

citi handlowy

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**CitiService
News**

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Euromoney Cash Management Survey 2024

EUROMONEY
**CASH
MANAGEMENT
2024**

Euromoney Cash Management 2024 is one of the world's leading surveys of our industry.

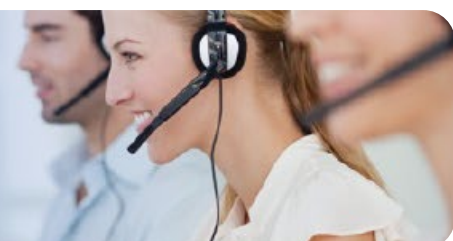
Survey is open till June 14th – you can cast your vote via the button below. We invite you to participate and have your say on the topics that matter to you.

[Vote!](#)

Service Shortcuts

Contact with CitiService:

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



Importance of actual settings in CtiDirect

While operating on the market, companies may change owners, the company may be divided, share or the entire company may be sold.

Please remember to immediately make appropriate adjustments regarding access to the bank account in the event of ownership changes. In the CtiDirect system, you should ensure that user settings and profiles are up to date by verifying whether:

- all CtiDirect users are still employees of your company,
- user accesses and/or entitlements require modification,
- during cooperation with the bank, the company authorized another entity (e.g. the parent company) to view the account or submit instructions and whether such disposition is valid,
- there are authorizations or instructions related to specific access channels or customer profiles in CtiDirect.

Regularly verifying authorizations for another entity is important for the security of the company. Please inform the bank immediately if you need to cancel a previously submitted instruction. Such notification should be submitted in writing, signed by authorized persons.

Electronic banking settings, such as user access, entitlements, and account settings, can be verified and/or changed by the Security Manager from your company directly in CtiDirect.

If there is no Security Manager, please contact the bank representative.

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CitiDirect MobileToken: discover the new fast login method

CitiDirect Mobile Token at Citibank is now available in 101 countries and is intended to eventually replace MobilePASS, which is gradually being deactivated for users who use several login methods.

Why is it worth changing the login method and moving to a new, upgraded mobile token? **CitiDirect Mobile Token** is a login credential that enables users to login both to CitiDirect® desktop and mobile. Setup is simple, activation takes just minutes, and login is easier than before!

CitiDirect Mobile Token enables users to easily and quickly – in just a few minutes – confirm their identity and gain secure access to CitiDirect from their computer or mobile application. Combined with CitiDirect biometric authentication (fingerprints or face recognition), it offers a convenient way to login to CitiDirect.

Security Managers can enable **Mobile Token** now for the users in their company/organization by following these easy steps: [CitiDirect® Mobile Token Enablement Guide for Security Managers](#). Then the users can easily activate their Mobile Token: [Mobile Token activation video](#) and log into CitiDirect: [Login video](#)

Why should you try CitiDirect **Mobile Token**?



EASY-TO-USE

- Modern and mobile friendly design
- Clear and contextual instructions
- Real-time progress indicators and visual feedback



SECURE

- Device binding
- Strong verification protocols
- Time-based controls and built-in security parameters



CONVENIENT

- Activation takes less than 2 minutes
- Login via a quick QR code scan – add biometrics as an option
- Reactivation at your fingertips

Install **CitiDirect** application, where you can check your balance and authorize payments **at any time, even when you don't have access to a desktop**. The application has simple and transparent interface and strong security mechanisms, such as the ability to confirm login to the system using biometrics.

Application will help you to:

- authorize and release payments
- check the account balance
- display a preview of transaction history and details of the payments made
- search for payments
- link between company profiles
- authorize the changes requested by Security Managers
- use biometric authentication (fingerprints or face recognition)

The application is available for Apple iOS and Android.

More information can be found in the following materials:

[CitiDirect Mobile Token FAQ >>](#)

[CitiDirect BE Mobile >>](#)

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Portal supporting business cards users



We would like to remind that the kartybiznes.pl portal was created in response to the needs of customers using business cards – both employees (Card Holders) and Card Program Administrators.

Thanks to the portal, you and your employees will have in one place access to information on card management, such as:

- block or lost card,
- card PIN preview,
- Business Card application,
- ATM finder,
- exchange rates,
- contact with the bank (Corporate Card Service).

