



## CitiService News

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Managing company finances from home? It's easy!



Choose **self-service** and see how many operations you can do yourself.

**Remote work and the need to maintain social distance make us appreciate more the ability to manage our resources by ourselves.**

Citi Handlowy provides a number of useful functions that allow you to decide about your bank account and our services without unnecessary formalities and having to contact the Bank. We would like to invite you to our **self-service** series. [Today's subject is „why is it worth using the Security Manager function” >>](#)

### Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



Contact with CitiService:  
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**Continuity of business - secure connectivity with Bank - solutions for Clients working in contingency situation**

Please be reminded about the CitiDirect BE functionalities that will help you while working in flexible locations.

#### MobilePASS



CitiDirect BE®  
Aplikacja MobilePASS

It guarantees an access to CitiDirect BE using dynamic passwords generated on a smartphone. Thanks to MobilePASS, there are no risks associated with the delivery of a hardware token and there is no need for physical contact e.g. with the supplier. When logging in, you do not need to have an additional device with you - just a smartphone.

[MobilePASS leaflet >>](#)

[User guide >>](#)

[Enabling Users for MobilePASS >>](#)

[Frequently Asked Questions >>](#)

### CitiDirect BE Mobile



Application allows to manage everyday transactions, directly from the smartphone or tablet. Is easy-to-use, secure and feature rich. First of all it is a remote access to account information and authorization of transactions - without dependency on the location, office, computer in the office. All CitiDirect BE users are entitled to use mobile app.

[CitiDirect BE Mobile leaflet >>](#)

[More details >>](#)

### Security Manager



This function is given to designated employees in your company. Security Manager is allowed to manage users profiles, their entitlements and authentication tools (token, MobilePASS) - independently, quickly, without any additional documentation and any contact with the Bank.

Bank requires a minimum of two Security Managers, but recommends three to ensure adequate backup.

[Security manager leaflet >>](#)

[Designate CitiDirect BE Security Manager >>](#)

### eForms



This is an electronic documents exchange platform, available for Clients of Citi Handlowy through CitiDirect BE. eForms platform has been designed to limit the exchange of standard and non-standard paper documents with the Bank to the minimum necessary.

Thanks to the platform:

- You can submit requests to the Bank in a faster and simpler way;
- The built-in hints will help you to fill out the form correctly and minimize the risk of making a mistake;
- The Bank will be able to verify the correctness of the request you submit more efficiently;
- You will be able to check the status of your case on the platform; additionally, you will receive a request status notification in the form of an e-mail alert or text message;
- You can check historical eForms and get a report.

[More details >>](#)

[eForms activation form >>](#)

[The latest list of eForms >>](#)



### Electronic documentation workflow based on a qualified electronic signature

We are pleased to inform you that we have introduced another solution to facilitate efficient contact with the Bank in remote working conditions. Electronic documentation workflow based on a qualified electronic signature will allow you to maintain easy access to our services, without having to send paper documents and personal contacts. A qualified electronic signature, in accordance with the requirements of the Civil Code and the EU eIDAS Regulation, is equivalent to a handwritten signature.

[More information >>](#)



### The next phase of digitization, automation for incoming payments

In order to improve the quality of service and speed up the availability of our Clients' funds resulting from incoming payments to the account in currencies other than the account currency, we introduced an automatic process of posting these transactions to the account in accordance with the instructions. The change came into force on January 2, 2020.



CHOOSE SELF-SERVICE

# CitiDirect BE self - administration - quickly, safety and... environment-friendly

CitiDirect BE self - administration feature is one of the tools which enables you to manage a bank account on your own, without additional documents exchange and the need to contact the Bank.

CitiDirect BE Security Manager is a function designated to a person in your company. CitiDirect BE Security Manager is able to manage users' profiles and their entitlements as well as authentication tools (token, Mobile Pass) on his/her own, without the need to contact the Bank and send additional documents.

In order to ensure adequate support, it is necessary to designate at least two CitiDirect BE Security Managers, the Bank recommends designate three.

## Entitlements of the CitiDirect BE Security Manager:

- Creates and deletes CitiDirect BE users
- Assigns, modifies and cancels user's entitlements
- Configure CitiDirect BE according to his/her own preferences
- possibility to disable a user immediately, e.g. in the case of losing the SafeWord card
- generates reports concerning users and its entitlements
- managing authentication tools (token, Mobile Pass)
- without the need to feel in applications and wait for their execution
- without the need to contact the Bank

## Benefits for your Company resulting from having the CitiDirect BE Security Manager function:

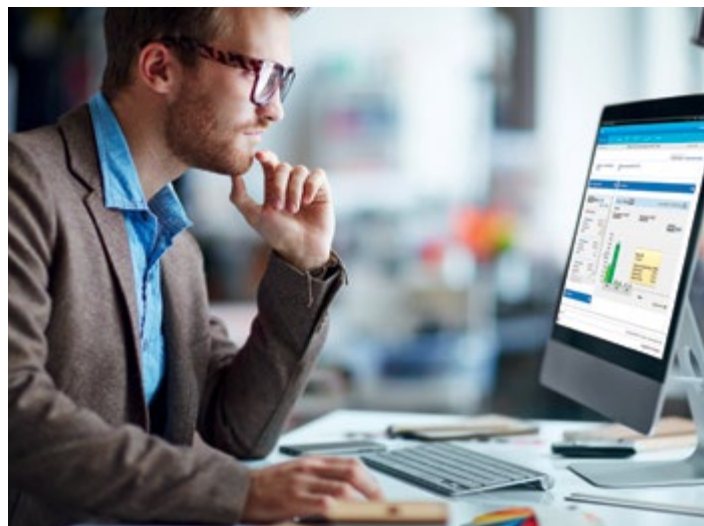
- **Saving time**
- **Security** - changes are made by two users, after every change, authorisation is required
- **Paperless operation**
- **Better control over operations in the CitiDirect BE**
- **Reduction of expenses: free confirmations of payments, entitlements reports, mt940 reports etc.**

## Applications and materials:

[Designate CitiDirect BE Security Manager >>](#)

[CitiDirect BE User Guide >>](#)

For more details, you can also contact a CitiService advisor.





## Bank holidays in June and July 2020

Please note below the days in **June and July 2020** when orders received on that day will be effected on the following business day due to a currency exchange holiday (i.e. a public holiday in a given country).

JUNE	
1	AT, BE, CH, DE, DK, FR, HU, IE, IS, LU, NL, NO, RO
2	IT
5	DK
8	AU, CY, GR, RO, UA
10	PT
11	AT, DE, HR, PL, PT
12	RU
16	ZA
17	IS
19	FI, SE
22	HR
23	EE, LU
24	EE, LT
25	CN, HK, HR, SI
26	CN
29	UA

JULY	
1	CA, HK
6	CZ, LT
14	FR
15	TR
21	BE
23	JP
24	JP
30	AE
31	AE, SG, TR