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Issue No. 4

Service Shortcuts



Excerpt from
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Trade Hotline—new functionality

Dear Sir or Madam,

We are pleased to inform you that a new Trade Infoline functionality was implemented at the beginning of March, which is now available on phone number **0 801 258 369**.

The new functionality will shorten the call waiting time and will make access to our consultants much easier.

When you select the Hotline number:

- In Option 1 – **Product operation assistance** – if the waiting time is too long, the call will be diverted to the Citiservice. The consultants at Citiservice will answer your call and redirect it to the appropriate unit at the Bank where your enquiry will be answered as soon as possible.
- In Option 2 – **Trade Portal electronic banking system operation assistance – Technical enquiry** – you will be connected to the Electronic Banking Help Desk to solve your technical problem.

We hope that the new functionality will improve your overall service experience.



 **citi handlowy**

Express Elixir product information

Dear Sir or Madam,

We are happy to announce a new payment functionality in CitiDirect called **Express Elixir Transfer**.

Express Elixir Transfer is a new and innovative form of payment that ensures immediate and safe transfer of money directly between customer accounts held with banks participating in the Express Elixir system. The funds are transferred **within seconds** as no third-party intermediary accounts are used and there is no need to transfer the money outside the banking system.



To make an Express Elixir Transfer, Bank Handlowy and the beneficiary bank must operate concurrently. Express Elixir Transfers at Bank Handlowy are accepted on week days between 7:00 AM and 6:00 PM.

The current list of domestic banks participating in the Express Elixir system as well as their hours of operation are published on the Polish National Clearing House (KIR) website (<http://www.expresselixir.pl>).

Currently, an Express Elixir Transfers may be sent from CitiDirect Classic. All corporate clients of Bank Handlowy may receive this type of transfer. The maximum value of an individual transfer is PLN 100,000. The transfer charge is PLN 10.

Main benefits of the Express Elixir Transfer:

- Instant payment for liabilities
- Guarantee of safety and independence
- Possibility to handle transactions where instant transfer of funds is required, e.g. purchases at a warehouse, acceptance of delivery of goods, payment of urgent liabilities
- A faster alternative to low-value transfer orders that were so far sent via Sorbnet.

For more information go to:

- Our website (<http://www.citibank.pl/poland/corporate/polish/index.htm>)
- CitiDirect User Manual.

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Bank holidays in April and May 2014

Due to currency holidays (bank holidays in specific countries), customer instructions placed on the following days in April and May 2014 will be processed on subsequent business days:



APRIL

01 – INR
02 – ARS
04 – TWD
07 – THB
09 – PHP, TND
14 – THB
15 – ILS, THB
17 – ARS, COP, DKK, ISK, MXN, NOK, PEN, PHP, VEF
18 – ANG, ARS, AUD, BGN, BRL, BWP, CAD, CHF, CLP, CNY, COP, DKK, EUR, GBP, HKD, IDR, INR, ISK, JMD, KES, LBP, LVL, MKD, MXN, MWK, NOK, NZD, PEN, PHP, SCR, SEK, SGD, UGX, VEF, XOF, ZAR, ZMW, ZWL
21 – ANG, AUD, BGN, BRL, BWP, CHF, CNY, CZK, DKK, EGP, EUR, GBP, HKD, HRK, HUF, ILS, ISK, JMD, KES, LBP, LTL, LVL, MKD, MWK, NOK, NZD, PLN, RON, SEK, UGX, XOF, ZAR, ZMW, ZWL
23 – TRY
24 – ISK
25 – AUD, EGP, NZD
28 – ZAR
29 – JPY
30 – ANG

MAY

01 – ALL, ANG, ARS, BAM, BGN, BHD, BRL, BWP, CDF, CHF, CLP, CNY, COP, CZK, EGP, EUR, HKD, HRK, HUF, IDR, ISK, JOD, KES, LBP, LTL, LVL, MAD, MKD, MUR, MXN, MYR, MWK, NOK, PEN, PHP, PKR, PLN, RON, RUB, SCR, SEK, SGD, THB, TND, TRY, TWD, UGX, VEF, XOF, ZAR, ZMW, ZWL
02 – HUF, RUB
05 – GBP, JPY, KRW, LVL, THB
06 – BGN, CNY, HKD, ILS, JPY, KRW
08 – CZK
09 – RUB
13 – MYR, SGD, THB
14 – MWK
15 – IDR
16 – DKK
19 – CAD, TRY
21 – CLP
23 – JMD
26 – AED, GBP, KWD, OMR, USD, ZMW, ZWL
27 – IDR
29 – ANG, BWP, CHF, DKK, IDR, ISK, NOK, SEK
30 – DKK