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CitiService
News

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Service Shortcuts
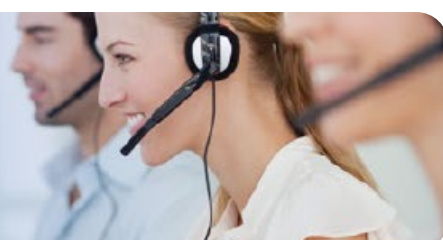
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Statements and reports – significant changes to data presentation will be implemented in November

The previously communicated changes to the way some data is presented in statements and reports will be implemented on the weekend of November 9-10, 2024.

Useful information:

- [scope of changes >>](#)
- [FAQ >>](#)
- [mapping of fields >>](#)
- [training material >>](#)

Please ensure your systems are updated by November 8, 2024, to accommodate these changes. Due to their complexity, reverting to old settings or using previous versions of statements/reports will not be possible.

These enhancements aim to provide consistent, structured data that meets Citi standards, harmonizing intraday and end-of-day (EOD) reporting.

Your satisfaction remains our top priority. For any questions or assistance, please contact the CitiDirect Helpdesk.

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CitiDirect® Digital Onboarding

Citi Handlowy is committed to advancing the digitization of its processes and enhancing the comfort and efficiency of using its services. As we informed in the latest editions of CitiService News, we are introducing the CitiDirect® Digital Onboarding platform, which allows clients to initiate new services directly through a specially developed module of our system. In our target model, we aim to provide you with the capability to apply for additional accounts and cash management products via our CitiDirect portal through a fully digital process.

Phase 1 CitiDirect® Digital Onboarding – procedure for applying for an incremental account this autumn

Before the final solution is available, we plan to launch a feature soon that will make it easier to open an incremental account. The bank will partially fill out the form using the data we already have and send it to you for completion and signing. At this stage, the process is already digital, but still initiated by a bank employee.

Click and see how you can open an incremental account in 3 easy steps >>

CitiDirect® Digital Onboarding Phase 2 – target model

Digital Onboarding – in its final form – will streamline and digitize your onboarding experience, providing you with the ability to self-initiate your onboarding request at a time most convenient for you, directly on our platform. The newly designed, user-friendly, and intuitive interface will help you save time by leveraging information already available in our system, eliminating the need for repetitive data entry. This digital approach will also help reduce errors and delays associated with clarifying inaccuracies in traditional forms. Most importantly, direct system interaction will ensure the immediate circulation of information, enabling faster service and increased automation of subsequent processes.

Standardization and Global Consistency

This digital onboarding process aligns with Citi's global approach, helping us deliver a globally consistent client experience. As part of this effort, we are adopting documents that are uniform within Citi and describe the terms and conditions of service provision, including: the Master Account & Service Terms, the Confidentiality and Data Privacy Terms, the Security Procedures, and the Country Addendum for Bank Handlowy w Warszawie S.A. These will replace the current documentation, primarily the General Terms and Conditions of Co-operation with Clients. Please note that this standardization of documentation will not result in changes to your terms of service with Citi Handlowy but will ensure a consistent documentation structure across our entire Group.

Terms & Conditions related to maintaining an account can be found at our website, in the Client Zone.

We encourage you to read them, and if you have any questions, please contact your Relationship Manager.

We believe these enhancements will significantly improve your experience with Citi Handlowy, providing more efficient service.

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New CitiDirect® experience

The new CitiDirect home page view is already used by most users. The new home page will be made available gradually, and individual users will be able to see them at different times.

This update brings a host of new features designed to maximize your efficiency and improve your overall user experience.

All applications (including CitiFX Pulse) can be found in one place, using the button in the upper right corner of the screen.

Additionally it provides:

• customizable homepage, with new "My favorites" widget

• in-menu search functionality

• user guidance

The process applies to current and new users. The CitiDirect version with the new home page is available to new users within 48 hours of profile creation.

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Use the newest „Make a payment" function (old menu options will be removed)

For all users of new CitiDirect platform, we have implemented a simplified way of making payments.
The improved „Make a payment" option includes a new design that highlights the steps in the form-filling process, allowing users to easily submit a payment.

