



CitiService News

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Important information for Visa Business Debit cardholders - switching from magnetic strip cards to chip cards



We inform that the transaction activation of the new chip debit cards (with simultaneous deactivation of magnetic strips cards) will take place on February 4th, 2017, between 21.00-24.00.

The process of transaction activation of the new chip cards means a temporary suspension of transactions using both the old and the new cards on February 4th, 2017 between 21.00 and 24.00. We sincerely apologise for this inconvenience.

As of February 5th, 2017 please use only the new cards. We remind you that setting new PIN codes is necessary for carrying out transactions using these cards. As an additional fail-safe measure, please retain your magnetic strip cards for two days following the activation of the chip cards. We informed about this in the previous edition of CitiService News, but due to the fact that many Holders have still not activated their new cards, we would like to remind how to do this. Every Holder who received a new chip card last December should call the Corporate Cards Support Desk (phone: 22 692 26 62 or 800 120 111) to have the T-PIN code (PIN for telephone support) and the PIN code for transactions authorization at POS terminals and ATMs assigned. Card Holders should follow the instructions received from Citi Handlowy with the card. Hotline consultants remain at your disposal between 6.30 and 24.00, to help you assign the PIN codes and to answer any questions regarding the process of delivery of the chip cards.

It is necessary to allocate a new PIN code to a chip card prior to its transaction activation because after switching from the magnetic strip card to the chip cards, the PIN assigned to the previous card will expire and will stop functioning.

ATTENTION: Please make sure that you have assigned PIN codes to your new card, so that it is ready for use as of February 5th, 2017.

We hope your transactions with the use of new chip cards will be reliable and successful!