



## CitiService News

April 3, 2017 | Edition No. 4

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Foreign Exchange Rates



CitiService News



Market Analyses



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

### Bank documentation - data update



In the interest of the security and to ensure the continuity of CitiService banking services, Bank Handlowy w Warszawie S.A. reminds you to periodically update the documents listed below in order to maintain current of ongoing changes within your companies:

- Signature Specimen Card
- Authorization to communication with Bank
- Password Specification/Change Form
- Authorisation for Bank contact via CitiService cards used for telephone banking services as provided for the Account Holder - IVR Cards

**Missing or out of date information may result in difficulties in communication between your company and the Bank, particularly in the cases requiring the filing of inquiries or the confirmation of instructions.**

We recommend that you periodically verify and change your passwords and the PINs of your IVR cards, used to receive confidential bank account information, depending on your needs but at least once every 6 months.

The forms must be signed according to the Commercial Register rules of representation of your company by the persons whose signatures are kept in the Signature Specimen Cards Banking files and delivered to:

Bank Handlowy w Warszawie S.A.  
Strefa Dokumentacji Klienta / Customer Documentation Zone  
ul. Senatorska 16  
00-923 Warszawa

Should you have any questions, please contact the CitiService Department.



## CitiDirect user reviews and the terms of using the SafeWord card

Please remember that any Client is required to carry out periodic reviews of user entitlements in the CitiDirect system. Such verification is to eliminate access in case of persons who do not use the system and should not be users of CitiDirect any longer.

In case of a change of entitlements or the user list, a written instruction must be submitted to the Bank.

In order to make your review of activity of your CitiDirect users easier, you may either review your users on your own (using the Administrator tool in CitiDirect) or order a report containing dates of the last logging-in to the system.

Please also remember that in order to retain access to CitiDirect with a given SafeWord card, you need to log in to the system at least once every 3 months.

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

- the last logging-in date - for users who have logged in to the system; or
- the date when the user was created in the system - for persons who have never logged in to the system.

A blocked SafeWord card needs to be replaced if the user wants to use CitiDirect in the future (to this end a separate replacement request is required).

The account of the CitiDirect user who uses a given SafeWord card will be automatically deleted 2 years after the date when the user last logged in to the system - this applies to users who have ever logged in to CitiDirect.

It is also possible to reactivate the card of a user within 12-24 months after the last time when the user logged in. 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 the card is reactivated, the user has to log in within 7 calendar days as failing to do so will block the card again, this time without any possibility to reactivate.

If you have any further questions, please contact CitiDirect Helpdesk or CitiService Team at:

### CitiDirect Technical Support

801 343 978  
+48 (22) 690 15 21  
[helpdesk.ebs@citi.com](mailto:helpdesk.ebs@citi.com)

### CitiService

801 24 84 24  
+48 (22) 690 19 81  
[citiservice.polska@citi.com](mailto:citiservice.polska@citi.com)



## Execution of payments in PLN to Polish banks

We would like to remind you that orders for PLN payments to Polish banks should only be made using the form for domestic payments. If the form for foreign payments is used, Bank Handlowy w Warszawie S.A. will cancel the payment in question and charge the applicable fee according to the Table of Fees and Commissions.



## Introduction of the new PLN 500 note by the National Bank of Poland



On February 10, 2017 the National Bank of Poland announced the introduction of a new PLN 500 note. The aim of this step is to secure uninterrupted currency circulation and reduce currency issuance costs, as well as responding to a higher demand for large-denomination notes. The PLN 500 note is the result of performance by the Central Bank of its mission to organize the administration of Polish currency, as stipulated in the Act on the National Bank of Poland. In the initial years after its introduction, the share of the PLN 500 note in currency circulation will depend on the demand reported by banks.

The PLN 500 note has some of the most advanced security features in the world. The security measures applied include a windowed security thread, colour-shifting ink and iridescent ink, a recto verso element (graphical elements on the front and back which align to form a complete image when viewed against the light), a Hussar's helmet and security thread (that change the colour together when the note is tilted), a watermark visible against the light (with a portrait of a sovereign and the note denomination).

The PLN 500 note, designed by Andrzej Heidrich as part of the "Polish Sovereigns" series, features a portrait of king Jan III Sobieski. The colour scheme consists of various shades of brown, blue, burgundy and green. On the front of the note, the king faces the Sobieski family coat of arms, with a Polish Hussar's helmet, a symbol of the sovereign's military achievements, to the right. The back features images of a crowned eagle and the Wilanów Palace.

For more information about the new note visit: [www.poznaj500zl.pl](http://www.poznaj500zl.pl).

### Additional materials:

<https://www.flickr.com/gp/narodowybankpolski/162J15>

### Contact for the media:

Maciej Antes - acting Head of the NBP Press Office:  
tel. +48 669 550 128, e-mail: [maciej.antes@nbp.pl](mailto:maciej.antes@nbp.pl)

### NBP Press Office:

tel. +48 22 185 2012, e-mail: [press@nbp.pl](mailto:press@nbp.pl)

The National Bank of Poland is the central bank of the Republic of Poland. It is responsible for the monetary policy and for price stability, and its tasks are regulated in the Constitution of the Republic of Poland and the Act on the National Bank of Poland. The National Bank of Poland has the exclusive right to issue currency, provides services to the state budget and entities from the public finance sector, and is responsible for accumulating and managing foreign-exchange reserves.

The NBP performs the function of the banks' bank, by creating the conditions for the operation of the banking system. It is also one of the most important research and analytical centres in the areas of economics and financial markets.

For more information about the NBP visit: [www.nbp.pl](http://www.nbp.pl).



## Euromoney Cash Management survey

Another edition of the Euromoney Cash Management survey has been launched by the Euromoney magazine.

The aim of the survey is to select the bank which offers the best transactional banking services. It is the Customers who evaluate the banks in the survey, which makes us all the more proud to have ranked first in the Euromoney Cash Management survey in the last three years.

Both your votes and opinions are highly valuable to us, so we encourage you once again to take part in the survey - and to vote for Citi Handlowy. We would like to repeat the success from the past three years and be the winners once again.

Every vote counts!

You can participate in the survey until 12 May.

It takes no more than 10 minutes to complete the questionnaire.



## Bank holidays in April and May 2017

Please note below the days in April and May 2017 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).

APRIL	
3	CN
8	CN, HK
13	DK, ES, IS, NO
14	AT, AU, BE, BG, CA, CH, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, IE, IS, LU, NL, NO, PT, SE, SG, SI, SK, ZA
17	AT, AU, BE, BG, CH, CY, CZ, DE, DK, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, RO, SE, SK, SI, UA, ZA
18	CY
20	IS
24	AE
25	AU, PT
27	NL, SI, ZA

MAY	
1	AT, BE, BG, CH, CN, CY, CZ, DE, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NO, PL, PT, RO, RU, SE, SG, SI, SK, TR, UA, ZA
2	SI, UA
3	HK, JP, PL
4	JP
5	JP
8	CZ, FR, SK
9	RU, UA
10	SG
12	DK
17	NO
19	TR
22	CA
24	BG
25	AT, BE, CH, DE, DK, FI, FR, IS, LU, NL, NO, SE
26	BE, DK
29	CN, GB, US
30	CN, HK