

read CitiService News

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We are cancelling the fees for individual and corporate transfers to Ukraine

This applies to transfers in all currencies. The fees will be returned to our clients within 2 weeks from the date of posting the transaction at the maximum. The fees are cancelled starting today until further notice.

Service Shortcuts:

Extract from the Table of Fees and Commissions

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Contact with CitiService:

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

Security: don't rely on unverified sources when investing your funds

Recently, on the Internet and on social media you can come across advertisements for many investment companies and platforms, including investment brokers offering cryptocurrency or Forex trading. Before you decide to invest your savings in a given fund or broker, first find out more about it and verify such company in the [register of the entities of the Polish Financial Supervision Authority](#) or check whether such company is listed in the [public warnings register](#). You can also read opinions of other investors about the company. Note that a lack of information on the Internet is a warning sign.

Profit that is disproportionately high against similar offers in the market or obtaining high profits from cryptocurrency or Forex trading is also a red flag. It is recommended to choose funds offered by renowned financial institutions.

Under no circumstances should you grant remote access to your devices (computer, phone, tablet) to anyone or install any software that could enable anyone a remotely access to your device. Do not share any confidential data such as logins, passwords or one-time authorization codes. Do not share information about your financial situation or products held.

Fraudsters might use appropriate social engineering methods to obtain your funds under false pretenses. Stay vigilant.

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Citi Trade Portal: attachments

We want to inform you, that on Citi Trade Portal you may safely add attachments to all the trade services applications.

The “Add an attachment” button allows for any document to be attached to the application. Acceptable file formats are: .jpg, .jpeg, .tif, .pdf, .docx, .txt, .htm, .html, .rtf, .png. Every file is scanned for viruses.

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Valid identity documents: important due to the amendment of the AML Act

With the change of the AML Act, we would like to remind of the obligation to update your organisations, authorisers identity documents (ID) with the bank in the event that the validity period has expired or there has been any others changes. Details below.

In connection with the amendment to the Act on anti-money laundering and terrorist financing of March 1, 2018 ("AML Act"), new obligations have been imposed on obliged institutions, including banks, starting from October 31, 2021. These obligations are related to the application of financial security measures in a situation where there has been a change to the previously determined customer data, including persons authorized to act on behalf of the customer or ultimate beneficiary owner. Please be reminded that, banks are required to identify the customer and verify its identity on the basis of identity documents on a constant basis. Citi Handlowy performs these activities in particular towards persons authorized to act on behalf of the customer, i.e. persons indicated in the signature specimen card or entitled to authorize payments in electronic banking, program administrators and corporate card holders. The new obligations imposed by the AML Act will require ensuring that customer data, including those from ID of persons authorized to act on behalf of the customer, is valid. We would like to draw your attention to this as **lack of current data may result in blocking the possibility of performing a transaction by a person whose data is not up-to-date**, and this may result in the delay or even suspension of your company's transaction.

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SEPA Payments vs. EUR Foreign Payments Sent To Recipients in the European Union



Thank you very much for your trust and for choosing our bank to make SEPA transfer orders. Please be reminded that in order to effectively make a SEPA order in our CitiDirect BE system, you should choose the SEPA payment method and fill out a form in accordance with the instructions below.

Pursuant to the European SEPA rules, the only admissible fee payment option is the „Shared” option - therefore, the Select Cost Option field cannot be used in CitiDirect BE for this type of orders.

A screenshot of the "Payment Initiation" form in the CitiDirect BE system. The form is titled "Payment Initiation" and has a "Select Template" button. It contains several fields: "Debit Account" (00 0000 0000 0000 0000 0000 - Firma), "Account Name" (Firma Demo 2), "Branch Name" (WARSAW CITIBANK), "Debit Account Balance" (0.00 EUR), "Payment Currency" (EUR - EMU EURO), "Payment Method" (SEPA), and "Payment Type" (Credit Transfer, Credit Transfer - Same day). There is a "Payment Amount" field and a "Remember these Selections" checkbox. Buttons for "Continue" and "Clear All" are at the bottom.

