



Aktualności CitiService

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Be sure to keep your hand on Pulse!

CitiFX Pulse is a modern FX platform for Corporate Clients in Poland.

- For your convenience, we introduced **longer working hours**
- We are the only Bank to offer **contact with Dealers** and possibility to make FX transactions **already an hour before the local market opens and an hour after it closes.**

**You can contact our FX Dealers any time
from Monday to Friday between 8:00 AM and 6:00 PM**

Questions? Feel free to contact us.

Helpdesc contact: **801 307 269 or 22 657 76 49**

Serwisy na skróty



Excerpt from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses

Highest standard of service

The right information delivered on time is what you need to have a good insight into the world of global finance. Analyses prepared by our economists, interactive charts, stock market and commodity market quotations, dealer commentaries or event calendars will help you get a good grasp of the current market situation.

CitiFX PULSE



Trzymaj rękę na Pulsie!



CitiDirect: Issuing PDF account statements

Dear Sirs or Madams,

Because of many questions concerning issuing bank account statements based on the *CitiDirect / CitiDirect EB – Aktywacja Konfiguracja* request form, below we present the correctly filled in form. It is important to fill in the form correctly to ensure its efficient and proper handling at the Bank.

Please note that ticking off the field *Informacje o rachunku* (Account Information) enables you only to view the account balance and account history and send reports, but not receive account statements. Please remember that and if in doubt, refer to the instructions attached to the request.

Example of a correctly filled in account statement in the PDF format:

III. Users and their entitlements related to the Accounts and services (according to the authorization scheme) ^{3,4}														
Table 3		Full Name	SafeWord Card Number ⁵	Add entitlements	Remove entitlements	Remove User from the System	Accounts	Create	Authorization – level 1	Authorization – level 2	Release	Limit ⁷ (amount in PLN)	Account Information	Files ⁸ (according to Table 4)
User No.	E-mail address													
1	User 1 user1@email.com		AB 12 34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1,2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
2				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
3				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
4				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
5				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

IV. Files - download and upload

Note: The files specified in this section will be possible for download / upload for the Accounts specified in Table 3 but only for those User selected in Table 3.

In order to add or remove the service of file download / upload for particular Users, please enter the User numbers (User No.) assigned entering '1,2 and 5' in the ADD SERVICE column and '4' in the 'REMOVE SERVICE' column will result in adding the chosen service for User Table 3 and removing the service for User 4 in that table. Entitlements for remaining Users from Table 3 will not be changed - the particu removed for them). If the entitlements are to be added for all the listed Users, please enter the word "all" instead of listing their numbers.

Table 4	DOWNLOADING FILES FROM THE SYSTEM	ADD SERVICE for Users with the following User Numbers from Table 3:
<input checked="" type="checkbox"/> PDF Statements from Bank Accounts		1
Other statement formats:		
<input type="checkbox"/> PRGSTA (accessible every business day for the previous day)		
<input type="checkbox"/> NEW PRGSTA (<input type="checkbox"/> accessible every business day for the previous day <input type="checkbox"/> intraday information)		
<input type="checkbox"/> MT940 (accessible every business day for the previous day)		

The *CitiDirect / CitiDirect EB – Aktywacja Konfiguracja* request form is available on www.citidirect.pl and www.citidirecteb.pl in *Dokumenty* Section.



Changes in bank account documents

Dear Sirs or Madams,

Please be advised that we have updated the **documents related to your bank account**. The changes were requested by our Clients and mainly include:

- Separating the **Signature Specimen File** and **Authorization for Phone Approval of Payment Instructions** – these forms are now two separate documents;
- Combining the forms **Authorization to Use CitiService Cards for Providing Services to Account Holder by Phone** and **Authorization for Phone Approval of Payment Instructions** – these forms are now one document (for Customers using CitiService cards).

During the **transition period until September 30, 2014**, both new and old versions of the forms will be accepted. From **October 1, 2014**, you will be required to use the **new forms** only.

The **updated forms** are available from your **Relationship Managers** and **CitiService Officers**, who will answer all your questions. When replacing the documents, please note that we follow the **“form for form”** rule as explained below:

A Signature Specimen File (Karta Wzorów Podpisów) is linked to each bank account; the Signature Specimen File also serves as an Authorization for Phone Approval of Payment Instructions (Upoważnienie do telefonicznego potwierdzania dyspozycji płatniczych), hereafter “Authorization”.

To cancel all current authorizations specified in the Signature Specimen File and the Authorization, you must submit a new Signature Specimen File form and a new Authorization form, choosing the option “This file cancels the earlier Signature Specimen File” in the Signature Specimen File, or the option “This Authorization cancels the earlier Authorization” in the Authorization form.

Once the Bank has received the new documents, the only valid authorization documents for the given bank account will be the new Signature Specimen File and the new Authorization.



Bank holidays in September and October 2014

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

September

01 – CAD, MYR, USD
08 – KRW, MKD, TWD
09 – CNY, HKD, KRW
15 – JPY
16 – MXN, MYR
18 – CLP
19 – CLP
22 – BGN
23 – JPY, SAR
24 – ZAR
25 – ILS
26 – ILS
30 – BWP, INR

October

01 – BWP, CNY, HKD
02 – CNY, HKD, INR
03 – ILS, KRW, KWD, SAR
06 – AED, BHD, EGP, INR,
JOD, KWD, LBP, MAD, MYR,
OMR, PHP, PKR, QAR, SAR,
SGD, TND, TRY
07 – AED, JOD, KWD, OMR,
QAR, TRY
08 – HRK, JOD, PEN, QAR
09 – ILS, UGX
10 – ANG, TWD
13 – ARS, CAD, COP, JPY, USD
15 – MWK, TND
16 – ILS
20 – JMD, KES
23 – HUF, MKD, MUR, MYR,
SGD, THB
27 – NZD
28 – CZK
29 – TRY
31 – CLP