

citi handlowy

read
**CitiService
News**

December 2023 | edition No. 13



We wish you a wonderful Holiday Season.
May the New Year bring much happiness!

Service Shortcuts:

Contact with CitiService:

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



Information on Citi Handlowy's working hours during the Christmas and end-of-year season



Information on Citi Handlowy's working hours during the Christmas and end-of-year season:

December 22, 2023, is a normal day of work at Citi Handlowy.

December 29, 2023, the Citi Handlowy Branch at Traugutta 7/9, Warsaw works at standard hours. In the Elixir system there will be two clearing sessions according to the standard hours of the National Clearing House. Hours of accepting and executing orders are changed according to the schedule below.

a) International and domestic external and internal transfers

- sent via electronic banking system:
 - 1) domestic internal transfers remain unchanged
 - 2) domestic external transfers – **until 5:30 pm** (Domestic external outgoing transfers sent between 12:30 pm and 5:30 pm will debit the account on December 29, 2023 and will be settled in the 1st Elixir session on January 2, 2024)
 - 3) Sorbnet domestic transfers – **until 12:00 pm (noon)**
 - 4) international external transfers:
 - a. SWIFT VDO – **until 12:00 pm (noon) (depending on the currency)**
 - b. SWIFT VD1/VD2 – **until 12:00 pm (noon)**
 - c. SEPA VDO/VD1 – **until 12:00 pm (noon)**
 - d. outgoing transfer instructions received via SWIFT channel – **until 2:30 pm**
 - 5) international internal transfers – **until 12:00 pm (noon)**
 - 6) Express Elixir transfers remain unchanged
- domestic internal, external and international transfers could be submitted in paper only in case of an electronic banking failure – **until 10:00 am**.

Orders sent outside the above hours will be executed on **2 January 2024**.

b) Deposits

- executed by phone – **until 12:00 pm (noon)**

c) International cash receipts

- SWIFT payments received by **2:00 pm** will be executed on the same day
- received SEPA payments will be credited on the same day

d) Domestic cash receipts from the National Clearing House to Customers' accounts will be credited on the same day

e) Trade Services Products, i.e. export and import letter of credits, collections and guarantees – **until 11:00 am**

f) Trade Finance Orders; factoring – **until 11:00 am**

g) Availability of electronic files in the CitiDirect BE system.

The predictable availability of files concerning receivables collection services (i.e. SpeedCollect, Direct Debit and bank statements in the form of MT940 and PRGSTA files) is **from 8:00 am on December 30, 2023**.

h) Availability of PDF electronic bank statements in the CitiDirect BE system: **from 7:00 am on January 2, 2024**.

We kindly inform you that **the annual confirmations of balances as of December 31, 2023** will be sent by the bank to your correspondence addresses. The bank has also provided the option of ordering the electronic version of the Annual Balance Confirmation (eRPS) document. We encourage those of you who have not yet launched this service to submit a relevant request. The electronic version will be sent in PDF format via the SecureMail secured e-mail. For detailed information about eRPS, please contact the CitiService representative.

Bank holidays: January 2024

Please note below the days in **January 2024** 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).

JANUARY 2024	
1	New Year's Day, AE, AT, AU, BE, BG, CA, CH, CN, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, JP, LT, LU, LV, NL, NO, PL, PT, RO, RU, SE, SG, SK, SI, TR, UA, US, ZA
2	CH, JP, RO, RU, SI, UA
3	JP, RU
4	RU
5	RU
6	Epiphany
8	JP, UA
15	US
24	RO
26	AU

[BACK >>](#)