

citi handlowy

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CitiService
News

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Service Shortcuts:

Contact with CitiService:

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

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Activities to simplify the account structure used to serve Visa Business Debit Cards



This message applies to clients who have debit cards settled on more than one account and use the Application for Issuance of a Visa Business Debit Card with the simultaneous opening of an account for the card for agreements signed until April 30, 2021.

From November 2, 2023, the standard account structure for debit cards is a structure in which all card transactions are charged to one account. Card programs operating in other configurations, e.g. where each card settled in a separate account or in other structures, should be transferred to the standard structure and auxiliary accounts should be closed.

The above change results from the fact that only the structure where all cards are settled in one account makes it possible to handle them in accordance with the new standard of applying for cards using the CitiManager system and the OLA module.

In order to switch to the target standard structure (all cards connected with one account) please send us a written instruction (PDF or eForms) and:

- indicate one of the bank accounts (opened under the Bank Account Agreement) that will ultimately serve as an account for settlement of debit card transactions,
- disposal to close the other accounts previously used to service debit cards; all cards in your possession will be transferred to the indicated account without affecting the continuity of their service and operation.

If you have any questions, please contact the CitiService team. CitiService Representatives are available Monday to Friday, 8.00 a.m.-5.00 p.m. – just call 801 24 84 24 or +48 (22) 690 19 81, or alternatively, you can write to: citIService.polska@citi.com.

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Online CitiManager workshops in 2024 r.

We would like to remind you that the card programs management at Citi Handlowy is fully digitized and should be based entirely on the CitiManager platform. This is the main tool for submitting card applications, online monitoring of expenses made using cards, generating statements for each debit and credit card, and making changes to card limits.

Taking into consideration the great interest in CitiManager platform trainings, we have planned regular training sessions in Polish in 2024, every last Tuesday of the month, at 11:30 am. The next session is going to take place on March 26, 2024. Since you can participate in the training multiple times, depending on your needs, we prepared [registration platform >>](#) for you to register for this training. Please visit our website regularly and take advantage of training as needed by signing up yourself for selected sessions.

E-mail invitations sent by the bank from March 2023 since March 2024 have been replaced by a registration platform through which you are able to register to participate in the selected training.

During the workshops, the capabilities of the CitiManager platform are presented, which make card handling much faster and easier. The trainings have been prepared to show step by step the operation and functions of the CitiManager platform, including the Program Administrator role. Training topics cover a full range of issues, both basic, such as logging into the system, and more advanced ones.

Training sessions in Polish:

- are performed live on ZOOM platform by qualified Bank specialists, with the opportunity to ask questions,
- free of charge, multiple participation is possible,

Training sessions in English:

- are available under the [link >>](#)
- NOTE: trainings available on the Citi website cover CitiManager functionalities offered globally. Their scope for Citi Handlowy users may vary slightly. Therefore, please bear in mind possible discrepancies in the view or unavailability of some solutions.

More about CitiManager platform you can find [here>>](#)

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Proof of Payment – beneficiary account number will be available

To better meet your expectations, we wish to inform you that starting **March 2, 2024** confirmation of domestic and foreign payments so-called PoP – Proof of Payment, as the generated in Payment Analysis (Citi Payment Insights) and in Payment Management will include the full beneficiary account number (masking of this account will be removed.)

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The new SEPA standards require no changes on the client's side

The SEPA transfer system is improving its infrastructure. On March 18, 2024, new SEPA standards come into force and will apply throughout the Single Euro Payments Area. The change is aimed at adapting SEPA messages to the latest version of the xml format (SEPA Rulebook 2023 update). Citi Handlowy is ready to handle your SEPA transactions according to new standards and will adapt files to new requirements. This process will be continued and we will keep you informed. This message is for your information only and does not require any action on your part.

IMPORTANT: The update to the SEPA settlement system has no impact on clients. Please note that you should still make your SEPA payments using the existing formats without any changes, otherwise your transactions may be rejected.

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Convenient and safe account access management by the Security Manager in CitiDirect

CitiDirect has been designed to enable you to manage your bank account yourself, without unnecessary formalities and the need to contact the bank. This is possible thanks to the Security Manager. This is a function assigned to a person in your company who acts as a coordinator for other users.

