



CitiService News

March 2021 | Edition No. 3

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Managing company finances from home? It's easy!



Choose **self-service** and see how many operations you can do yourself.

Remote work and the need to maintain social distance make us appreciate more the ability to manage our resources by ourselves.

Citi Handlowy provides a number of useful functions that allow you to decide about your bank account and our services without unnecessary formalities and having to contact the Bank. We would like to invite you to our **self-service** series. [Choose self-service and download proof of payment yourself, without the need to contact the Bank representative >>](#)

Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



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Execution of outgoing foreign transfers showing an incorrect or no SWIFT code

Please be advised that if:

1. An incorrect SWIFT code is provided, a foreign transfer cannot be executed and, as a result, the payment will be cancelled and a cancellation fee will be charged. The Bank will communicate with you to inform about any cancellation of a transfer.
2. If the SWIFT code is not given in the transfer, and other identifiers (e.g. IBAN, bank details) are given which will allow the Bank to determine the SWIFT code, the transfer will be executed and, as a result, a non-STP fee will be charged. The Bank will not communicate with you as it will be able to obtain the additional data and execute the order.
3. If the SWIFT code is not given in the transfer and cannot be determined based on other identifiers, the Bank will send an inquiry to the Customer.

Please pay particular attention to this when making a payment order.



Multi-currency account: one account - over 140 currencies

A simple way of making settlements with counterparties all over the world:

Please be informed that in the CitiDirect BE and CitiConnect system, you may now execute payments in over 140 foreign currencies directly from an account kept in PLN, EUR or USD. Anyone who has access to the CitiDirect BE or CitiConnect system may take advantage of a multi-currency account - no additional documentation is required.

Multi-currency account - benefits:

- fast payments for providers in the local currency
- guarantee of the beneficiary's bank receiving the exact amount in the local currency
- no costs of service implementation, no additional documentation
- FX risk reduction - the exchange rate is set at the time of payment order
- no need to open currency accounts and keep funds in local accounts abroad
- fast access to current local regulations and rules of formatting settlements
- 19 currencies available through the CitiFX Pulse currency exchange platform

Reasons for making settlements in the counterparty's local currency:

- improvement of business relationships
- faster settlements
- the option to expand the network of business contacts
- easier negotiation of terms and conditions of the contract due to:
 - releasing the counterparty from the FX risk
(the exchange rate is not an element of contract negotiations)
 - making it easier for the counterparty to make settlements with local institutions
 - improving the process of incoming payment identification on the part of the counterparty

For the full list of currencies available as part of a multi-currency account, [go to >>](#)



Automation for incoming payments - reminder

In order to improve the quality of service and speed up the availability of our Clients' funds resulting from incoming payments to the account in currencies other than the account currency, we introduced an automatic process of posting these transactions to the account in accordance with the instructions.



CHOOSE SELF-SERVICE

Choose self-service and download proof of payment yourself, without the need to contact the Bank representative.

Have You ever wondered how easily and conveniently, using CitiDirect BE system, you can download proof of payment yourself?

Specially for users who look for such confirmation available as soon as Bank will process the payment, there is an option in the CitiDirect BE to get it. This confirmation contains key payment details such as beneficiary details, payment amount and the date when your transaction was processed. There is also a required legal note. Such confirmation can be provided to suppliers and beneficiaries without having to contact a Bank representative.

Why is it worth to download proof of payment in CitiDirect BE yourself ?

- **Secured, controlled by CitiDirect BE Security Manager an access** to certification of the processed payment, consistent with users entitlements in the system (no additional setup required)
- **Easy and instant access to proof of payments** - no requirement to contact Bank representative

Instruction how to download proof of payment in CitiDirect BE is available [here \(Polish version only\) >>](#)

Please note, that the payment confirmation can also be generated from the [Citi Payment Insights module level >>](#)



Bank holidays in March and April 2021

Please note below the days in **March and April 2021** 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).

MARCH	
3	BG
8	RU, UA
11	LT
15	CY, GR, HU
22	ZA
25	CY, GR

APRIL	
1	CY, DK, ES, IS, NO
2	AU, BE, CA, CH, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HU, IE, IS, IT, LU, NL, NO, PT, SE, SG, SK, ZA
5	AT, AU, BE, CH, CN, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LU, LT, NL, NO, PL, SE, SK, SL, ZA
6	HK
22	IS
23	TR
26	AU
27	NL, SL, ZA
29	JP
30	BG, CY, DK, GR, RO

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