

citi handlowy

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CitiService
News

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Supply Chains in an Era of Global Market *Turmoil*

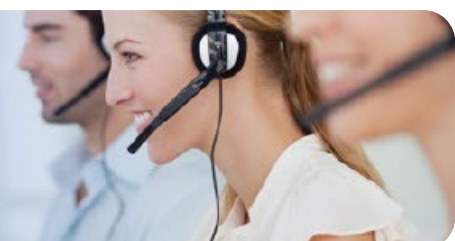
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Service Shortcuts

Contact with CitiService:

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



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Activities to simplify the account structure used to serve Visa Business Debit Cards



This message applies to clients who have debit cards settled in multiple accounts and use the Application for Issuance of a Visa Business Debit Card with the simultaneous opening of an account for the card for agreements signed until April 30, 2021.

Starting November 2, 2023, the standard account structure for debit cards consolidates all card transactions into one account. Card programs currently operating with cards settled in separate accounts or other configurations should transition to this standard structure, closing auxiliary accounts accordingly.

The above change results from the fact that only the structure where all cards are settled in one account allows them to be managed according to the new standard for applying for cards using the CitiManager system and the OLA module.

In order to switch to the target standard structure (all cards linked to one account) please send us a written instruction (PDF or eForms) and:

- indicate one of the bank accounts (opened under the Bank Account Agreement) that will ultimately serve as the account for settling debit card transactions,
- request closure of the other accounts previously used to service debit cards; all cards in your possession will be transferred to the indicated account without affecting their service and operation continuity.

If you have any questions, please contact the CitiService team. CitiService Representatives are available Monday to Friday, 8.00 a.m.-5.00 p.m. – just call 801 24 84 24 or +48 (22) 690 19 81, or alternatively, you can write to: citiservice.polska@citi.com.

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Register online and take the opportunity of training on the CitiManager platform!



We would like to remind you that CitiManager provides fully digitized services for Business Cards at Citi Handlowy. This is the main tool for submitting card applications, immediately adjusting card limits, monitoring expenses in real-time, and generating statements for each debit and credit card.

Due to the high interest in CitiManager platform trainings, we have scheduled regular training sessions in Polish for 2024, every last Tuesday of the month at 11:30. The next session will be on July 30th 2024.

Registering for the training is very simple and can be done via registration platform on the [website >>](#), where you can sign up for selected sessions in Polish. Please visit our website regularly and participate in training sessions based on your needs. **The e-mail invitations sent by the bank since March 2023 are now replaced by the registration platform, allowing you to register for your preferred training sessions directly.**

During the workshops, the capabilities of the CitiManager platform are presented, which make card handling faster and easier. The trainings provide a step-by-step demonstration of the operation and functions of the CitiManager platform, including the Program Administrator role. Training topics cover a full range of issues, from basic tasks like logging into the system to more advanced functions.

Training sessions in Polish:

- are conducted live on ZOOM platform by qualified bank specialists, with the opportunity to ask questions,
- free of charge, multiple participation is possible.

Training sessions in English:

- are available under the [link >>](#)
- NOTE: trainings on the Citi website cover CitiManager functionalities offered globally. The scope may vary slightly for Citi Handlowy users. Therefore, please be aware of possible discrepancies or unavailable solutions.

For more information about the CitiManager platform, visit [here >>](#)

Additionally, on the [kartybiznes.pl](#) website in the “Program Administrator Zone” tab, check out the “Instructional videos” section for training materials ([link >>](#)). These videos illustrate selected basic functionalities of CitiManager. **Please remember that presented videos are for illustration purposes only and may vary depending on your platform version.**

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New CitiDirect experience – coming soon

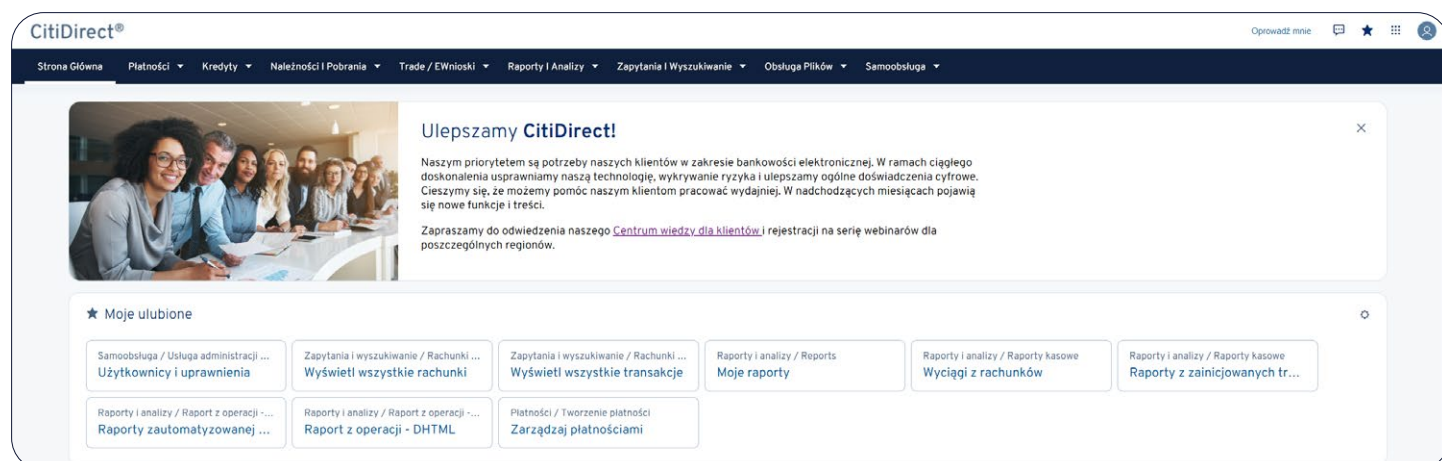
We are continually enhancing the user experience of our electronic banking system. More improvements are forthcoming.

