



CitiService News

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Service Shortcuts



Except 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

CitiDirect - fee for preparing a list of user authorizations



Starting from February 1, 2017, we will be charging a service fee for the **preparation of a list of authorizations of users** of CitiDirect online banking. The fee for lists prepared in the current month will be collected by the 10th day of the following month.

The fee is included in Table of Fees and Charges valid from November 7, 2016, but it was waived until now.

Should you have any questions, please contact CitiService:
Tel. 801 24 84 24, +48 (22) 690 19 81
E-mail: citisservice.polska@citi.com

Confirmation of end year balances



On January 12, 2017, documents with annual balance confirmations were sent to you. Please remember to sign the second copy of the document and send it back within 14 days of receiving it to:

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



Execution of SEPA payments

Please note that both SEPA payments and SEPA direct debits can be effected only if funds available in your bank account are equal to or exceed the total amount to be transferred according to your instructions.

Please be also aware that for the execution of a single SEPA direct debit transaction a fee is charged according to the current Table of Fees and Charges. Should you have any questions relating to fee amount, please contact your Bank Advisor.



Deadline time for SEPA orders

Please note that the deadline time for outgoing SEPA orders to be effected on the same day with VD+1 is 17:00 (5:00 p.m.).

Please note also that the deadline time for outgoing SEPA orders to be effected on the same day with VD+0 remains unchanged, and it is 15:00 (3:00 p.m.).



Important information for Visa Business Debit cardholders - switching from magnetic strip cards to chip cards

We inform that the transaction activation of the new chip debit cards (with simultaneous deactivation of magnetic strips cards) will take place on February 4, 2017, between 21.00-24.00.

The process of transaction activation of the new chip cards means a temporary suspension of transactions using both the old and the new cards on February 4, 2017 between 21.00 and 24.00. We sincerely apologise for this inconvenience.

As of February 5, 2017 please use only the new cards. We remind you that setting new PIN codes is necessary for carrying out transactions using these cards. As an additional fail-safe measure, please retain your magnetic strip cards for two days following the activation of the chip cards. We informed about this in the previous edition of CitiService News, but due to the fact that many Holders have still not activated their new cards, we would like to remind how to do this. Every Holder who received a new chip card last December should call the Corporate Cards Support Desk (phone: 22 692 26 62 or 800 120 111) to have the T-PIN code (PIN for telephone support) and the PIN code for transactions authorization at POS terminals and ATMs assigned. Card Holders should follow the instructions received from Citi Handlowy with the card. Hotline consultants remain at your disposal between 6.30 and 24.00, to help you assign the PIN codes and to answer any questions regarding the process of delivery of the chip cards.

It is necessary to allocate a new PIN code to a chip card prior to its transaction activation because after switching from the magnetic strip card to the chip cards, the PIN assigned to the previous card will expire and will stop functioning

ATTENTION: Please make sure that you have assigned PIN codes to your new card, so that it is ready for use as of February 5, 2017.

We hope your transactions with the use of new chip cards will be reliable and successful!



Bank holidays in February and March 2017

Please find below days in February and March 2017 when orders received on that day will be effected on the following business day due to a currency holiday (i.e. a public holiday in a given country).

FEBRUARY	
1	CN
2	CN
8	SI
16	LT
20	CA, US
23	RU
24	EE
27	CY, GR
28	PT

MARCH	
3	BG
8	RU, UA
15	HU
17	IE
20	JP
21	ZA