



## Aktualności CitiService

1 September 2016, Issue No. 9

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- Changes in the settlement of incoming Elixir and Euro Elixir sessions
- Review of CitiDirect users and terms of the use of Safeword card
- Bank holidays in September and October 2016

### Changes in the settlement of incoming Elixir and Euro Elixir sessions

We would like to inform you that in Q4 2016 we are expecting changes in the settlement of Elixir / Euro Elixir sessions. They might result in even up to ninety minutes delays in crediting your accounts with funds from incoming transfers as compared to the current waiting time.

The changes are a consequence of works conducted currently by the National Clearing House (KIR) in order to harmonize the Polish settlement system with the European standards. They will apply to every bank participating in ELIXIR and Euro ELIXIR settlements.

We will keep you up to date with further details on the matter. We are informing you about the potential changes in advance so as to give you time to, possibly, adjust your settlement plans to the new temporal standards of posting. We will make every effort to minimize their influence on your settlements. Please do not hesitate to contact us should you require support or additional information.

If you have further questions, do contact the CitiService team at:

#### **CitiService**

801 24 84 24

+48 (22) 690 19 81

[citSERVICE.polska@citi.com](mailto:citSERVICE.polska@citi.com)

### Serwisy na skróty



Excerpt from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



## Review of CitiDirect users and terms of the use of Safeword card

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We would like to remind you that it is necessary for the Customer to perform periodic reviews of users' entitlements in the CitiDirect system.

The verification aims at depriving persons who do not use the system and should no longer be users of CitiDirect of access to the system.

The change in entitlements or users' list requires a written instruction submitted at the Bank.

In order to facilitate the verification of CitiDirect users' activity within your company, we would like to offer you the possibility to review the users independently (after enabling the service of Administrator in CitiDirect) or order a ready report with data concerning last logging into the system.

We would also like to remind you that in order to maintain access to the CitiDirect system on a given SafeWord card, users should log into the system at least once every 3 months.

In order to maintain the security of access to the CitiDirect system, the SafeWord card shall be blocked after 12 months of:

- a) the last login date – concerns users who have logged into the system; or
- b) the date of creating the user in the system – concerns persons who have never logged into the system.

A blocked SafeWord card should be replaced with a new one if a user intends to use the CitiDirect system in the future; this intention should be expressed in a separate application.



## Review of CitiDirect users and terms of the use of Safeword card, continued

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Users of the CitiDirect system using a given SafeWord card will be removed automatically after the lapse of 2 years since the last login date – the above concerns users who have logged into the CitiDirect system at least once.

It is also possible to reactivate a User card within the period of 12-24 months after the last login.

Reactivation should be reported to the CitiDirect Helpdesk at: +48 (22) 690 15 21 or to: [helpdesk.ebs@citi.com](mailto:helpdesk.ebs@citi.com)

After reactivating the card, one should log into the system within 7 calendar days; if no login is recorded within this period, the card will be blocked again and second reactivation will not be possible.

If you have further questions, do contact the CitiDirect Helpdesk team or CitiService at:

### **CitiDirect Helpdesk**

801 343 978

+48 (22) 690 15 21

[helpdesk.ebs@citi.com](mailto:helpdesk.ebs@citi.com)

### **CitiService**

801 24 84 24

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[citiservice.polska@citi.com](mailto:citiservice.polska@citi.com)



## Bank holidays in September and October 2016 r.

We would like to present currency holidays (official holidays in a given country) in September and October 2016, because the transfers ordered at those dates will be performed on the next working day.

### September

05 - CAD, MUR, USD  
06 - BGN  
07 - BRL  
08 - MKD  
12 - AED, ALL, BHD, EGP, IDR,  
JOD, KWD, LBP, MYR,  
OMR, PHP, PKR, QAR,  
SAR, SGD, TND, TRY,  
UGX  
13 - AED, BHD, EGP, INR, JOD,  
KWD, LBP, MAD, OMR,  
PKR, QAR, SAR, TND,  
TRY  
14 - AED, BHD, JOD, KRW,  
KWD, MAD, OMR, QAR,  
TRY  
15 - JOD, KRW, QAR, TWD,  
TRY  
16 - CNY, HKD, KRW, MYR,  
MXN, TWD  
19 - CLP, JPY  
22 - BGN, JPY  
23 - SAR  
28 - CZK  
30 - BWP

### October

03 - ILS, KRW, MYR  
04 - ILS  
06 - EGP  
10 - ANG, ARS, BHD, CAD,  
CLP, CNY, HKD, JPY,  
TWD, USD  
11 - BHD, INR, ILS, LBP, MKD,  
PKR  
12 - BRL, ILS, PKR, VEF  
17 - COP, ILS, JMD, MWK  
19 - ALL  
20 - KES  
24 - ILS, MKD, NZD, THB, ZMW  
28 - CZK  
31 - CLP, HUF, INR, MUR, PHP,  
VEF

