!

We invite you to complete this year's Euromoney magazine survey and to vote for Citi.





We would like to thank you for the appreciation shown in the last year's survey and encourage you to vote again this year. The survey only takes about 10 minutes.


Your vote is very important to us! There are only 4 days to go. The survey will be active until 4 July 2014.

[Click and vote for Citi](#)

Service Shortcuts

 Except from the Table of Fees and Commissions

 Foreign Exchange Rates

 CitiService News

 Market Analyses



Foreign payments
Global banking network
Wide range of currencies
Flexible access channels
Professional customer service
Innovative products and solutions

- Sorbnet2
- CitiDirect Mobile
- CitiTrade Portal
- Express Elixir

We offer our customers global solutions and banking products



Security requirements related to paper orders (MIFT)

Dear Customers,

Pursuant to Section 5.9 of the General Terms and Conditions of Customer Service and **having regard to the safety of the funds in your accounts**, Bank Handlowy w Warszawie S.A. requires the instructions submitted in paper form that result in the account being debited to be confirmed by phone. The individuals designated by the Account Holder in the relevant Annex to the bank account agreement are contacted on the phone, and **a person other than the person who signed the instruction** should confirm the instruction by phone.

Please remember to:

1. immediately notify Bank Handlowy w Warszawie S.A. of any changes in the list of persons authorized to dispose of the funds in the account and in the list of persons designated to contact Bank Handlowy w Warszawie S.A.;
2. immediately replace the documentation that updates the list of persons authorized to dispose of the funds in the account (Specimen Signature Card);
3. immediately update the list of persons designated to contact Bank Handlowy w Warszawie S.A. and to update the list of phone numbers in the relevant Annex to the bank account agreement.

As an additional measure to **increase the safety of your funds**, we recommend designating the optimal number of people to contact Bank Handlowy in order to enable phone confirmation to be conducted with persons other than the one signing the order in question.

Your compliance with the above requirements and recommendations will enable the secure and timely execution of your instructions, eliminating the risk that an instruction is refused owing to the absence of current documentation or the inability to confirm an instruction with a person other than the person who signed it.

We would like to stress once again that all measures taken by us are meant to ensure the secure and proper processing of your payment instructions at the Bank.



Security requirements related to paper orders

Dear Customers,

We would like to inform you that Bank Handlowy w Warszawie S.A. will accept orders concerning outbound foreign transfers in LTL (Lithuanian litas) to be executed on the day in question until the following hours:

D + 2 – 2:30 pm

D + 1 – 2:30 pm

D + 0 – 11:30 am



CitiDirect – the implementation of a dedicated SEPA transfer form

We are pleased to announce that as of 16 June 2014, customers who use the CitiDirect electronic banking system option will be able to use dedicated **SEPA** transfer forms. **SEPA transfers are now available as a new, separate payment method in the CitiDirect system.** Detailed information on entering SEPA transfers in the CitiDirect system option, both manually and by importing a file, can be found in the Manuals section of the www.citidirect.pl website. Please note that the old method, which is based on the Foreign Transfer form, does not change. Thus, SEPA transfers are now available as a separate payment method in both electronic banking system options offered by the Bank. We hope that this change will make using our electronic banking system even more comfortable for you.



Trade Services Financing - recommendations

Dear Customers, in an effort to ensure security of trade transactions and to prevent errors in orders submitted to the bank, we strongly recommend implementing an electronic system that will enforce a two-step order authorization process. Such a process will considerably limit the risk of errors and eliminate unnecessary costs resulting from the fallible process of handling one-person authorizations or unauthorized orders. To learn how to change the authorization settings in the Citi Trade Portal please consult the Info Trade Team at infotrade@citi.com phone 0 801 258 369



CitiDirect – New CitiDirect and CitiDirect BE configuration forms

We would like to remind you that 30.06.2014 was the last day of the transition period, during which the previous configuration forms were still being accepted.

Starting from 01.07.2014 your requests will be accepted only on the basis of the new configuration forms, available at citidirect.pl and citidirecteb.pl in the **Documents** section.

The most important change introduced with the new documentation is the release of a new, comprehensive '*CitiDirect CitiDirect BE – Activation Configuration*' form, containing filling guidelines. The new form allows configuration of the most often requested services, which until now had to be requested on the basis of several separate forms. These services are as follows: Payments, Direct Debit, Bulk Payments and Files Upload / Download via Delphi module. Thanks to the modification of the configuration forms, we have reduced the number of documents necessary to fill out when you wish to add new Accounts or Users to your CitiDirect Profile.

We hope that the modifications applied to the configuration forms will contribute significantly to the reduction of time necessary to complete the forms.



Bank holidays in July and August 2014

Due to currency holidays (bank holidays in specific countries), customer instructions placed on the following days in July and August 2014 will be processed on subsequent business days:

July

01 – BWP, CAP, CNY, EGP,
HKD, INR, PKR, THB
02 – ANG
04 – USD
07 – MWK, ZMW
08 – ZMW
09 – ARS
11 – THB
16 – CLP
21 – BWP, JPY
22 – BWP
23 – EGP, OMR
24 – VEF
25 – TND
28 – BHD, IDR, KWD, MYR,
PEN, SAR, SGD, TRY
29 – AED, ALL, BHD, EGP, IDR,
INR, JOD, KES, KWD, LBP,
MAD, MKD, MUR, MYR,
MWK, OMR, PEN, PHP,
PKR, QAR, SAR, TND,
TRY, UGX

August

01 – CDF, CHF, IDR, JMD
04 – ISK, ZMW
05 – HRK, ILS
06 – IMD
07 – COP
11 – ZWL
12 – THB, ZWL
13 – TND
14 – MAD, PKR
15 – CLP, HRK, INR, KRW,
LBP, LTL, MUR, PLN,
RON, CSR
18 – ARS, COP, VEF
20 – HUF, MAD
21 – MAD, PHP
25 – GBP, PHP
28 – MKD