This update will help:

- send payments faster
- gain visibility into the payment stage and remaining steps

What else:

- more intuitive navigation
- only fields applicable to the selected payment method are shown
- fields are grouped into logical sections
- key fields are displayed as a payment summary for easy reference
- new option to quickly send payments if all mandatory details are provided
- the submission confirmation screen has been redesigned to highlight the next steps

From September 2024, we have begun gradually disconnecting the old CitiDirect menu options:

Old functionality:	New functionality (marked with a green "i")
"To Authorize", "To release"	"Approve payments"
"View all payments"	"Manage payments"
"Input New Outgoing", "Simple Payment", "Pay Using Template"	"Make a payment"

We invite you to our CitiDirect sessions! We recommend the training: CitiDirect - Basics >>

Check out how to initiate payments using the new menu options:
payments processed in the new CitiDirect >>

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Audits – responding to the Auditor's request

For most of you, the beginning of the year is a period of increased activity due to the closing of the financial year and requesting financial statements as of December 31, 2024. To prepare to efficiently handle the demand for audits in response to auditors' inquiries, we remind you of the rules related to this process.

Scope of information provided in response to auditors' requests.

1. Standard audit:

- provides general information for balances on all bank accounts and on balances for deposits, guarantees, letters of credit, and cards - it is not a form of answering every auditor's question
- fee in accordance with the Fees and Commissions Table for Clients - PLN 200
- certificate prepared in 3 working days.

2. Custom audit:

- includes answers to all the auditor's questions based on the applications sent to the bank
- fee in accordance with the Fees and Commissions Table for Clients - PLN 1,000
- audit prepared in 5 working days.

  We would like to remind you that you must sign the application in accordance with the company's representation and the documentation submitted to the bank (a qualified electronic signature or a signature in accordance with the signature specimen card). The application can be sent to the bank in four ways:

- by post in the original (signed by hand) to the address:

  Citi Handlowy
  Bank Handlowy w Warszawie S.A.
  ul. Senatorska 16
  00-923 Warszawa
  Client Documentation Zone

- to the CitiService Advisor or Relationship Manager by e-mail with a qualified electronic signature
- via the confirmation.com platform - the auditor attaches the appropriate authorization signed by the client
- **NEW:** scan attached to the e-mail, signed by hand in accordance with the company's representation and the signature specimens available at the bank.

At the same time, we encourage you to use the www.confirmation.com platform - digitization of the process will allow you to accelerate and improve the effectiveness of issuing bank audits while maintaining high data security standards.

Instruction for auditors submitting applications via the confirmation.com platform are available on the website https://www.citibank.pl/poland/corporate/polish/pdf/instrukcja-confirmation.pdf

Additionally, we would like to inform you that if the domain of the auditor's e-mail address to which the bank is to send the prepared audit does not appear on the MTLS list, then the audit will be sent in an encrypted, secure e-mail message.

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3 layers of anti-fraud protection
- protect, detect, respond

There are three key steps to developing a strategic defense for your organization. The first step is to ensure that your organization is **protected**; the second is to ensure that if fraud or an attempted cyberattack occurs, your organization can quickly **detect** it; and the third step is to ensure that your organization has a plan to **respond quickly** and appropriately in the event of fraud or a cyberattack.

When developing a strategic defense, it is essential to consider three aspects of your organization in each of the above phases: **people, processes, and technology.**

	PEOPLE	PROCESSES	TECHNOLOGY
PROTECT	• Educate employees • Set maker/checker controls	• Grant only the necessary access, review it on an ongoing basis • Remove unnecessary permissions from employees • Have a plan for high-risk scenarios	• Avoid using free accounts for business correspondence • Limit employee access to private email accounts and social media sites
DETECT	• Pay attention to the so-called "red flags" (email form and style, sender's address) • Pay special attention to cases reported during trips, on Friday afternoons, or just before official holidays/days off	• Confirm by phone any transfer request to a new beneficiary • Do not call back new or temporary phone numbers • Make sure you are calling someone you know, avoid calling new or unknown people	• Regularly update your antivirus and antimalware systems • Install operating system and program updates as soon as possible • Use technology to flag emails as phishing attempts
RESPOND	• Send a warning/alert to people who know what to do in case of such incidents • Don't be afraid to use the word "fraud" or "problem" • Act quickly, every minute counts in the process of stopping and recovering funds	• Create a process before you need it • Define roles and responsibilities • Determine who needs to be informed, what they need to see, and when • Carefully review transactions on other accounts to make sure there are no other suspicious operations	• Keep all possible traces, including computers • Engage a security expert to verify how the incident occurred and to assess vulnerability to further attacks • Consider performing a vulnerability test against further attacks – engage your IT department to send fake "phishing" emails to employees

Use the power of CitiDirect tools:

• appoint a CitiDirect Security Manager

• always use a two-person authorization scheme for transfers

• consider introducing amount limits or restrictions on working hours in the system

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Migration
to the ISO 20022
standard

In accordance with the SWIFT guidelines, the requirement for banks to receive payment messages (MT1XX, MT2XX) in a format compliant with the ISO 20022 standard (MX format) came into force last year. Over the next two years, the formats for more payment types will change.