Security Manager – among others via [Self Service](#) module - can manage user profiles, their authorizations and authentication tools (Mobile Token). This is a great convenience for you, as the ability to administer the system yourself allows you to better coordinate the work of users in your organization and ensures the security of funds and transactions.

CitiDirect Security Manager entitlements:

- creates, modifies and deletes CitiDirect user profiles
- configures and modifies user authorizations to the bank account
- temporarily blocks selected users from the system (e.g. for security purposes or during mandatory „no login” periods)
- generates reports on permissions, inactive users, etc.

We would like to remind you that the Security Manager plays a key role in activating users created by the bank at your request (if submitted in paper form). This second layer of authentication has been introduced since November 28, 2023.

Appropriate and quick configuration of authorizations by the Security Manager, including a multi-level transaction authorization scheme (in which different users create, authorize and send payments), significantly reduces the risk of unauthorized outflow of funds and supports your security.

In order to provide appropriate support, **it is necessary** to appoint at least two Security Managers (three is recommended) - to designate Security Managers please submit the [Channels onboarding form >>](#)

Useful instructions for Security Manager:

- [How to create a new user profile >>](#)
- [Activating a new user >>](#)
- [How to add and modify user entitlements >>](#)

Want to learn more? We invite you to participate in [online training >>](#)!

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Statements and reports – important changes in the way the data is presented

If your company downloads statements and reports and then automatically imports the necessary data into its own systems – this message is important for you.

We correct the way of presentation of certain data::

1. scope of changes – selected data and different transaction types on all reports and statements
2. planned implementation date – the 2nd quarter, 2024
3. necessary action on client side – verification of the impact of changes and potential adjustment of your financial and accounting systems

Please get acquainted with details outlined below and then forward this message to persons responsible for above mentioned systems in your company.

Please join our workshops where we will present the scope of changes. A detailed presentation will make it easier to assess the need and scope of work on adaptation on your side. The workshops will be held in Polish. We offer three dates to choose from.

 **4** March 4, from 10:00 am to 11:00 am

 **6** March 6, from 1:00 pm to 2:00 pm

 **12** March 12, from 12:00 pm to 1:00 pm

Join us via ZOOM:

Meeting URL: <https://citi.zoom.us/j/5562330004?pwd=UE1jQjVlBgyVWRmc0l2ZWlwTjBpdz09>

Meeting ID: 556 233 0004

Password: 890639

We are working on the **improvement of the way the data is presented in the reports and statements.**

The goal we have is to ensure consistent and well-structured data (presented in the proper field in line with specification) as well as the consistent intraday and EOD reporting.

Within the reports (CAMT./MTXXX/BAI) certain key data, such as e.g. ordering party account number, ordering party name, ordering party bank code, will be presented in dedicated fields now, in accordance with their purpose and specification.

NOTE: clients using SpeedCollect (local Payer ID) solution, who generate on their own reports in CitiDirect (does not concern reports prepared and then made available by the bank) **will see the Infocode (Payer ID) identifier in the new field, not used till now**, what will simplify reconciliation as well as an additional information will be presented in API (Credit) notifications.

The improvement of data presentation concerns both outgoing and incoming transactions. The change covers reports delivered via CitiDirect (File Export), CitiConnect for Files/SWIFT/API Credit /Debit Notifications as well as the reports delivered to SWIFT address (originated from CITIGB2L address). What is important – **we do not change the file structure, only there will be a change where certain information is visible within the report content.**

We plan to implement the changes in the 2nd quarter, 2024 – the exact timeline of changes implementation will be communicated to you.

