



## CitiService News

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

### eForms - Electronic Document Exchange Platform



In an effort to increase our availability, we are developing new solutions that make it easier for you to contact the Bank and save the time you need to handle everyday bank orders. As a result, we have already provided you more than **50 online application forms**, which may be submitted through our electronic document exchange platform - **eForms**.

**The eForms platform** is a digital channel for exchanging documents between the Client and the Bank. It enables you to **submit applications to the Bank more quickly and easily**. The hints offered by the platform will help you fill in the application correctly, minimizing the risk of mistakes. This will streamline the process of verifying the correctness of your application by the Bank. You will be able to check the status of the case on the platform, and you will be also notified about the application status with e-mail or SMS alerts.

**In the near future, this solution will almost completely eliminate paper documentation from the banking product handling process.**

[Learn more about the eForms platform >>>](#)

At present, you can submit electronic applications for services related to: CitiDirect BE electronic banking, bank account and corporate cards. With the eForms platform you can do things such as:

- set the statement delivery method to email,
- open a new sub-account,
- change debit card settings,
- add or delete permissions in your profile in the CitiDirect BE system.

Additionally, we will gradually introduce new functionalities and product groups to be supported in this channel. With the **eForms** platform you can request, free of charge, changes in the CitiDirect BE system which are not covered by [Security Manager Entitlements](#).

[See how you can get access to the eForms platform >>>](#)

We also invite you to use our new innovative solution: the MobilePASS app. Its advantages include:

- **More convenient, "on the spot" log-in process** using your smartphone.
- Friendly and **secure log-in process** using app-generated numeric passwords.
- Possibility to use **additional security features** protecting the smartphone against unauthorized access, e.g. using PIN, password, pattern or fingerprint.
- **Possibility to add new users quickly** without the need to wait for the delivery of new physical tokens.

[Find out more about mobile access with the MobilePASS app >>>](#)

Should you have any queries, please contact your Relationship Manager.



## Annual balance confirmations

We kindly inform you that the Bank will send balance confirmations as of 31 December 2018 to your correspondence addresses.

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



## Prepaid Cards - changed file format for card applications in connection with amended policy against money laundering and financing of terrorism

It is our utmost care that you are at all times provided with all the recent information on any changes in the laws that influence the operation of banking products, which in this case particularly applies to **Prepaid Payment Cards**.

Therefore, we would like to inform you that, on 13 July this year, the Anti-Money Laundering and Counter-Terrorist Financing Act came into force, implementing Directive 2015/849 (EU) of the European Parliament and of the Council of 20 May 2015 on the prevention of the use of the financial system for the purpose of money laundering and terrorist financing.

The Act specifies a new way of identifying and verifying the identity of each Customer and, among others, a person authorised to act on the Customer's behalf. For Prepaid Payment Cards, Citi Handlowy (Bank Handlowy w Warszawie S.A., hereinafter the "Bank") is required to identify and verify the identity of the Attorney and the Cardholder. For this purpose, the process of issuing the cards will involve collecting, from both the Cardholder and the Attorney, additional data specified under the act.

Therefore, the range of data required for the activation or issue of Prepaid Payment Cards was changed, which had an impact on the specification of the file sent to the Bank for the issue of new cards. The new specification, with additional fields for files in items 3.2.1 and 3.2.8 (nationality and country of birth), can be found on CitiDirect.pl > Documents > Business Cards, in the Prepaid Payment Cards section - file "Data transfer from/to User."

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### The new file format is required by the Bank as of 13 October 2018.

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As of 13 October 2018, it will not be possible to issue the Prepaid Payment Cards on the basis of a file with the currently existing specification. For cards issued and not activated by that time, the Bank will ask you to provide the missing data, which will be communicated in a separate letter.

Should you have any questions, do not hesitate to contact the Card Customer Service by calling: **+48 22 692 25 52** or sending an email to: [karty.obsługa.klienta@citi.com](mailto:karty.obsługa.klienta@citi.com).



## Business Cards - invalid applications will no longer be accepted

On 13 July this year, the Act on counteracting money laundering and terrorist financing came into force, implementing Directive 2015/849 (EU) of the European Parliament and of the Council of 20 May 2015 on the prevention of the use of the financial system for the purposes of money laundering or terrorist financing.

Consequently, we would like to remind you that new application forms for card issuance and appointment of card proxies can be found on our website at [www.citihandlowy.pl/poland/citidirect/polish/dokumenty.htm](http://www.citihandlowy.pl/poland/citidirect/polish/dokumenty.htm), in the "Business Cards" section.

Please be advised that starting from 14 September this year, Citi Handlowy will no longer accept documents on out-of-date application forms. Instructions submitted on forms other than those published on the citidirect.pl website will be returned to the sender.

Should you have any questions, do not hesitate to contact the Card Customer Service by calling: **+48 22 692 25 52** or sending an e-mail to: [karty.obsługa.klienta@citi.com](mailto:karty.obsługa.klienta@citi.com).

Yours respectfully,  
**Corporate Cards Service Department**  
Citi Handlowy  
Bank Handlowy w Warszawie S.A.



## Bank holidays in October and November 2018

Please note below the days in October and November 2018 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	AU, CN, CY, HK
2	CN
3	CN, DE
4	CN
5	CN, PT
8	CA, HR, JP, US
12	ES
15	UA
17	HK
22	HU
23	HU
26	AT
29	IE, TR
31	SI

NOVEMBER	
2	HU
5	RU
6	SG
9	ES
12	CA, US
20	AE
22	US
23	JP
30	AE, RO