



## CitiService News

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### New Rules and Regulation of Using Prepaid Payment Cards

Please be advised that the **new Rules and Regulations of Using Prepaid Payment Cards** were published on June 29, 2021. The implemented changes include among others an updated provision about the form of responding to customers' complaints as well as amount for operations performed without physically using of the card.

While the previously applicable methods of filing a complaint with the bank will be maintained, in order to adjust to the changing provisions of the law the bank shall respond to complaints in writing (on paper) or - upon the user's request - by electronic mail. The bank will not be able to respond to a complaint on any other durable medium.

The new documents are available on the website [www.kartybiznes.pl](http://www.kartybiznes.pl) in the Program Administrator Zone. If you have any questions, please contact Corporate Cards Service by calling a dedicated phone number for Program Administrators:

Tel: +48 22 692 25 52 or email: [karty.obsługa.klienta@citi.com](mailto:karty.obsługa.klienta@citi.com).

### Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



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

### Easier login to desktop version of CitiDirect BE thanks to CitiDirect BE Mobile

Each CitiDirect BE user who uses the CitiDirect BE Mobile application on a mobile device, which supports biometrics authentication mechanisms, can log into the CitiDirect BE desktop version faster and easier.



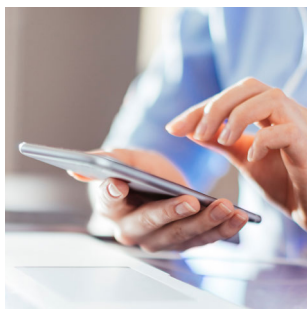
Just a smartphone  
No more tokens - for log in process smartphone or tablet with unlocked biometric authentication function is enough.



Automatically and intuitively  
No need to remember an authentication method - it will be recognized automatically by CitiDirect BE.

[How does it work >>](#)

Start using [CitiDirect BE Mobile >>](#)

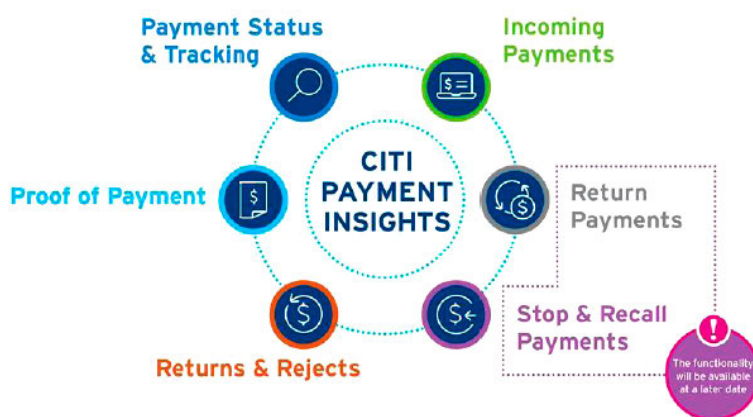


## Citi® Payment Insights

We are pleased to remind that we have made **Citi® Payment Insights** - a new panel within CitiDirect BE - available to you. This is a new tool that enables access to full information and gives you control over outgoing and incoming payments at every stage. Citi Payment Insights updates payment status and shows it with a visual tracking tool (tracker) in CitiDirect BE and CitiConnect, making payments' monitoring as simple as tracking courier package.



Citi Payment Insights gives much more than **SWIFT gpi**.



How to learn more about **Citi Payment Insights** module which can make your daily work easier? We invite you to attend the online workshops. The calendar of cyclical trainings for CitiDirect BE is available on the registration [website >>](#). There is a training dedicated to **Citi Payment Insights** (in Polish) - we invite you every Monday at 1:00 p.m

**In the world of business and finance,  
only here and now matters.**

### Citi® Payment Insights

Get much more than tracking payments under SWIFT gpi,  
using global network and Citi know-how.

**Start taking control of your payments today**





## CitiDirect BE - online training

We encourage you to use the workshops provided under the regular online training programme for users of the CitiDirect BE electronic banking system.

Training sessions are conducted by qualified specialists and address issues that are key from the point of view of those using the system on a daily basis. The sessions have been prepared to show the operation and functionalities of CitiDirect BE step by step, helping the user to smoothly move around the system and use its capabilities.

Training topics cover a full range of issues, from basic features, such as logging into the system, to more advanced ones.

Training sessions are conducted in Polish, via the ZOOM platform. Participants are encouraged to actively ask questions during the session.

[Link for registration to the training in Polish >>](#)

### Three steps to attend the training:

**STEP 1** - Select the training topic >>

**STEP 2** - Find a convenient date in the training calendar >>

**STEP 3** - Register by sending an email to the following address:  
[szkolenia.citidirect@citi.com](mailto:szkolenia.citidirect@citi.com) with the following details:

**First and last name** of the user as registered in the CitiDirect BE system

**User login** in the CitiDirect BE system

**The last 10 digits** of the bank account number

**Date and topic** of the selected training session

If you wish to attend workshops conducted in English, you may register to the training courses offered by [Citi Client Service Academy >>](#)

**Visit us soon!**





CHOOSE SELF-SERVICE

# CitiDirect BE self - administration - quickly, safety and... environment-friendly

CitiDirect BE self - administration feature is one of the tools which enables you to manage a bank account on your own, without additional documents exchange and the need to contact the Bank.

CitiDirect BE Security Manager is a function designated to a person in your company. CitiDirect BE Security Manager is able to manage users' profiles and their entitlements as well as authentication tools (token, Mobile Pass) on his/her own, without the need to contact the Bank and send additional documents.

In order to ensure adequate support, it is necessary to designate at least two CitiDirect BE Security Managers, the Bank recommends designate three.

## Entitlements of the CitiDirect BE Security Manager:

- Creates and deletes CitiDirect BE users
- Configuration and modification of user's entitlements
- Configure CitiDirect BE according to your own preferences
- Possibility to disable a user immediately, e.g. in the case of losing the SafeWord card
- Generates reports concerning users and its entitlements
- Managing authentication tools (token, MobilePASS)

Security Manager is allowed to manage the system without the need to fill in applications, wait for their execution and without the need to contact the Bank.

## Applications and materials:

You do not have a Security Manager to manage CitiDirect BE yourself ? [Designate it >>](#)

[CitiDirect BE User Guide >>](#)

For more details, you can also contact a CitiService advisor.

## Benefits for your Company resulting from having the CitiDirect BE Security Manager function:

- **Saving time**
- **Security** - changes are made by two users, after every change, authorisation is required
- **Paperless operation**
- **Better control over operations in the CitiDirect BE**
- **Reduction of expenses: free confirmations of payments, entitlements reports, mt940 reports etc.**

## How to add and modify CitiDirect BE user entitlements:

One of the tasks processed by CitiDirect BE Security Manager is to add and modify user entitlements. In order to make it easier, we have created the templates of standard user access profiles. These are the entitlements (without accounts yet) that are selected most frequently, bundled in groups.

Please get familiar with the [manual >>](#) and check how you can manage CitiDirect BE user entitlements on your own, without additional bank documents exchange and the need to contact the bank.



## Bank holidays in August and September 2021

Please note below the days in **August and September 2021** 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).

AUGUST	
2	AU, CA, IE, IS
5	HR
9	JP, SG, ZA
10	AE
15	WNMP
16	ES
20	EE, HU
24	UA
30	GB, TR

SEPTEMBER	
1	SK
6	BG, CA, US
15	SK
20	CN, JP
21	CN
22	BG, HK
23	JP
24	ZA
28	CZ

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