Many of these changes that would be introduced globally in CitiDirect in Q3 2024, are visual and focus on usability, meaning our users will have **improved user interface**.

For example:

- the homepage button, previously a house icon, will now be a text link labeled “Home”
- the footer at the bottom of each page will be easier to read and always visible
- expanded menus will include heading names for quicker navigation
- font improvements within menus will enhance readability
- expanded menus will feature a light blue bar to highlight the current page

Users will now be able to customize their start page view and select favorite functions to display. Favorites will be automatically updated and synched between the bookmarks menu and the new favorites homepage widget, with the option to easily remove them by clicking the star icon.



We will introduce changes of cards presented on the starting page: payments - approvals, payments – manage, and reports – recently run. Users will have direct access to the most popular user guides from the CitiDirect start page. The User Guided Assistance (WalkMe) tool will also be available to help users navigate the new experience and highlight new CitiDirect features.

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Initiating payments in CitiDirect – old payment initiation functions would not be available soon

The new version of CitiDirect that we provide clients with, offers new, more intuitive menu items. The Payments Module is now simpler – it allows faster access to necessary functions. It includes the "Make a Payment" option, which gives greater comfort for payment initiation and will be the only screen for initiating payments. We hope you find our suggested path using historical payments helpful in saving time when entering payment data.

During the transition period, both menu versions were available. However, we will soon start the process of decommissioning the old menu.

It means old payment initiation options, such as "Input New Outgoing", "Simple Payment" and "Pay Using Template", will be removed for all users.

We invite you to participate in short training courses on the new CitiDirect functions – you can use the invitation or register for a selected date via [our website >>](#).

We recommend the training: CitiDirect - Basics.

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The logo for Citi Handlowy, featuring the word "citi" in a red and white font and "handlowy" in a white font, set against a blue background with various data visualization elements like charts and graphs.

CitiDirect® Digital Onboarding

Citi Handlowy is committed to advancing the digitization of our processes and enhancing the comfort and efficiency of using our services. We are introducing the CitiDirect® Digital Onboarding platform, which allows clients to launch new services directly in a specially developed module of our system. In our target model, we aim to provide you with the capability to apply for incremental accounts and cash management products via our CitiDirect portal through a fully digital process. While we are developing this self-initiated digital process, we plan to introduce bank officer initiated digital process for applying for incremental accounts and subsequently making it available in CitiDirect later this year.

Introducing CitiDirect® Digital Onboarding

CitiDirect® Digital Onboarding will streamline and digitize your onboarding experience as well as provide you with the new ability to self-initiate your onboarding request at a time most convenient to you, directly on our platform. The newly designed, user-friendly, and intuitive interface will help you save time by leveraging information already available in our system, eliminating the need for repetitive data entry. This digital approach will also help reduce errors and delays associated with clarifying inaccuracies in traditional forms. Most importantly, direct system interaction will ensure the immediate circulation of information, enabling faster service and increased automation of subsequent processes.

Standardization and Global Consistency

This digital onboarding process aligns with Citi's global approach, helping us to deliver a globally consistent client experience. As part of this effort, we are adopting documents that are uniform in the Citi and describe the terms and conditions of service provision, which include: the Master Account & Service Terms, the Confidentiality and Data Privacy Terms, the Security Procedures, and the Country Addendum for Bank Handlowy w Warszawie S.A. to replace the current documentation, mainly the General Terms and Conditions of Co-operation with Clients. Please note that this standardization of documentation will not result in changes to your terms of service with Citi Handlowy, but will ensure consistent documentation structure across our entire Group.

We believe these enhancements will significantly improve your experience with Citi Handlowy, providing more efficient service.

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Bank Holiday: July and August 2024

Please note the following days in **July and August 2024** when orders received will be affected on the following business day due to a currency exchange holiday (i.e., a public holiday in a given country).

JULY	
1	CA, HK
4	US
5	CZ, SK
15	JP, TR, UK

AUGUST	
1	CH
5	AU, CA, IE, HR, IS
9	SG, ZA
12	JP
15	Assumption Day, AT, BE, CY, ES, FR, GR, HR, IT, LT, LU, PL, PT, RO, SI
20	EE, HU
26	GB, UK
29	SK
30	TR

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