



CitiService News

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

"Stained Glass" Project

We would like to inform you that, in accordance with the Act of 4 July 2019 on amendment to the Act on value-added tax and certain other acts (Journal of Laws of 2019, item 1520), the rules governing payment of taxes to the tax office will change as of 1 January 2020 ("Stained Glass" project). New numbers **of individual tax accounts**, containing the relevant tax identifier (Tax ID No (NIP) or Personal ID No (PESEL)) will be introduced. New tax account numbers, including the identifier of the relevant tax office, are also planned.

The **individual tax account** number will have to be obtained independently by the taxpayer, after providing the tax identifier (Tax ID No (NIP) or Personal ID No (PESEL)) via the website of the Ministry of Finance in the Public Information Bulletin or at the tax office.

The "Stained Glass" project aims to simplify the process of making payments due to tax and non-tax budgetary receivables to tax offices, as well as the handling of payments and returns in tax authorities. According to the legislator's justification, introduction of the individual taxpayer account will help to improve the comfort of the taxpayer in the area of payments and save time, as well as minimise the risk of improper transfer of payments.

Please note that the Ministry of Finance does not foresee a transitional period. In order to ensure that your liabilities towards the tax office are correctly settled after 31.12.2019, it will be necessary to comply with the new rules governing the execution of these transfers. This will also be the case when placing payment instructions in 2019 but with a future value date, with date of execution in 2020.

In line with the expectations of the Ministry of Finance, all payments to the tax office should be carried out on a dedicated tax form.

Currently, draft works and consultations of the banking environment with representatives of the Ministry of Finance are still ongoing. We will inform you about the results of these works, including detailed rules of payment of particular types of taxes to the relevant new (or existing) account numbers of the tax office, when the final rules for the handling of tax payments are developed. Please follow the information on the "Stained Glass" project in order to be prepared for the new way of conducting tax settlements.

Should you have any questions, please contact your Advisor.



Euromoney Cash Management Survey 2019 - we are No. 1 in the ranking!

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Citi Handlowy has gained the most of your votes, claiming the title of the **Market Leader**, and received the highest notes for service – **Best Overall Service**.

We are proud that our solutions have been appreciated once again by those whose opinion we value the most – our Customers.

We are constantly working to ensure that the solutions offered are getting faster, more secure and convenient through the use of state-of-the-art technologies. We are also following changes in the regulatory environment in order to assist you in adapting settlements to new legislation.

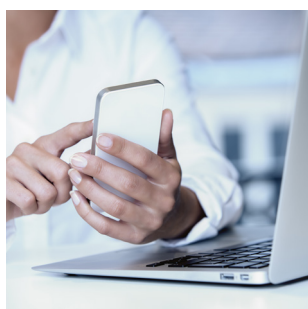
However, in order for our solutions to effectively support processes in your company, mutual openness and trust are essential. **We would like to thank you wholeheartedly for this willingness to cooperate, involvement and inspiration.** We treat the high position in the ranking as a commitment and motivation for further work.

Thank you!



Euromoney Cash Management Survey 2019
No.1 in the ranking
Market Leader & Best for Overall Service
★★★★★ 6th year in a row!

Thank you for your trust and support!



PSD2 Directive - find out what will change in CitiDirect BE

From September 14th, 2019 CitiDirect BE users with access to accounts maintained in the European Economic Area (EEA) are a subject to Strong Customer Authentication (SCA) measures required by PSD2 (Directive (EU) 2015/2366).

To meet these requirements the following key changes became live on CitiDirect BE from 7 Sep 2019:

1. **A user is automatically logged out upon reaching 5 minutes of inactivity whilst logged into CitiDirect BE.** Users will need to log back in to continue using CitiDirect BE.
2. **A user login account is locked after five consecutive failed login attempts.**
A locked user will need to contact their Client Security Manager to unlock their login account, or contact Citi Service if a Client Security Manager has not been appointed.

