



## CitiService News

April 1, 2016 | Issue No. 4

### In this issue

- Euromoney 2016 Poll – Vote for the Best Bank in April!
- Infotrade Hotline Transferred to CitiService
- Change of Customer Document Zone Address
- Bank holidays in April and May 2016

## Euromoney 2016 Poll – Vote for the Best Bank in April!

Thank you very much for your support in last year's Euromoney poll. Owing to your votes, we were named the best bank in the field of transaction services for the second year in a row. Now, we would like to repeat that success with your help.

The voting will begin already on **21 April** and will close on **3 June**.

We will mail you a link to this year's poll as soon as it comes online.

**Please vote again this year.**

### Service Shortcuts



Except from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses

Your vote is very important to us!



## Infotrade Hotline Transferred to CitiService

We would like to inform you that as part of the measures aimed at improving the quality of the services offered by Citi Handlowy as well as handling your requests in a comprehensive manner, the tasks previously performed by InfoTrade hotline employees have been transferred to the CitiService Customer Service Department.

As of 1 April 2016, inquiries concerning trade service and finance products will be answered directly by CitiService Advisors.

CitiService Advisors will assist you with their expertise and practical knowledge related to trade services and financing.

You will also be able to receive detailed information on the status of your transactions from CitiService Advisors.

We would also like to remind you that Citi Trade Portal is a CitiDirect electronic banking module, which enables the remote management of trade services and financing transactions.

Citi Trade Portal can be used to manage classic and reverse factoring, supplier finance programs, export and import letters of credit, export and import collection and guarantees.

Please forward the above notice to the interested persons at your company.

If you have any questions, please contact CitiService.

## Change of Customer Document Zone Address

Please be advised that as of **11 April 2016**, the address of the **Customer Document Zone [Strefa Dokumentacji Klienta]** will change; the new address will be:

Citi Handlowy  
Strefa Dokumentacji Klienta  
ul. Senatorska 16  
00-923 Warszawa

Please send any instructions and documents (*except for those relating to Trade Services and Finance Products*) to the address indicated.



## Bank holidays in April and May 2016

Below is the list of dates in April and May 2016 on which orders will be processed on the following business day owing to currency holidays (a statutory holiday in the country in question):

### APRIL

01 – INR  
04 – CNY, HKD, TWD  
05 – TWD  
06 – THB  
08 – MUR  
13 – KRW, THB  
14 – THB  
15 – THB  
18 – ZWL  
19 – VEF  
21 – BRL, ISK  
22 – DKK  
25 – AUD, EGP, NZD  
27 – ANG, ZAR  
29 – BGN, ILS, JPY, LBP, MKD

### MAY

02 - ALL, ANG, BAM, BGN,  
BWP, CNY, EGP, GBP,  
HKD, KES, LBP, MKD,  
MWK, MYR, RON, RUB,  
SCR, SGD, THB, TWD,  
ZAR, ZMW, ZWL  
03 - JPY, MKD, PLN, RUB  
04 - JPY  
05 - AED, ANG, BWP, CHF,  
DKK, IDR, ISK, JPY, KRW,  
KWD, NOK, OMR, SEK,  
THB  
06 - BGN, DKK, IDR  
09 - COP, RUB, VEF  
12 - ILS  
16 - CHF, DKK, HUF, ISK,  
MWK, NOK  
17 - CDF, NOK  
19 - TRY  
20 - THB  
23 - CAD, JMD  
24 - BGN, MKD  
25 - ARS, JOD, LBP, ZMW,  
ZWL  
26 - BRL, HRK, PLN, SCR  
30 - COP, GBP, USD, VEF