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CitiService News

September 2024 | edition No. 9

Service Shortcuts

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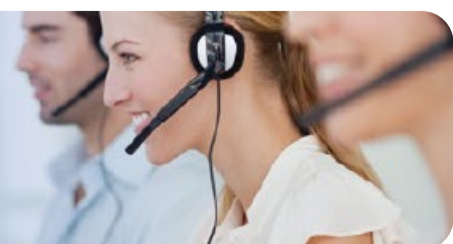
Register online and take the opportunity of training on the CitiManager platform!

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, adjusting card limits instantly, monitoring expenses in real-time, and generating statements for each debit and credit card.

Due to 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 September 24th, 2024.

Registering for the training is very simple and can be done via the 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 according to your needs. **The e-mail invitations sent by the bank since March 2023 have now been replaced by the registration platform, allowing you to register directly for your preferred training sessions.**

During the workshops, the capabilities of the CitiManager platform are presented, making card handling faster and easier. The training sessions provide a step-by-step demonstration of the platform's operation and functions, including the role of the Program Administrator. The training topics cover a full range of issues, from basic tasks like logging into the system to more advanced functions, according to the following training plan:

1. kartybiznes.pl website
2. System home page and logging in
3. User profile and its modifications
4. Changing card user data (personal information, card parameters)
5. Notifications and card statements
6. Applying for a card
7. Moving from CitiManager to the CCRS reporting module
8. Discussing the most popular reports and their editing
9. Setting up a report subscription

Training sessions in Polish:

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

Training sessions in English:

- available via 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 features. 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 note that presented videos are for illustration purposes only and may vary depending on your platform version.

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CitiManager – bulk application for cards and their maintenance

As we informed in the January 2024 edition (no 1.) of the CitiService News, the CitiManager platform allows you to apply for cards (Bulk Online Application) and manage them (Bulk Online Maintenance), even for a larger number of cards.

The Program Administrator has the ability to initiate applications for the issuance of multiple cards by uploading files to the CitiManager system in the Bulk Online Application module, without the need to set a password for the application, and only the employees designated by the administrator will receive this information. In this process, card applicants receive a system invitation to submit an application instead of a direct message from the administrator. Additionally, the administrator can monitor the status of the card application process.

This functionality provides greater convenience and control, and it shortens the Program Administrator's working time, especially when it is necessary to issue a large number of cards.

Additionally, administrators have the option to make bulk changes to multiple Cardholder accounts by uploading files to the CitiManager system via the **Bulk Online Maintenance module**. The scope of changes available through the new CitiManager module is the same as in the Online Application module (changes at the level of a single card) and includes the following fields:

- card blockade (status "G" – temporary block; "A" – voluntary closure, "unblock")
- e-mail address
- mobile phone number
- individual card limit
- single operation limit
- cash withdrawal limit

This functionality is especially useful for managing tasks such as revising card limits, handling group business trips requiring increased card limits, changing e-mail address domains, or telephone operators, which may affect all company employees.

For reasons beyond our control, the following functions are not available for clients to modify:

- temporary individual card limit
- temporary limit start day
- temporary limit end day

The Bulk Online Application and Bulk Online Maintenance modules are available at the customer's request by contacting the CitiService Consultant.

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CitiDirect® Digital Onboarding

As we informed in the July and August editions of CitiService News, Citi Handlowy is committed to advancing the digitization of its processes and enhancing the comfort and efficiency of using its services. We are introducing the CitiDirect® Digital Onboarding platform, which allows clients to initiate new services directly through a specially developed module of our system. In our target model, we aim to provide you with the capability to apply for additional accounts and cash management products via our CitiDirect portal through a fully digital process.

Phase 1 CitiDirect® Digital Onboarding – procedure for applying for an incremental account this autumn

Before the final solution is available, we plan to launch a feature soon that will make it easier to open an incremental account. The bank will partially fill out the form using the data we already have and send it to you for completion and signing. At this stage, the process is already digital, but still initiated by a bank employee. [Click and see how you can open an incremental account in 3 easy steps >>](#)

CitiDirect® Digital Onboarding Phase 2 – target model

This digital onboarding process aligns with Citi's global approach, helping us deliver a globally consistent client experience. As part of this effort, we are adopting documents that are uniform within Citi and describe the terms and conditions of service provision, including: [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.](#) These will replace the current documentation, primarily 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 a consistent documentation structure across our entire Group.

Terms & Conditions related to maintaining an account can be found at our website, in the Client Zone.

We encourage you to read them, and if you have any questions, please contact your Relationship Manager.

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

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Security:
create secure passwords

Passwords have become an integral part of our lives. We use them to log in into computers at work, social networking sites, email accounts, and even mobile phones. Strong passwords are crucial for maintaining our online security.

Popular passwords:

Theoretically, there are countless combinations of characters that can be used to create passwords. However, research shows that the most common password is **123456.** Following closely are passwords like **qwerty, qwe123,** and **password.** Using such passwords is ineffective as they are not unique and should be avoided.

Tips for creating a strong password:

- Your password should be at least 8 characters long

- Use a mix of uppercase and lowercase letters (e.g., **PaSSworD**)

- Replace letters with special characters and numbers (e.g., instead of **Password**, use **P@sswOrD**)

What to avoid:

- Keyboard sequences

- The password should not be related to personal information (e.g., names, places, birthdates)

- Do not add numbers at the end of popular passwords (e.g. **password1**) – this does not strengthen the password

- Do not use the same password for multiple services

- Never write down your password

- Never share your passwords

More information on our website >>

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EMAIL SCAMS
– don't forget

Fraudsters can send fake emails requesting payment to a new bank account. These emails may impersonate trusted contacts, such as your supplier, vendor, or even a member of your executive team. Attackers often intercept and manipulate existing email threads and addresses. Remember, things are not always as they appear. Always review email communications, even if they come from trusted sources. Watch for spelling errors and verify the sender's email address closely.

Always Call Back on a Known Number

If you receive a request to send money to a new beneficiary, call the sender using a known phone number to verify the request. Do not use the telephone number provided in the email.

Dual Approval

Configure your business banking accounts to require approval from two employees for transfers to new beneficiaries.

Create Awareness

Educate your colleagues about potential risks and what to look for in emails, such as requests to change bank account details or update email addresses.

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Bank Holiday:
September and October 2024

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

SEPTEMBER	
2	CA, US
6	BG
16	CN, JP
17	CN
23	BG, JP
24	ZA
30	CA, UA

OCTOBER	
1	CN, CY, HK, UA
2	UA
3	CN, DE
4	CN
7	AU, CN
14	CA, JP, US
23	HU
28	CZ
29	TR

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