Select your transfer type:
• Credit Transfer - standard SEPA payment
• Credit Transfer - Same day - urgent SEPA payment

A screenshot of the "SEPA Credit Transfer" form. It is divided into sections: "Payment Details" (Transaction Reference Number, Value Date: 05/18/2017, Customer Reference Number, Customer Batch Reference Number), "Remittance Information" (Unstructured, Structured), "Beneficiary Details" (Beneficiary Name, Beneficiary Address Line 1, Beneficiary Address Line 2, Beneficiary Country Name), and "Beneficiary Bank" (Beneficiary Bank Routing Method: SWIFT, Beneficiary Bank Routing Code, Beneficiary Bank Name, Beneficiary Bank Address Line 1, Beneficiary Bank Address Line 2, Beneficiary Bank Address Line 3). There is also a field for "Beneficiary Account Number".

Optional field, enter your payment details.

Enter here Beneficiary's name and address: PLEASE NOTE: The Beneficiary's name cannot be longer than 35 characters.

Enter Beneficiary's account in the IBAN format - in one sequence, with no spaces.

Optional field, you can enter here the SWIFT/BIC code of Beneficiary's Bank.

All the instructions are included in the user's manual [CitiDirect BE - Payments >>](#)

Making SEPA orders by means of the Foreign Transfer payment method may result in the bank's longer execution time due to the possibility of errors made by the user, which will require additional explanation. Therefore, **we recommend that you use the special SEPA form.**

These guidelines also refer to the import of payments from the financial and accounting systems to CitiDirect BE or CitiConnect. Given the fact that it is a system connection, we encourage you to contact our Technical Support Team whose consultants will explain to you how to properly set up your SEPA order import, so that there are no mistakes and extended order execution time.

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Multi-currency account: one account - over 140 currencies

Multi-currency account is a simple way of making settlements with counterparties all over the world. It's worth to remember, that in the CitiDirect BE and CitiConnect system, you may now execute payments in over 140 foreign currencies directly from an account kept in PLN, EUR or USD. Anyone who has access to the CitiDirect BE or CitiConnect system may take advantage of a multi-currency account - no additional documentation is required.

Multi-currency account - benefits:

- fast payments for providers in the local currency
- guarantee of the beneficiary's bank receiving the exact amount in the local currency
- no costs of service implementation, no additional documentation
- FX risk reduction - the exchange rate is set at the time of payment order
- no need to open currency accounts and keep funds in local accounts abroad
- fast access to current local regulations and rules of formatting settlements
- 19 currencies available through the CitiFX Pulse currency exchange platform

Reasons for making settlements in the counterparty's local currency:

- improvement of business relationships
- faster settlements
- the option to expand the network of business contacts
- easier negotiation of terms and conditions of the contract due to:
 - releasing the counterparty from the FX risk
(the exchange rate is not an element of contract negotiations)
 - making it easier for the counterparty to make settlements with local institutions
 - improving the process of incoming payment identification on the part of the counterparty

For the full list of currencies available as part of a multi-currency account, [go to >>](#)

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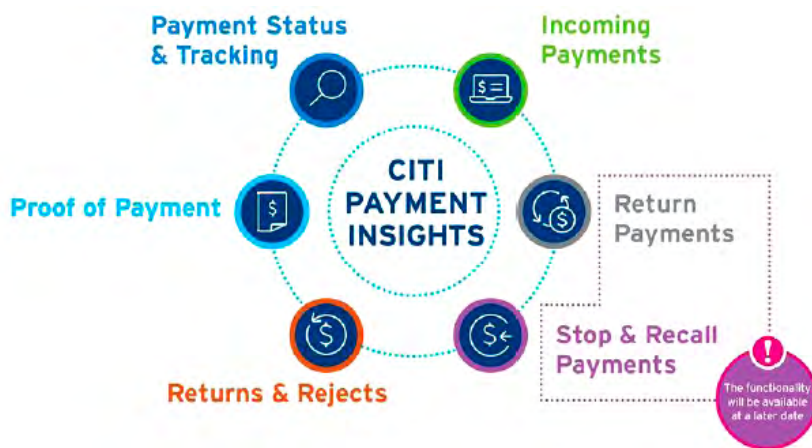
Citi® Payment Insights: start taking control of your payments today



We are pleased to remind that we have made **Citi® Payment Insights** - a new panel within CitiDirect BE - available to you. This is a new tool that enables access to full information and gives you control over outgoing and incoming payments at every stage. **Citi Payment Insights** updates payment status and shows it with a visual tracking tool (tracker) in CitiDirect BE and CitiConnect, making payments' monitoring as simple as tracking courier package.



