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CitiService News

Service Shortcuts:

Contact with CitiService:
tel.: 801 24 84 24; 22 690 19 81

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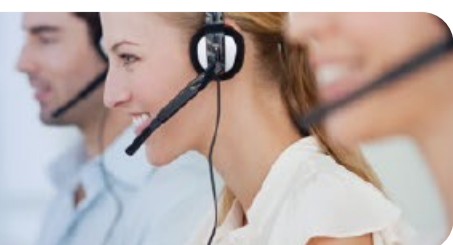
New standards for the processes used to apply for and manage Visa Business Debit and Credit Cards

We remind that **applications for the issuance of Business Cards should be filled and card management activities should be carried out via the CitiManager platform using the modules: OLA (On-line Application – apply for cards online) and OLM (Online Maintenance – online card management).**

Starting from November 2, 2023, the standard application process to apply for Business Cards is On-line Application module (OLA) via CitiManager. As a result, card issuance in a different way, e.g. using a paper, PDF or eForms, is subject to a fee in accordance with the Fees and Commissions Table ("Non-standard card issuance").

And for card management, effective from November 2, 2023, the standard will cover CitiManager and the OLM module, as well as PDF orders and eForms orders, (excluding paper form).

Every order, sent to the bank in paper format, will result in an additional fee being charged in accordance with the new Banking Commissions and Fees Tariff ("Fee for the processing of a User's instructions in paper format").

On November 30, 2023 the transitional period for the free-of-charge use of non-standard processes ended. From December 1, 2023, the use of non-standard processes became subject to the above-mentioned fees.

Detailed information on applying for a card can be found in the manuals available at www.citibank.pl/poland/karty-biznes/en/section Program administrator Zone>Manuals

If you have any questions, please contact the CitiService team. CitiService Representatives are available Monday to Friday, 8.00 a.m.-5.00 p.m. – just call **801 24 84 24 or +48 (22) 690 19 81**, or alternatively, you can write to: citiservice.polska@citi.com.

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Activities to simplify the account structure used to serve Visa Business Debit Cards

This message applies to clients who have Debit Cards settled on more than one account and use the Application for Issuance of a Visa Business Debit Card with the simultaneous opening of an account for the card for agreements signed until April 30, 2021.

From November 2, 2023, the standard account structure for Debit Cards is a structure in which all card transactions are charged to one account. Card programs operating in other configurations, e.g. where each card settled in a separate account or in other structures, should be transferred to the standard structure and auxiliary accounts should be closed.

The above change results from the fact that only the structure where all cards are settled in one account makes it possible to handle them in accordance with the new standard of applying for cards using the CitiManager system and the OLA module.

In order to switch to the target standard structure (all cards connected with one account) please send us a written instruction (PDF or eForms) and:

- indicate one of the bank accounts (opened under the Bank Account Agreement) that will ultimately serve as an account for settlement of Debit Card transactions,

- disposal to close the other accounts previously used to service Debit Cards; all cards in your possession will be transferred to the indicated account without affecting the continuity of their service and operation.

Below we present the answers to the key questions about the structure where all cards are charged to one account.

?	**Will Card Holders be able to use all funds on the account to which all the cards are linked?**

No. Each Visa Business Debit Card has an individual limit and it is not possible to use funds from the account in excess of such limit. In addition, the Debit Card Holder has no access to see the account balance. Limit management is possible in CitiManager in real time via the OLM module.

?	**After all the cards are connected with one account, will the Program Administrator still be able to generate reports for individual Card Holders?**

Yes. The CitiManager platform has an option to generate reports for each Card Holder separately, even if all the cards are linked to one account.
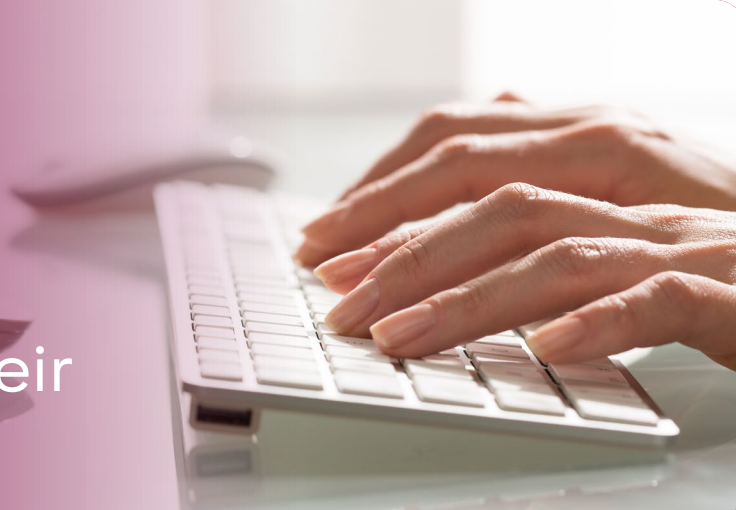
?	**What happens if the available card limit is higher than the available account balance?**

The Card Holder will not be able to make a transaction because, regardless of the card limit, there must also be funds available in the account in an amount sufficient to make the transaction.

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CitiManager – bulk application for cards and maintenance of their

From now on, the CitiManager platform allows you to apply for cards (BOLA - Bulk On-line Application) and to manage them (BOLM - Bulk Online Maintenance), also for a larger number of cards.

