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# The News

CUSTOMER SERVICE DEPARTMENT

Czytaj  
Aktualności

Badź  
na bieżąco

In Citi Handlowy we are still looking for additional innovations that will improve our existing processes and create business opportunities for our Clients. One of such solutions is [www.citidirect.pl](http://www.citidirect.pl), a **new information service for Clients** which supports the existing **CitiDirect transaction service**.

**From now on, you will find all information on a single website:** logon to CitiDirect, news and tips, Customer Academy, manuals, documents, help, contacts, and NRB/IBAN calculator. Below we present a short guide to the new service.

Please visit [www.citidirect.pl](http://www.citidirect.pl) and add it to your favourite websites.

The screenshot shows the CitiDirect website interface with several callout boxes:

- Menu can be located on either left or right side.** (Points to the navigation menu on the left side of the page)
- Practical hints how to personalise CitiDirect.** (Points to the 'Tip of the day' section)
- Log on to CitiDirect.** (Points to the 'Login to the system CitiDirect' button)
- Information on new products and functionalities.** (Points to the 'News' section)
- NRB/IBAN calculator.** (Points to the 'Useful links' section at the bottom)

The interface includes a 'MAIN PAGE' sidebar with icons for MANUALS, CLIENT ACADEMY, HELP, DOCUMENTS, COMPETITION, CONTACT, SPEED UP, and SECURITY. The main content area features a 'Tip of the day' section, a 'News' section with two articles dated 11.05.2011, and an 'Introducing to CitiDirect' video player. The footer contains 'Useful links' such as Check IBAN, Check SWIFT, NBP, Java Sun, Links, and Survey.

The screenshot shows a 'Documents' page with a central diagram titled 'Step 4: Sign'. The diagram illustrates a process flow: a document icon, a printer, a document with a red pen and the text 'Dokumenty do podpisu', an envelope icon, and a blue checkmark with the number '48'. Below the diagram, it says 'Your signature must comply with the representation submitted to the bank'. Below the diagram are tabs for 'CitiDirect', 'Files', 'SafeWord Card', and 'Other Products'. A list of document titles is shown, including 'Activation/configuration', 'Details of individuals who su...', 'Activation of notifications', and 'AEA – authorization to acces...'. Each title has a 'Download\_doc>' link. A callout box points to the 'AEA' document with the text: 'Fill out if you submit an application to add a new user who is: - individual entitled to authorize transactions - if no authorization, the document should be filled out by users authorized to send transactions to the bank'. Other callouts point to the diagram and the document list.

**Documents**

**Step 4: Sign**

Dokumenty do podpisu

Your signature must comply with the representation submitted to the bank

CitiDirect Files SafeWord Card Other Products

Activation/configuration  
 Details of individuals who su  
 > Activation of notifications  
 > AEA – authorization to acces  
 No idea what to fill?>

Download\_doc>  
 Download\_doc>  
 Download\_doc>  
 Download\_doc>

Fill out if you submit an application to add a new user who is:  
 - individual entitled to authorize transactions  
 - if no authorization, the document should be filled out by users authorized to send transactions to the bank

Description of the documentation execution process.

All documents are grouped in subject blocks.

Each document has an additional description.

Guide how to make it step by step.

Thank you, and see you soon on [www.citidirect.pl](http://www.citidirect.pl)