

December 19, 2011

No. 14

# CitiService News

**Czytaj  
Aktualności**

**Bądź  
na bieżąco**

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Please visit CitiService available at [www.citihandlowy.pl/citiserice](http://www.citihandlowy.pl/citiserice)



ANALIZY RYNKOWE  
CITIDAILY



WYCIĄG Z TARYFY PROWIZJI  
I OPŁAT BANKOWYCH



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TABELA KURSÓW



AKTUALNOŚCI  
CITISERVICE

## CURRENT ISSUE TOPICS

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**CUT-OFF TIMES FOR  
FUNDS TRANSFERS ON  
23<sup>RD</sup> AND 30<sup>TH</sup>  
DECEMBER 2011**

We kindly inform you that on **23<sup>rd</sup> December and 30<sup>th</sup> December 2011** our branches will be open **as on a normal business day**. Your orders will be accepted according to the following schedule:

**23<sup>rd</sup> December 2011:**

- normal business day - unchanged

**30<sup>th</sup> December 2011:**

**1. Domestic, foreign and internal transfers:**

- domestic internal transfers submitted in a paper form – **up to 2.00 pm**

- other transfers submitted in a paper form – **up to 12.00 am**

- sent via keyed fax – **up to 12.00 am**

- sent via electronic systems

a) internal - **up to 5.00 pm**

b) external:

domestic – **up to 12.00 am**

foreign – **up to 1.00 pm**

Orders sent after the above mentioned times will be executed on **2<sup>nd</sup> January 2012**.

**2. Deposits:**

- made by phone – **up to 1.00 pm**

- sent electronically or submitted in a paper form **up to 12.00 am**.

- sent via keyed fax – **up to 12.00 am**

**3. Foreign inflows:**

- received by our Bank **up to 1.00 pm** will be executed on the same day.

**4. All inflows** from the National Clearing House into Customers' accounts will be credited according to NCH's schedule of work for that day.

**5. Resetting the balances for budgetary units** – budgetary units which at the end of the year should have a reset account balance are kindly asked to immediately submit written instructions to reset the account balance.

**6. Trade Services Products, i.e. Export and Import Letter of Credits, Collection and Guarantees:**

23<sup>rd</sup> December 2011 **up to 10.00 am**

30<sup>th</sup> December 2011 **up to 10.00 am**

**7. Trade Finance Orders – Factoring:**

23<sup>rd</sup> December 2011 **up to 10.00 am**

30<sup>th</sup> December 2011 **up to 10.00 am**

At the same time, please be informed that on **23<sup>rd</sup> and 30<sup>th</sup> December 2011** **CitiService** will be available to you **at standard times** – from **08.00 am to 5.00 pm**.

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**CHANGES TO THE  
PROCESS OF ANNUAL  
BALANCE  
CONFIRMATION -  
REMINDER**

Please be reminded that **confirmation of balances as at 31 December 2011** this year will be sent by the Bank to your correspondence addresses.

Please verify and, if necessary, **update correspondence addresses.**

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**CONFIRMATIONS OF  
EXECUTED DOMESTIC  
TRANSFERS**

We would like to remind you that **the confirmation of the executed outgoing domestic transfers service** is available also for payments to Tax Offices. In order to generate such a confirmation, after opening a transaction in CitiDirect, you should enter a **sequence of characters: -ITC** (three-letter abbreviation preceded by a hyphen) **in the "Payment details" field.**

Transaction confirmations will be sent in the form of a PDF file, on the day of transfer execution, to the e-mail address to which bank statements are presently being sent.

If you obtain the statements only via CitiDirect and you would like to receive confirmations of individual transfers to your e-mail address, it is necessary that you sign and submit to the Bank a relevant instruction. Files are encrypted – to open them it is necessary to enter your current password for statements.

**To activate the service, and in case you have any questions or doubts, please contact a CitiService Officer.**

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**LIST OF BANK UNITS  
CLOSED FROM 27<sup>TH</sup>  
TO 31<sup>ST</sup> DECEMBER  
2011**

Please be informed that **from 27<sup>th</sup> to 30<sup>th</sup> December 2011** the following locations will be **closed**:

Warsaw	Puławska 17
Gdańsk	Słowackiego 35
Łódź	Piotrkowska 115/119
Łódź	Piotrkowska 70
Gdynia	Władysława IV 21
Kalisz	Św. Stanisława 11
Poznań	Św. Marcina 46/50
Wrocław	Kościuszki 20
Wrocław	Powstańców Śląskich 143
Opole	Krakowska 1
Wrocław	Piłsudskiego 98

**The information about the nearest working branch can be obtained from a CitiService Officer.**

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