



## CitiService News

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### The next phase of digitization, automation for incoming payments

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 introduce an automatic process of posting these transactions to the account in accordance with the instructions. The change came into force on January 2, 2020.

### CitiDirect BE Mobile application with biometric authentication feature is available!

We are pleased to inform that **CitiDirect BE Mobile** application (as a new alternative to the already operating mobile version for web browsers) is available! It offers advanced features, including the possibility of biometric authentication.

**CitiDirect BE Mobile** application allows to manage everyday transactions directly from the smartphone or tablet. It is easy-to-use, secure and feature rich.

Thanks to it users with an access to new **CitiDirect BE Mobile** are able to authenticate login to the system using fingerprint scanning or face recognition mechanisms, and soon also during the login to the **CitiDirect BE** desktop version.

This solution is available for the users who have a mobile device with the APPLE IOS or ANDROID operating system, that support biometric technologies.

[More details >>](#)

### Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



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### Important security information

We want to draw your attention to the following very important security issue.

**We have seen an increase in the activity of criminals, who impersonate a known business contact and send a fake e-mail asking for a payment.**

It is popular type of the social engineering attack called BEC (Business E-mail Compromise). We invite you to read the practical tips that will help you protect yourself from fraud.

[More details >>](#)

Please be especially vigilant!



### Bank holidays in February and March 2020

Please note below the days in **February and March 2020** 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).

FEBRUARY	
11	JP
17	US
24	EE, JP
25	PT

MARCH	
2	CY, GR
3	BG
9	RU, UA
11	LT
17	IE
20	JP
25	CY, GR