

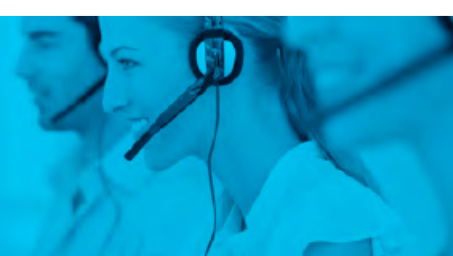
read CitiService News

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Service Shortcuts:

Contact with CitiService:

 tel.: 801 24 84 24; 22 690 19 81



Electronic Banking: The new generation of CitiDirect: gradual transition to a higher version of the system

We have started enabling the **new CitiDirect® platform**, which provides greater transparency, efficiency and control.

The new CitiDirect combines the best of the most frequently used features with improved navigation and refined workflows. Key tasks, such as making payments, reviewing account information and exporting balances, are now easily accessible from the home page.

New functions and a simplified way of using the system will be made available gradually, and individual users will be able to see them at different times.

Sessions on the new CitiDirect has been included in our recurring online [training courses >>](#) **Register now!**

More information can be found on citidirect.pl in section [Manuals and Documents / Instructions >>](#)

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Valid identity documents: important due to the amendment of the AML Act

With the change of the AML Act, we would like to remind you of the obligation to update the identity documents (ID) with the bank in the event that the validity period has expired or there has been a change for other reasons. Details below.

In connection with the amendment to the Act on anti-money laundering and terrorist financing of March 1, 2018 ("AML Act"), new obligations have been imposed on obliged institutions, including banks, starting from October 31, 2021. These obligations are related to the application of financial security measures in a situation where there has been a change to the previously determined customer data, including persons authorized to act on behalf of the customer or ultimate beneficiary owner. Please be reminded that, banks are required to identify the customer and verify its identity on the basis of identity documents on a constant basis. Citi Handlowy performs these activities in particular towards persons authorized to act on behalf of the customer, i.e. persons indicated in the signature specimen card or entitled to authorize payments in electronic banking, program administrators and corporate card holders. The obligations imposed by the amended AML Act require ensuring that customer data, including those from ID of persons authorized to act on behalf of the customer, is valid. We would like to draw your attention to this as **lack of current data soon will result in blocking the possibility of performing a transaction by a person whose data is not up-to-date**, and this may result in the delay or even suspension of your company's transaction.

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Changes to the Business Cards documentation: a reminder



We would like to kindly remind that in July, 2022, the documentation for Business Cards was changed. Please use the forms marked with the reference number [STANDARD 062022](#).

Applications submitted on forms with a different reference number (except for the VISA Business Debit Card Application for agreements concluded until 30/04/2021 with reference number [CUSTOM 062022](#) and documentation with reference number [NON STANDARD](#)) **will not be processed by the bank.**

The current documentation is available at www.kartybiznes.pl in the Program Administrator Zone.

If you have any questions, please contact the Corporate Cards Service tel: **+48 22 692 25 52** or e-mail: karty.obsluga.klienta@citi.com.

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Introduction of the euro in Croatia: as of January 1, 2023!

Due to Croatia's announced intention to join the eurozone at the beginning of next year, as of January 1, 2023 the euro will become legal tender in Croatia, replacing the kuna.

As of January 1, 2023, Citi Handlowy will cease settlements and maintain bank accounts in the Croatian kuna.

We will provide more information in the next issue of CitiService News.

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Bank holidays: November and December 2022

Please note below the days in **November and December 2022** 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 Poland).

NOVEMBER	
1	All Sants Day, AT, BE, ES, FR, HR, IT, LT, PL PT, SK, SL
2	LT
3	JP
4	RU
11	Independence Day, EE, CA, FR, PL, US
10	CA, JP, US
17	CZ, SK
18	HR
23	JP
24	US
30	RO

DECEMBER	
1	AE, PT, RO
2	AE
6	ES, FI
8	AT, ES, IT, PT
16	ZA
23	JP
25	Christmas
26	Christmas AT, AU, BE, BG, CA, CH, CY, CZ, DE, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, LV, NL, NO, PL, RO, SE, SG, SK, SL, US, ZA
27	AU, BG, CA, GB, HK, IE
28	BG, IE

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