The material presenting the scope of changes is available [here >>](#)

IMPORTANT: please ensure whether above changes in the reports and statements do not require any **adjustments of your systems operating on the reports and obtaining information on the transactions.**

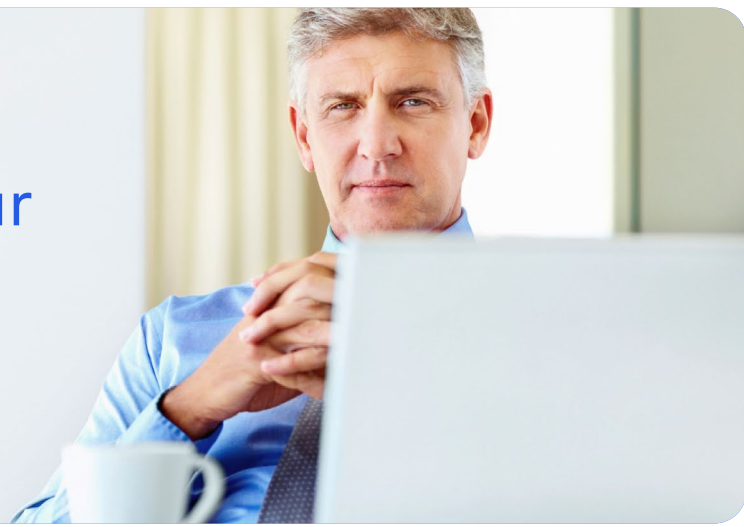
In case it is needed, please implement required changes on your side. Special attention may be put to the process of handling returns and to the aspect of inflows reconciliation.

We introduce the above changes having in mind to make it easier for you to reconcile the information on transactions on your accounts as well as to automate processes, based on well-structured data in the source files.

In case of questions, we are at your disposal. Please contact CitiDirect Helpdesk.

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Important – submit your company declaration (FINREP)



We would like to remind you about the obligation to provide Citi Handlowy (“Bank”) a declaration of employment in your company in accordance with FINREP financial reporting requirements (the Act of August 29, 1997 on the National Bank of Poland and Resolution No. 71/2016 of December 22, 2016).

The purpose is to properly determine the entity category, a client of the Bank (based on the number of employees), in accordance with the FINREP financial reporting instructions.

A bank is obliged to submit to supervisory institutions, every year, information on the number of clients served in particular categories. Therefore, please confirm whether your company belongs to the category “large enterprise” or “small and medium-sized enterprise (SME)”. This classification is based on the number of employees, with the limit of 250 employees (contracts of mandate, contracts for specific work, and seasonal workers are not included).

In accordance with the FINREP Financial Reporting Instruction, we will ask you every year to confirm whether your company, which is a party to the agreement with the Bank, falls into the category “large enterprise” or “small and medium-sized enterprise (SME)”. This classification is based on the number of employees, with the limit of 250 employees (contracts of mandate, contracts for specific work and seasonal workers are not included), of a given company. In the case of a representative office or a foreign branch, please provide employment data in this representative office or branch. Additionally, we would like to inform you that the declaration should be submitted to the Bank individually for each company that has an open account with Citi Handlowy.

Therefore, please **complete** your FINREP classification declaration and submit it by as soon as possible in one of the following ways:

1. via eWnioski (eForms) – [see Instruction here >>](#)
2. by sending your declaration with a qualified signature by e-mail directly to a Relationship Manager or to the address citIService.polska@citi.com.
3. The declaration should be signed in accordance with the representation provided in the extract the extract from the register, the appropriate power of attorney or representation on the KWP.

You may also deliver (send) the handwritten original of your declaration to the following address:

Citi Handlowy
Bank Handlowy w Warszawie S.A.
Client Documentation Zone
6 Golezowska Street
01-249 Warsaw
Poland

with the note: *FINREP declaration*

Link to [FINREP classification declaration](#)

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Bank holidays: March and April 2024

Please note the following days in **March and April 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).

MARCH	
8	RU, UA
11	LT
15	HU
18	CY, GR
20	JP
21	ZA
25	CY, GR
28	DK, IS, NO
29	AT, AU, BE, CA, CH, CY, CZ, DE, DK, EE, EU, ES, FI, GB, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PT, SE, SI, SG, SK, ZA
31	Easter

APRIL	
1	Easter Monday, AT, AU, BE, CH, CY, CZ, DE, DK, EE, EU, ES, FI, FR, GB, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, SE, SI, SK, ZA
4	CN, HK
5	CN
10	AE, SG, TR
11	AE, TR
12	AE, TR
16	BG
17	BG
23	TR
25	AU, IS, IT, PT
29	JP, RU
30	RU

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