For the Program Administrator, we have also created the **Program Administrator Zone**, where you can find a series of useful materials, classified into four sections:

1. **Video Instructions:** a series of short videos presenting the basic functionalities of CitiManager¹⁾,
2. **Manuals:** a collection of the CitiManager guides¹⁾,
3. **CitiManager trainings** – unlimited online trainings¹⁾.

Training sessions in Polish are held every last Tuesday of the month, at 11:30. The next coming session is on May 28th 2024. Registration for the training is via registration platform on [the website >>](#), where you can sign up yourself for selected sessions in Polish. Training sessions in English are available on the [Citi website >>](#) and cover CitiManager functionalities offered globally.

4. **Documents:** current documentation for business credit and debit cards.

¹⁾Please remember that presented videos and trainings are illustrative only and may vary depending on the platform version you are using.

We encourage you to use the kartybiznes.pl portal!

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Statements and reports – important changes in data presentation

We would like to remind you that the previously communicated changes to the way some data is presented in statements and reports will be implemented on the weekend of May 18-19, 2024.

Please make sure you are familiar with the scope of the changes. If any changes in your systems used for handling reports and downloading information about transactions are needed, they should be completed no later than May 17, 2024.

As the change is complex, it will not be possible to use two versions of statements/reports at the same time and it will not be possible to return to the previous settings.

NOTE: archived statements generated after the implementation of the change (from May 20), relating to the period before the change, will be available only in the form presented until the date of implementation of the change (“in the old way”), whereas archived statements generated after the implementation of the change (from May 20), relating to the period after the change, will present data “in a new way”. Therefore, please generate all statements and import them to your accounting systems before adapting your systems to new statements.

Useful materials:

- [scope of changes >>](#)
- [FAQ >>](#)
- [mapping of fields >>](#)
- [training material >>](#)

Please note that we are working to improve the way data is presented in reports and statements. Our goal is to ensure consistent and structured data (presented in the appropriate field in line with the specifications and Citi standards) and to harmonize intraday and end-of-day (EOD) reporting.

If you have any questions, we are at your disposal. Please contact CitiDirect Helpdesk.

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The Citi Handlowy logo, featuring the word "citi" in a lowercase sans-serif font with a red arc above the "i", followed by "handlowy" in a lowercase sans-serif font.

Change of the bank's correspondence address from April 22, 2024.



Due to the completion of the modernization of the Citi Handlowy headquarters at ul. Senatorska 16 in Warsaw, **from Monday, April 22, 2024, our correspondence address is changing.**

Please send all documents and shipments to the address:

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

The correspondence address for Trade Servicing and Financing Products remains unchanged.

The phone numbers and email addresses will remain unchanged. If you have any questions, please contact your CitiService Representative.

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Bank guarantee calculator to compute the commission amount

If you are considering strengthening your position towards your business partners through bank guarantees, you can now quickly estimate the costs associated with issuing them. A new tool is available on our website – [a guarantee calculator >>](#)

The device allows for calculating commission in real-time from the total guarantee amount and defining a commission payment schedule. The commission can be calculated either based on the Tariff of Commissions and Fees or on a negotiated individual rate.

After entering the basic criteria, you can quickly check the commission amount for an already issued or a new guarantee.

This useful tool can help you with planning and monitoring costs. We encourage you to use the calculator!

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Bank holidays: May and June 2024

Please note the following days in **May and June 2024** when orders received will be affected on the following business day due to a currency exchange holiday (i.e., a public holiday in a given country).

MAY	
1	Labour Day, AT, BE, BG, CH, CN, CY, CZ, DE, EE, ES, EU, FI, FR, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, PT, RO, RU, SE, SG, SK, SI, TR, UA, ZA
2	CN, ES, RU, SI
3	Constitution Day, BG, CN, GB, JP, PL, RO
6	BG, CY, GB, GR, IE, JP, RO, UA
7	CY
8	CZ, FR, SK
9	CH, DK, FI, FR, IS, LU, NL, NO, RU, SE, UA
10	DK, RU
15	HK
17	NO
20	CA, CH, DK, FR, HU, IS, LU, NL, NO
22	SG
24	BG
27	GB, US
30	Corpus Christi Day, AT, DE, HR, PL, PT

JUNE	
3	IE
5	DK
6	SE
10	AU, CN, HK, PT
12	RU
17	AE, IS, SG, TR, ZA
18	AE, TR
19	AE, TR, US
21	FI, SE
24	CY, EE, GR, LT, RO, UA
25	SI
28	UA

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