



CitiService News

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Annual confirmation of balances



On 11 January 2018, we have sent you the documents with annual balance confirmations. Please remember send us back the the second copy of the received document with your signature, within 14 days of receipt, to:

Bank Handlowy w Warszawie S.A.
Biuro Obsługi Rachunków Klientów Korporacyjnych /
Account Support Office, Corporate Customers
ul. Golezowska 6
01-249 Warsaw

Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses

Contact with CitiService:
tel.: 801 24 84 24; 22 690 19 81

Updates in the Table of Fees and Commissions



Please be advised that on 1st March 2018 the updated Table of Fees and Commissions will come into force at the Bank.

The excerpt from the Bank's Table of Fees and Commissions is available on www.citihandlowy.pl/strefaklienta.

If you have any questions concerning agreed non-standard prices, please contact your Relationship Manager.



New forms: application to open sub-account and Specimen Signature Card

Please be informed/reminded that changes were made in two forms related to the current account handling:

1. Application to open sub-account

- Now you can open a sub-account and set authorisation for Electronic Banking with a single application.

2. Specimen Signature Card

- At the end of the Card, we added space for those who approve the Specimen Signature Card where they can place their own signature specimen with no need to authorise themselves on the front page of the Card.
- In connection with the entry into force of the Act of November 24 2017. on the change of some acts in order to counteract the use of the financial sector to tax fraud (the so-called STIR Act), it was necessary to add a field - „Country of birth”.

You can obtain the new forms from your CitiService Consultant or Banking Consultant.

The current forms will remain in force until 31 March 2018. After this date, only new forms will be accepted.

We hope that you will find the implemented changes even more convenient.



Change in electronic banking

In reply to your numerous suggestions regarding improvement in electronic banking processes for companies, starting from 1 March 2018 the Users of CitiDirect BE will receive active SafeWord cards (tokens).

Thus, the Bank resigns from the obligation to send back the records of receipt of SafeWord cards / PINs by the Users of CitiDirect BE.

This change will give the Users a quicker access to CitiDirect BE - possibility to log into the system upon receipt of the SafeWord card and PIN.

At the same time, we encourage you to take the opportunity and log into CitiDirect BE system using the MobilePASS application.

We wish you friendly logging and nothing but successful transactions.



The Regional Processing Centre in Olsztyn has a new address

Please be informed that as of 12 January, following the decision of the Governor of Warmia-Mazury Province (Wojewoda Warmińsko-Mazurski), the name of the street, at which the Olsztyn Centre's is located, has been changed.

The old street name, ulica Wincentego Pstrowskiego, has been replaced with ulica 5 Wileńskiej Brygady AK.



IMPORTANT INFORMATION FOR USERS OF VISA BUSINESS CORPORATE CARDS (Visa Business Debit Cards, Visa Business Charge Cards, Guaranteed Visa Business Cards)

Please be informed that the **3D Secure service** will be launched for Visa Business Corporate Cards. This service will provide additional security during transactions without physical use of the card, over the Internet.

The mechanism will work as follows: during an online transaction, the Cardholder will be asked to enter the 3D Secure password, which they will receive in the form of a text message to the mobile telephone number provided to the Bank. It means that all Internet transactions will be available only if Bank possesses in its cards systems correct Card Holders mobile phone numbers.

NOTE. To this end, please submit or update the mobile telephone number database of Cardholders of Visa Business Corporate Cards issued to your company's employees – **by the end of March this year.**

Please submit the information using the following email address: karty.obsługa.klienta@citi.com or by calling +22 692 26 62.



Bank holidays in March and April 2018

Please note below the days in March and April 2018 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).

MARCH	
5	BG
8	RU, UA
9	RU
13	AE
15	HU
16	HU
19	IE
21	JP, ZA
29	DK, ES, IS, NO
30	AT, AU, BE, CA, CH, CZ, DE, DK, EE, ES, EU, FI, FR, GB, HK, HU, IE, IS, LU, NL, NO, PT, SE, SG, SI, SK, ZA

APRIL	
5	CN, HK
6	BG, CN, CY, GR
9	BG, CY, GR, RO, UA
10	CY
14	AE
19	IS
23	TR
25	AU, IT, PT
27	DK, NL, SI, ZA
30	CN, HU, JP, RU