



CitiService News

November 3, 2014 Issue No.11

In this issue

- Results of the Euromoney Magazine survey
- Current cut off times for incoming foreign transfers in RUB, LTL, SEK and HRK
- Citi Trade Portal: system functionality
- Inactive User View: a new functionality of CitiDirect
- Bank documents: updating address details
- Bank holidays in November and December 2014

Results of the Euromoney Magazine survey

Dear Clients,

Thank you so much for your support and appreciation that you showed to us in this year's Euromoney survey for best transaction banking services.


Citi Handlowy with the best Cash Management in Poland


1 Thanks to your votes we have won the honorable 1st place

We are honored to be part of our Clients' activities.

We hope we can continue to contribute to your success and keep the first place also in the future with your support and trust.

Service Shortcuts

 Except from the Table of Fees and Commissions

 Foreign Exchange Rates

 CitiService News

 Market Analyses

EUROMONEY
CASH MANAGEMENT SURVEY
2014

No. 1 Cash Manager in Euromoney's 2014 Survey

[Find out more](#)

citi handlowy®

Thank you!

[Find out more](#)



Current cut off times for incoming foreign transfers in RUB, LTL, SEK and HRK

Dear Clients,

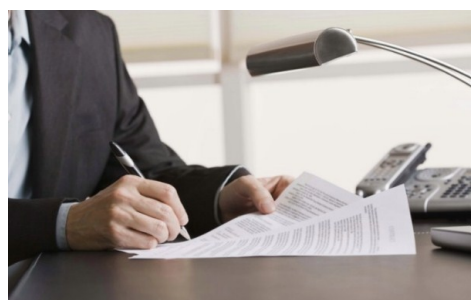
Please be advised that the times until which incoming transfers in certain foreign currencies are accepted have been changed:

RUB – the time until which the payment message is received and Nostro account credit confirmed: 10:20 AM

LTL, SEK – the time until which the payment message is received and Nostro account credit confirmed: 11:20 AM

HRK – the time until which the payment message is received and Nostro account credit confirmed: 12:20 AM

Citi Trade Portal: system functionality



Dear Clients,

Please be reminded that all trade finance product (guarantees, LCs and collections) are now available also on the **Citi Trade Portal**.

This modern online platform enables you to place and receive various documents related to such products and generate reports. For Clients who submit documentary transactions with the Bank but have not used the platform yet, we have a special offer: **50% off the fees charged by the Bank for the first transaction submitted via Citi Trade Portal.**

The fee reduction applies to products such as bank guarantee, import Letter of Credit and documentary collection, and to the Clients who sign the Citi Trade Portal documentation between November 4, and December 31, 2014.

We would also like to inform you that the fees and charges included in the Tariff of Fees and Commission will be amended as of January 1, 2015, and that the Bank will charge a fee for submission of the following written documents: bank guarantee application, documentary LC application, application for amendment of the terms of a guarantee/LC, and import collection payment instructions. Those Clients who have not used the new platform yet can start any time.



Inactive User View: a new functionality of CitiDirect available to Clients

Dear Clients,

To meet your expectations, Bank Handlowy w Warszawie SA has introduced a new functionality in CitiDirect: a possibility to view a list of users of the Electronic Banking system in your organization.

This functionality will enable you to view logging activities in CitiDirect, user Safeword Card checks, dates of last logging in and non-active system users.

Please contact our Bank when You would like to make any changes in the list of users or to receive a report of authorizations on Your profile.

To activate this new and useful service, please contact CitiDirect Helpdesk or CitiService:

CitiDirect Helpdesk

801 343 978

+48 22 690 15 21

helpdesk.ebs@citi.com

CitiService

801 24 84 24

+48 22 690 19 81

citiservice.polska@citi.com

Bank documents: updating address details – reminder

Dear Clients,

We kindly remind you that if you need to change your address data in the banking systems, your are required to submit a request to the Bank to update such data. This will ensure quick and smooth delivery of communications sent to you by the Bank.



Bank holidays in November and December 2014

Due to currency holidays (bank holidays in specific countries), customer instructions placed on the following days in November and December 2014 will be processed on subsequent business days:

November

01 - COP, INR, JPY, LBP, PKR,
RUB
04 - PKR, RUB
06 - ARS, MAD
11 - CAD, PLN, USD
17 - COP, CZK, MXN
18 - LVL, MAD, OMR
19 - OMR,
24 - ARS, JPY
27 - USD
28 - ALL

December

01 - RON
02 - AED
05 - THB
08 - ALL, ARS, CLP, COP, MKD, PEN,
SCR, VEF
10 - THB
12 - KES, MXN
16 - BHD, ZAR
17 - BHD
18 - QAR
22 - ZWL
23 - JPY
24 - BGN, CZK, DKK, HUF, ISK, LTL,
LVL, NOK, PHP, SEK, VEF
25 - ALL, ANG, ARS, AUD, BGN, BRL,
BWP, CAD, CDF, CHF, CLP, CNY,
COP, CZK, DKK, EUR, GBP, HKD,
HRK, HUF, IDR, INR, ISK, JMD,
JOD, KES, KRW, LBP, LTL, LVL,
MUR, MXN, MYR, MWK, NOK,
NZD, PEN, PHP, PKR, PLN, RON,
SCR, SEK, SGD, UGX, USD, VEF,
XOF, ZAR, ZMW, ZWL
26 - ANG, AUD, BGN, BWP, CAD, CHF,
CNY, CZK, DKK, EUR, GBP, HKD,
HRK, HUF, IDR, ISK, JMD, KES,
LTL, LVL, MWK, NOK, NZD, PHP,
PLN, RON, SEK, UGX, XOF, ZAR,
30 - PHP
31 - CLP, COP, DKK, JPY, LBP, LVL,
PHP, SEK, THB, VEF