Program Administrator has ability to initiate applications for the issuance of multiple Cards by uploading files to the CitiManager system in the **BOLA** module, without the need to set a password for the application, and only employees indicated by him will receive this information. In this process, card applicants receive a system invitation to submit an application instead of a direct message from the administrator, and the administrator himself has the ability to monitor the status of the card application process.

The functionality provides greater convenience, control and shortens the working time of the Program Administrator, especially when it is necessary to issue a large number of cards.

Additionally, administrators also have the option of making bulk changes to many Cardholder accounts by uploading files to the CitiManager system via the **BOLM** module. The scope of changes that can be implemented through the new CitiManager module is the same as in the OLM module (changes at the level of a single card), and includes the following fields:

- card blockade (status „G" - temporary block; „A" - voluntary closure and „unblock"),
- e-mail address,
- mobile phone number,
- individual card limit,
- single operation limit,
- cash withdrawal limit,
- temporary individual card limit,
- temporary limit start day,
- temporary limit end day.

This is especially recommended in need of managing, for example revision of card limits, group business trips requiring an increase in card limits, a change of e-mail address domain or a new telephone operator, which may include all company employees.

BOLA and BOLM modules are available at the customer's request by contacting the CitiService Consultant.

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Easier access to information means a better decision-making process - try new reports in CitiDirect!

Since May 2023, we have been migrating our clients to the new version of the CitiDirect platform. **If you see new menu options marked (i) in the system, we encourage you to learn about them and actively use them. They are more intuitive, and, ultimately, in 2024, they will replace the old modules.**

Access to information is crucial. Reports presenting the desired scope of information in an appropriate time and format can significantly facilitate decision-making, as well as speed up and automate financial management processes. Access to functions related to reports may result from entitlements given.

The system's new reporting capabilities are highly rated by users who took part in our satisfaction and evaluation surveys of the new version of CitiDirect.

What should you pay attention to when using Reports in new CitiDirect?

The Reports and Analyzes menu in the new CitiDirect system has been completely redesigned. The Reports menu allows you to easily use dozens of predefined reports and run them with default criteria or enter your own.

You can easily access Reports run in the last 96 hours using "Design a New Report" directly from the landing page.

Users can generate reports known from the previous version of the system in a clear and transparent way. Smooth selection of categories, reports and their criteria allows you to efficiently obtain the necessary data from the system.

We can save each report parameter to reload it again manually. If the selected report turns out to be required on regular basis, customer can easily define automatic sending of the selected report to the indicated e-mail addresses.

What's new is the ability to create your own report from scratch. In a few simple steps, the user can choose its format, category, and arrange the report elements into a clear structure.

NOTE: The new version of CitiDirect electronic banking is made available successively, replacing subsequent CitiDirect BE modules – our earlier version of the system. Individual users can see the changes at different times and are informed about the date of the planned change individually via e-mail.
At the same time, considering the needs of our clients and to further improve the presentation and scope of information in reports, we plan to introduce additional changes this year - we will inform you about it in the near future.

Find out how to use Reports function in the new CitiDirect >>

Want to learn more? The session on the new generation of the CitiDirect system has been included in the program of our periodic online training >> **We invite you to participate!**

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Audits
– responding to
the Auditor's request

For most of you, the beginning of the year is a period of increased activity as the year closes financial and requesting financial statements as at December 31, 2023.

To prepare to efficiently handle the demand for audits in response to auditors' inquiries, we remind you rules related to this process.

Scope of information provided in response to auditors' requests.

1. standard audit:

- standard answer for the auditor

- provides general information on balances on all bank accounts and on balances deposits, guarantees, letters of credit and cards - is not a form of answering every auditor's question fee in accordance with the Fees and Commissions Table for Clients - PLN 200

- certificate prepared within 3 working days

2. custom audit:

- custom response to auditor

- includes the answers to all the auditor's questions result from the applications sent to the Bank.

- fee in accordance with the Fees and Commissions Table for Clients - PLN 1,000

- audit prepared within 5 working days

We would like to remind you that you must sign the application in accordance with the company's representation and the documentation submitted to the bank (a qualified electronic signature or a signature in accordance with the signature specimen card). The application can be sent to the bank in four ways:

- by post in the original (signed by hand) to the address:
  Citi Handlowy
  Bank Handlowy w Warszawie S.A.
  Goleszowska 6 street
  Client Documentation Zone

- to the Relationship Manager e-mail with a qualified electronic signature

- via the platform confirmation.com platform - the auditor attaches an appropriate authorization signed by the client

NEW: scan attached to the e-mail, signed by hand in accordance with the company's representation and signature specimens available at the bank

At the same time, we encourage you to use the www.confirmation.com platform - digitization of the process will allow you to accelerate and improve the effectiveness of issuing bank audits while maintaining high data security standards.

Instruction for auditors submitting applications via the confirmation platform available on the website https://www.citibank.pl/poland/corporate/polish/pdf/instrukcja-confirmation.pdf

Additionally, we would like to inform you that if the domain of the auditor's e-mail address to which the bank is to send the prepared audit does not appear on the MTLS list, then the audit will be sent in an encrypted secure e-mail message.

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Bank holidays:
January 2024

Please note below the days in **January 2024** 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).

JANUARY 2024	
1	New Year's Day, AE, AT, AU, BE, BG, CA, CH, CN, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, JP, LT, LU, LV, NL, NO, PL, PT, RO, RU, SE, SG, SK, SI, TR, UA, US, ZA
2	CH, JP, RO, RU, SI, UA
3	JP, RU
4	RU
5	RU
6	Epiphany
8	JP, UA
15	US
24	RO
26	AU

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