



## CitiService News

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### Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



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### Acceptance hours at KIR on 29 December 2017



- Two ELIXIR system clearing sessions (I and II) will be held in accordance with the standard working hours of the KIR (National Clearing House).
- Four Euro-Elixir system clearing sessions will be held in accordance with the standard working hours of the KIR (National Clearing House).
- Express Elixir money transfers will be executed by the Bank during standard working hours: 7.00 a.m. to 6.00 p.m.

The acceptance hours for instructions to be executed by Bank Handlowy w Warszawie S.A. will be announced in the special December 2017 issue of the Bulletin.

### Cash services - convoy lists



Please note that the Bank plans to introduce a change in the distribution of **convoy lists**, which are sent to you by the Bank and are the basis for the verification of the collectors in the process of handling cash deposits and withdrawals.

New lists will apply to all of your locations, serviced by the sorting facilities specified on the document (your addresses will not be included on the new lists).

This change means you will receive updates faster.



## Convenient and efficient management of Client Profile Settings - CitiDirect BE Client Security Manager

We do our best to ensure that your interactions with the Bank are as easy and fast as possible. The CitiDirect BE Client Security Manager functionality enables the Clients, among other things, to manage the users themselves, as an alternative to asking the Bank to do this for them in a paper form. Combined with the eForms platform, the functionality reduces the need to send paper instructions to the Bank to the minimum.

[>> Find out more about the CitiDirect BE Client Security Manager](#)

CitiDirect BE Client Security Manager:

- ✓ **Creates and deletes Users.**
- ✓ **Assigns, modifies and cancels entitlements** of Users relating to operations on the accounts of the Client. The Administrator may assign, for example, such entitlements as the right to create, authorize and release transactions (i.e. the Administrator may control transaction flows on an account).
- ✓ **May configure various settings** on the Profile in CitiDirect BE, e.g. connection with an accounting system / SAP.
- ✓ **May temporarily block a User** in the system (e.g. for security reasons after a SafeWord card is lost or as part of compulsory "no-signing-on" periods).
- ✓ **May add a new currency or a new payment method** allowed for use on the Profile.
- ✓ **Security** is always ensured by the requirement that **changes must be implemented by at least two persons** (each change requires verification and authorization).
- ✓ **May generate reports** that cover entitlements, inactive Users, etc.

Details of the Client Security Manager module can be found [here](#).

**We recommend submitting an application to activate the Client Security Manager functionality on your account. (The application form can be found [here](#)).**

We also invite you to join our [CitiDirect BE Client Security Manager training](#). If you would like to schedule a training session, please contact your Account Manager.

We also invite you to use our new innovative solution: the MobilePASS app. Its advantages include:

- ✓ **More convenient, "on the spot" log-in process** using your smartphone.
- ✓ Friendly and **secure log-in process** using app-generated numeric passwords.
- ✓ Possibility to use **additional security features** protecting the smartphone against unauthorized access, e.g. using PIN, password, pattern or fingerprint.
- ✓ **Possibility to add new users quickly** without the need to wait for the delivery of new physical tokens.

[>> Find out more about mobile access with the MobilePASS app.](#)

The CitiDirect BE Client Security Manager module is the next step in the digitalization of the banking services provided by Citi Handlowy. Together with the eForms platform and MobilePASS app, the functionality provides users with a convenient and efficient way to manage their accounts.

Should you have any queries, please contact your Relationship Manager.



## Changes of the rules of payment of contributions for Polish Social Insurance Institution (ZUS)

From the 1<sup>st</sup> January 2018, the rules of payment of contributions for Polish Social Insurance Institution (ZUS) are going to change

ZUS payments are going to be conducted as one regular domestic bank transfer to the individual account number which you are going to obtain in the registered letter from ZUS.

Instead of three or four transfers a month, there will be just one, sent altogether for:

- social insurance,
- health insurance,
- the Labour Fund,
- the Fund of Guaranteed Employee Benefits,
- the Bridging Pension Fund.

Foregoing accounts will be closed on 31<sup>st</sup> December 2017.

New individual number of contributions account is going to be made up of 26 numerical digits. In this number, the ZUS identification number and your NIP number (the last 10 digits) are going to be contained.

2 digits	11 digits	3 digits	10 digits
XX	60000002026	XXX	XXXXXXXXXX
Control number	Permanent number	Complementary number	Your NIP

From 1<sup>st</sup> January 2018, the only information that is going to be obligatory in order to complete the bank transfer to ZUS will be the contribution amount, sender and recipient of the payment and yours new number of contribution account.

Payment on current ZUS accounts with future value date, after 31<sup>th</sup> of December 2017, will be rejected. Payment has to be initiated again by Client with new individual ZUS account number.



## Euromoney 2017 magazine survey - results

We are very grateful to you once again for recognising Citi Handlowy bank products as the best on the Polish market in this year's Euromoney 2017 survey. Your votes were highly appreciated!

### Citi Handlowy No 1 Cash Management in Poland!

We are immensely pleased that by providing the highest quality of service, we can support our clients in their business activities. We hope to contribute to your success in the years to come, and that with your trust we will continue in first place.

**The best is yet to come!**



## Annual balance confirmations

We kindly inform you that the Bank will send balance confirmations as of 31 December 2017 to your correspondence addresses.

Please check them and - if needed - also update your correspondence addresses.



## Certificates for the Auditor

The time is coming when you will be ordering audit certificates in connection with your business activities. In order to meet your expectations as regards the contents of audit documents prepared by Citi Handlowy, we want to present the scope of information included in particular types of certificates:

- **Standard audit** (fee as per the Fee and Commission Tarif - PLN 200), time to prepare: not longer than 3 business days - the certificate shows balances of all your bank accounts.
- **Non-standard audit** (fee as per the Fee and Commission Tarif - PLN 1,000), time to prepare: not longer than 5 business days - the certificate includes replies to all questions asked by the auditor, in accordance with the audit request.

If you have any questions, please contact CitiService Relationship Managers.



## Clearing balances for Budgetary Units

Please be advised that budgetary units, which should have their account balance cleared at the end of the year, are requested to provide a written order to the bank **no later than on 8 December 2017**.

Please send your orders to the following address:

**Strefa Dokumentacji Klienta,  
ul. Senatorska 16,  
00-923 Warszawa**

In order to ensure efficient service, we ask you to sign the orders in accordance with the Specimen Signature Card submitted to and available in the bank. If your order consists of multiple pages, please affix the **required signatures** on each page.



## Bank holidays in December 2017

Please note below the days in December 2017 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).

DECEMBER	
1	AE, PT, RO
6	ES, FI
8	AT, ES, IT, PT
25	AT, AU, BE, BG, CA, CH, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, PT, RO, SE, SG, SI, SK, US, ZA
26	AT, AU, BE, BG, CA, CH, CY, CZ, DE, DK, EE, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, RO, SE, SK, SI, ZA