Citi Payment Insights gives much more than SWIFT gpi.



Do you want to know how else the **Citi Payment Insights** module can help you with your everyday work? We invite you to take part in online webinars. The calendar of periodic trainings on CitiDirect BE available in Polish on the [registration website >>](#) in the Payments module includes a training dedicated to **Citi Payment Insights**. In order to register for the training conducted in English, please visit [Citi Client Service Academy >>](#)

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CitiDirect BE: Account Certification Tool

Now offering a quick and easy way to generate the Account Certificate Letter for any account instantaneously via CitiDirect BE. Account Certification is a letter written by the bank to prove your ownership of the account, or a confirmation of the account balance at a specific date.

This tool will allow you to generate the following certificate letters:

- **Account Status Certificate** - displays the current status of the account with respective account attributes.
- **Account Confirmation Certificate** - certifies the ownership of the account and includes account attributes as well as the date the account was opened, current status and account currency.
- **Account Balance Certificate** - certifies the current account balance, or the end of day balance at specific date within the past three months.

Benefits:

- **Timeliness** - generate the Account Certificate letter instantaneously without having to contact CitiService.
- **Convenience** - initiate the Account Certificate letter from CitiDirect BE platform for any account you hold with Citi Handlowy globally with just a few clicks at no additional cost.
- **Security** - a safe and secure access method of the Account Certificate Letter retrieval that is consistent with users' account entitlements.

[Find out more >>](#)

[User guide >>](#)

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Self-service: manage CitiDirect BE authentication tools yourself

Choose self-service and manage CitiDirect BE authentication tools yourself, without the need to contact the Bank.

Have you ever wondered how you could easily and conveniently use the CitiDirect BE system and, at the same time, manage authentication tools, such as MobilePASS mobile token or SafeWord card yourself?

Specifically for Users who value independence and want to reduce the documents sent to the Bank to the minimum, we have launched **a new method of distribution of authentication tools (SafeWord cards and PIN)** to the Users of the CitiDirect BE system. The tools may be **ordered directly in the CitiDirect BE through a System Administrator designated in your Company, without the need to send a written instruction to the Bank.**

Benefits:

- **limitation of paper documents** thanks to the possibility to order a SafeWord card and PIN directly in the system by an authorized System Administrator
- **shortening of the time to distribute the SafeWord cards and PIN to Users** - the SafeWord card will be sent by courier mail shortly after receiving the instruction from the System Administrator, PIN will be sent to an indicated User e-mail address

**You don't want to have to remember to always carry the SafeWord card with you?
Do you want the login process to be quick and convenient?
Please use the MobilePASS mobile token.**

With the **MobilePASS** application, logging into CitiDirect BE is convenient and secure. The solution combines the security of the SafeWord card - a trusted, strong and two-factor authentication - with the convenience of an option to generate dynamic passwords on a smartphone.

If you have MobilePASS app, you no longer need to carry a SafeWord card with you. You can additionally increase your security level by using the option of biometric authentication when logging into the CitiDirect BE mobile app, and soon also into the full version of the CitiDirect BE system.

[Find out more about why it is worth replacing a SafeWord card with a MobilePASS mobile token >>](#)

Applications and materials:

You do not have a Security Manager to manage CitiDirect BE yourself?

Designate Security Manager >>

Manual how to order a new SafeWord card and PIN >>

For more details, you can also contact a CitiService advisor.

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Bank holidays: March and April 2022

Please note below the days in **March and April 2022** 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).

MARCH	
1	PT
3	BG, CN
4	CN
7	CY, GR, RU
8	RU, UA
11	LT
14	HU
15	HU
17	IE
21	JP, ZA
25	CY, GR

APRIL	
1	CY
4	CN
5	CN, HK
14	DK, ES, IS, NO
15	AU, BE, CA, CH, CZ, DE, DK, EE, EU, ES, FI, FR, GB, HK, HU, IE, IS, IT, LT, LU, LV, NL, NO, PT, SE, SG, SK, ZA
18	AT, AU, BE, CZ, DK, EE, ES, EU, CH, DE, FI, FR, GB, HK, HR, HU, IE, IS, IT, LT, LU, LV, NL, NO, PL, PT, SE, SK, SL, ZA
21	IS
22	BG, CY, GR, RO
25	AU, BG, CY, GR, IT, PT, RO, UA
27	NL, SL, ZA
29	JP

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