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**citi handlowy**

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## NEWSLETTER

CUSTOMER SERVICE DEPARTMENT

<p><b>NEWS can be downloaded:</b></p> <ul style="list-style-type: none"> <li>• at CitiDirect – menu <i>File Downloading</i></li> <li>• at <a href="http://www.citihandlowy.pl">www.citihandlowy.pl</a> in <i>Corporate Banking</i> section</li> <li>• in electronic version together with the statement of January 3, 2011</li> </ul>	<ul style="list-style-type: none"> <li>• <b>FX Tables</b> available at <a href="http://www.citihandlowy.pl">www.citihandlowy.pl</a> or at CitiDirect, <i>Pobieranie Plików</i> menu</li> <li>• <b>Excerpt from the Table of Bank Commissions and Fees</b> available at <a href="http://www.citihandlowy.pl">www.citihandlowy.pl</a>, in <i>Corporate Banking</i> section</li> <li>• <b>Manuals for CitiDirect</b> available on the information page of the program, visible after logging into the system</li> <li>• <b>CitiDaily</b> – ongoing analysis of the situation in financial markets available at <a href="http://www.citihandlowy.pl">www.citihandlowy.pl</a>, in bookmark <i>Okiem Analityka</i></li> <li>• <b>Citidirect Client Academy</b> – electronic training session module at: <a href="http://www.citihandlowy.pl/akademiaklienta">www.citihandlowy.pl/akademiaklienta</a></li> </ul>
<p><b>CHANGES IN THE ANNUAL BALANCE CONFIRMATION PROCESS - REMINDER</b></p>	<p>We hereby inform you that the <b>confirmations regarding your accounts</b> maintained with Bank Handlowy w Warszawie S.A. as at December 31, 2010 will be sent to you on <b>January 10, 2011</b>. The confirmations will be sent in two copies together with a return envelope.</p> <p>If the information provided to you is correct, please <b>sign one copy</b> (according to the Specimen Card submitted to our Bank) and send it back to us in return envelope. <b>This has changed as compared to previous years.</b></p>
<p><b>CHANGES IN THE INFORMATION PROVIDED TO FINANCIAL CONTROLLERS/AUDITORS - REMINDER</b></p>	<p>We would like to remind you that effective <b>1st July 2010 the classification of audit issue into the so-called standard and non-standard audits has been introduced</b>. Following the requests received from auditors or customers, the so-called standard audit will be issued, which will contain information on customers' account balances, deposits, letters of credit, guarantees and term loans taken in our Bank. The so-called non-standard audit will be issued upon customers' request exclusively if they have previously contacted a Customer Service Department specialist.</p> <p>In view of the above classification, also the fees for the audit issue will change as follows: standard audit – PLN 200, non-standard audit – PLN 1000.</p> <p>The new fees have been presented in the Table of Bank Commissions and Fees.</p>