



CitiService News

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Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



Contact with CitiService:
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eForms - electronic documents exchange platform

We are striving to become even more available so we keep creating solutions which facilitate your contact with Citi Handlowy, saving time spent on completing current bank orders.

Therefore, we have made it possible for you to change the manner of form authorisation in the system on the eForm platform, by setting the authorisation scheme and granting User entitlements for defined roles (creation/sending, authorisation of eForms) - in order to speed up the processing of forms submitted via the [eForm](#) platform. The modifications we have applied are similar to the mechanism that you know from CitiDirect BE or Citi Trade Portal

In order to change entitlements on the platform, fill-in a [form](#) and send it to the following address:

Citi Handlowy
Bank Handlowy w Warszawie S.A.
Strefa Dokumentacji Klienta [Customer Documentation Zone]
ul. Senatorska 16
00-923 Warszawa

The existing entitlements will be replaced with those indicated in the form.

Customers who choose not to change the entitlements will use the platform on the current terms and conditions.

Please also note that we have added a new notification for Users on the platform, informing them about forms waiting for authorisation.

We also encourage you to enable the receipt of notifications via an additional channel (SMS and/or e-mail).



Settlements in the currency of a counterparty - why is it a good idea?

We remind you that, when concluding trade contracts, it is preferable to enter the amount in the contract in the currency of the counterparty. Using your account maintained with Citi Handlowy, you can make payment in practically any currency of the world ([there are more than 140 currencies available >>>](#)).

Settlement in exotic currencies is a solution that is available on the spot, without the need to sign separate documentation or carry out additional implementation. Thanks to the simplified processes, all settlements are made via CitiDirect BE.

At the same time, we inform that you can learn about charges for exotic transfers from you Banking Advisor.



Updates in the Table of Fees and Commissions

Please be advised that on 11st March 2019 the updated Table of Fees and Commissions will come into force at the Bank.

The excerpt from the Bank's Table of Fees and Commissions [is available online](#).

If you have any questions concerning agreed non-standard prices, please contact your Relationship Manager.



Bank documentation update

We respectfully remind you of the need to update at the Bank all information regarding your company, in particular:

- any change of address (registered office or correspondence);
- to provide copies of all documents that you submit to the registry court in order to enter them in the relevant register or to disclose them in the registry files, and after the entry - to provide a current copy of the relevant register;
- details of persons authorized to dispose of funds in the Account and any other data provided to Bank Handlowy in connection with a bank account agreement or other agreements between the Account Holder and Bank Handlowy w Warszawie S.A.

Having your current details will enable us to correctly and timely carry out instructions and provide services.



Bank holidays in April and May 2019

Please note below the days in April and May 2019 when orders received on that day will be effected on the following business day due to a currency exchange holiday (i.e. a public holiday in a given country).

APRIL	
1	CY
2	AE
5	CN, HK
18	DK, NO, IS
19	AU, BE, CA, CH, CZ, DE, DK, EE, ES, EU, FI, GB, FR, HK, HU, IE, IS, LU, LV, NL, NO, PT, SE, SG, SK, ZA
22	AT, AU, BE, CZ, CH, DE, DK, EU, FI, FR, GB, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, SE, SK, SL, ZA
23	TR
25	AU, IS, IT, PT
26	BG, CY, GR, RO,
29	BG, CY, GR, JP, RO, UA
30	CY

MAY	
1	AT, BE, BG, CH, CN, CY, CZ, DE, EE, ES, EU, FI, FR, GR, HK, HR, HU, IS, IT, LT, LU, NO, PL, PT, RO, RU, SE, SG, SK, SL, TR, UA, ZA
2	ES, SL
3	Constitution Day, JP, PL
6	BG, GB, IE, JP
8	CZ, SK, FR
9	RU, UA
13	HK
15	ES
17	DK, NO
20	CA, SG
24	BG
27	GB, US
30	AT, BE, CH, DE, DK, FI, FR, IS, LU, NL, NO, SE
31	BE, DK