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citi handlowy

Bank Handlowy w Warszawie S.A.
www.citihandlowy.pl
ul. Senatorska 16, 00-923 Warszawa
tel. (022) 657 7200, fax (022) 692 5023
SWIFT: CITIPLPX



1 JUNE 2010 – No. 6

NEWS

CUSTOMER SERVICE DEPARTMENT

NEWS can be downloaded:

- in CitiDirect – in *Pobieranie Plików* menu,
- at www.citihandlowy.pl in the *Bankowość dla Korporacji* section,
- in the electronic version together with the statement of 1 June 2010
- **FX Tables** available at www.citihandlowy.pl or in CitiDirect, *Pobieranie Plików* menu,
- **Excerpt from the Table of Bank Commissions and Fees** available at www.citihandlowy.pl, in the *Bankowość dla Korporacji* section,
- **Manuals for CitiDirect** available on the information page of the program, visible after logging into the system,
- **CitiDaily** – ongoing analysis of the situation in financial markets available at www.citihandlowy.pl, in the *Okiem Analityka* bookmark.

PERIODIC ANALYSIS OF ERROR SOURCE – ORDERS IN FOREIGN CURRENCY

Within the framework of the **periodic analysis of problems and complaints** related to the fulfillment of your orders, conducted the Customer Service Department, we would like to draw your attention to the recurring causes of delays in making money transfers directed abroad.

- ... **IBAN STANDARD ACCOUNT FORMAT** – Please keep in mind the necessity to specify the beneficiary's account in the IBAN format, continuously, without spaces between the individual characters. The above rule applies also to payments made in the Republic of Poland in a different currency than PLN (the account number should then start from the country designation – PL). Failure to apply the above principle may cause a delay in making the payment and may cause additional costs as per the existing Table of Bank Commissions and Fees of Bank Handlowy w Warszawie S.A.
- ... **PAYMENT PURPOSE** – We would like to remind you about the obligation of specifying by the ordering customer the payment purpose in foreign outgoing money transfers (with respect to payments ordered by both residents and non-residents). The lack of the payment purpose may result in suspension of order fulfillment, which is related to the necessity of its supplementation.
- ... **INSUFFICIENT FUNDS FOR PERFORMING THE TRANSACTION** – In connection with automation of the process of processing domestic and foreign money transfers, please pay particular attention to providing sufficient funds for making the transfers before you submit the payment instruction to the Bank. In accordance with the General Terms and Conditions of Customer Relationship, the Bank may cancel a transfer for which there are insufficient funds. At the same time, we would like to emphasize that the Bank is not required to inform the Customers on suspension of order fulfillment due to insufficient funds.

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<p>CHANGES IN INFORMATION PROVIDED TO AUDITORS</p>	<p>Bank Handlowy w Warszawie S.A. would like to inform you that on 1 July, 2010 the classification of audit issue into the so-called standard and non-standard audits will be introduced. On the basis of the requests received from auditors or Customers, the so-called standard audit will be issued, which will contain the information on balances on Customers' accounts and the information on the possessed deposits, letters of credit, guarantees and term loans. On the other hand, a non-standard audit will be issued only on the Customers' request, after the Customers contact the Customer Service Department employees. It will contain extended information on financial products possessed by the Customers.</p> <p>In connection with the introduced division of the issued audits, also the price rates for the issue of the above audits will change. These prices will be as follows: PLN 200 for standard audit issue, PLN 1000 for non-standard audit issue.</p> <p>Additionally, Bank Handlowy w Warszawie S.A. would like to inform you that the price rates are contained in the Table of Bank Commissions and Fees.</p>
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Bank Handlowy w Warszawie S.A. celebrates its 140th anniversary

Bank Handlowy w Warszawie S.A. was founded in 1870 and is the oldest commercial bank in Poland and one of the oldest continuously operating banks in Europe. For over more than 140 years of its existence, it became a renowned and recognizable brand. Bank Handlowy w Warszawie S.A. was founded by Leopold Kronenberg – a financier and entrepreneur, a culture patron and philanthropist, one of the most eminent representatives of the Polish financial elite of the nineteenth century. He created from scratch one of the largest financial and industrial projects in the Polish territory, which enabled the Kronenberg family to support many areas of life, both in business and social aspects. Some examples of projects connected with the Kronenberg family are, for example, construction of the Warsaw-Vienna and Warsaw-Terespol railway lines, administration of the Warsaw Philharmonic construction, founding the Commercial School which was the predecessor of the today's Warsaw School of Economics (SGH).

For 10 years, Bank Handlowy has been a part of the global financial institution Citigroup and has been operating in Poland under the name of Citi Handlowy. Being a stable trustworthy bank and a leader in social commitment are the features which have characterized Bank Handlowy since its very beginnings.

Please visit our anniversary website www.citihandlowy.pl, where you will get to know Leopold Kronenberg – the extraordinary founder of Bank Handlowy, and where you will find descriptions of many episodes in the Bank's history.