What is important: the current way of logging in to the system meets security requirements and remains unchanged.

We encourage to read the information about cybersecurity available on www.citidirect.pl in the section: Security.



New security procedures for email correspondence

Preserving the confidentiality of information resources is our top priority.

Therefore, for all email messages sent to you, containing confidential, proprietary and/or sensitive information, including personal data, we have implemented an encryption process, based on SecureZIP or SecureEmail tools. This security procedure is in line with the standards applicable throughout the Citi group.

It will enable us to protect such information and minimise the risk of potential unauthorised access or substitution of data.

Receiving such a message requires standard Adobe Acrobat Reader software, version 9 or higher (SecureEmail), and ZIPReader (SecureZIP). Please make sure your software meets these requirements.

In the case of SecureEmail, you will be asked to perform one-off registration to generate the password required to read encrypted messages. The instruction regarding registration and/or downloading of an encrypted message will be included in the first secure email received from Citi Handlowy.

Should you have any questions, please contact a Banking Advisor or CitiService Advisor.



Full digitization of bank statements by the end of 2019

Already 95% of the Corporate Customers of Citi Handlowy have given up on unnecessary paper and only download bank statements in electronic form, with the benefit for their own security, efficiency and image. This change is a part of digitalisation of processes on the part of both Citi Handlowy and our Customers. The paper bank statements will be available until the end of 2019.

If your company has not yet resigned from paper bank statements, we recommend doing it as soon as possible.

We offer:

- electronic bank statements (.pdf files) **sent to your email box**
- **data files available in CitiDirect BE**, which, after being imported into a financial and accounting system, will facilitate the reconciliation of positions
- **the satisfaction** of knowing that a minor habit change has contributed to environmental protection.

Please send a written resignation (signed in accordance with the your company's representation) to the following address:

Citi Handlowy
Bank Handlowy w Warszawie S.A.
Customer Documentation Zone
ul. Senatorska 16
00-923 Warsaw

Should you have any additional questions, please feel free to contact your Bank Advisor.

 **Be on nature`s side. Be digital.**



Changes in the charging process in case of insufficient funds

Dear Sir or Madam,

In order to ensure the quality of our services and the continuous improvement of our processes, we hereby inform you that in the case of incoming foreign payments for which there are no funds to pay for the transfer, the Bank shall charge the fee from the account to which the transfer was made, or it shall charge such fee from another account of the Customer - in accordance with the Citi Handlowy fee schedule.

In the case of outbound foreign transfers, where the payment account indicated differs from the one the transaction originated from, but there are no funds to charge the fee, the Bank shall collect the funds from that account anyway in order to make it possible to transfer the funds immediately, without having to suspend the transaction until it is cleared up. Such an operation will result in a negative balance in the account, which may result in interest imposed on the negative balance.

In the case of outbound foreign transfers, where the payment account indicated is the same as the transaction account, and there are no funds to pay the fees, the Bank shall offer a change in the fee collection process into a monthly cycle. Should you have any additional questions, please contact your banking advisor.

The Bank intends to retract from the process of topping up the payment account if there are no funds in such account for settlements resulting from clearing the OUR, NON-STP, and abbreviated currency date costs.

Should you have any questions, please contact your banking advisor or a CitiService advisor.



Annual balance confirmations

We kindly inform you that the Bank will send balance confirmations as of 31 December 2019 to your correspondence addresses.

Please check them and - if needed - also update your correspondence addresses.



Bank holidays in October and November 2019

Please note below the days October and November 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).

OCTOBER	
1	CN, CY, HK
2	CN
3	CN, DE
4	CN
7	AU, CN, HK
8	HR
14	CA, JP, UA, US
23	HU
28	CY, CZ, GR, IE, SG
29	TR
31	SL

NOVEMBER	
1	AT, BE, ES, FR, HR, HU, IT, LT, LU, PL, PT, SK, SL
4	JP, RU
11	BE, CA, FR, PL, US
18	LV
28	US