Both banks and their clients need to adapt to the new requirements by preparing their systems.
We encourage you to follow the CitiService News, where we will post useful information in this regard on an ongoing basis.

You can find more information about changes related to the market migration to ISO 20022 standards on our website, in the Customer Zone section.

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Register online and take the opportunity of training on the CitiManager platform!

We would like to remind you that CitiManager provides fully digitized services for Business Cards at Citi Handlowy. This is the main tool for submitting card applications, immediately adjusting card limits, monitoring expenses in real-time, and generating statements for each debit and credit card.

Regular training sessions in Polish for 2024 will be held every last Tuesday of the month at 11:30. The next session will be on October 29th 2024.

Registering for the training is very simple and can be done via registration platform on the website >>, where you can sign up for selected sessions in Polish. Please visit our website regularly and participate in Training sessions based on your needs.

The trainings provide a step-by-step demonstration of the functions of the CitiManager platform, including the Program Administrator role.

Below we present the training plan:

1. kartybiznes.pl website
2. System home page and logging in
3. User profile and its modifications
4. Changing card user data (personal data, card parameters)
5. Notifications and card statements
6. Applying for a card
7. Moving from CitiManager to the CCRS reporting module
8. Discussing the most popular reports and their editing
9. Setting up a report subscription

Training sessions in Polish:

• are conducted live on ZOOM platform by qualified bank specialists, with the opportunity to ask questions

• free of charge, multiple participation is possible.

Training sessions in English:

• are available under the link >>

NOTE: trainings on the Citi website cover CitiManager functionalities offered globally. The scope may vary slightly for Citi Handlowy users. Therefore, please be aware of possible discrepancies or unavailable solutions.

For more information about the CitiManager platform, visit here >>

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Changes
in the KYC process

Pursuant to the provisions of the Act on Prevention of Laundering and Financing of Terrorism, obliged institutions, including Citi Handlowy, are bound to effectively counteract the use of the banking system to finance crime. The prevention of illicit financial flows relies primarily on transparent ownership structures of companies and enterprises, including the identification of beneficial owners and other natural persons holding shares in the company's capital.

Given that the bank is obliged to establish the ownership structure of the entity with which it does business, including the identification of persons in control of that entity, the bank will apply additional financial security measures of which we would like to inform you.

The scope of the data to be obtained in order to identify and verify the identity of the beneficial owners of 25% or more of the shares of the company in question will include: (i) first and last name; (ii) information on the percentage of ownership; (iii) residential address or country of residence with date of birth; (iv) nationality; (v) information on the role of the person exercising control in the entity in question.

At the same time, in case of increased risk, the bank reserves the right to identify persons exercising control over an entity who hold at least 10% of the shares or interests in the entity in question.

At the same time, the bank reserves the right to request information on the total value of the assets of the persons exercising control over the client, the source of the assets, the annual income, and the industry in which the person is or was employed.

If you have any questions, please contact your Relationship Manager.

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Check processing withdrawn from the offer

The processing of checks will be withdrawn from the bank's offer effective from November 30, 2024.
The bank will cease to settle checks in domestic and foreign transactions (including cashier's checks, clearance checks, as well as collection and purchase of foreign checks). The check books already issued will become invalid. New check books will no longer be issued, and new checks will not be accepted.

We are focusing on promoting these settlement methods, as they bear lower risk, are more convenient to use, and more secure for both parties to a transaction. We encourage you to use our wide range of transfers, both domestic and foreign. This settlement method makes it possible to monitor the payment status, respond instantly, and process transactions with an option to automate and integrate the settlement process directly with the financial and accounting system.

Transfers are an advanced and fully digital settlement method that is a much better match for modern market standards, and the formats of our transfers correspond to regulatory requirements. As an alternative, we also offer debit and credit corporate cards, and if no other option is possible, cash-based solutions, such as withdrawal based on a payment order.

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Bank Holiday:
October and November 2024

Please note the following days in **October and November 2024** when orders received will be processed on the following business day due to currency exchange holidays (i.e., public holidays in the respective countries).

OCTOBER	
1	CN, CY, HK, UA
2	UA, CN
3	CN, DE, ILS
4	CN, ILS
7	AU, CN
11	ILS
14	CA, JP, US
17	ILS
23	HU
24	ILS
28	CZ
29	TR

NOVEMBER	
1	All Saints' Day, AT, BE, ES, FR, HR, HU, IT, LT, LU, PL, PT, SK, SI
2	LT
4	JP
11	Independence Day, CA, US
23	JP
28	US
30	AE, RO

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