

1 June 2011

No. 6

The News

CUSTOMER SERVICE DEPARTMENT

Czytaj
Aktualności

Badź
na bieżąco

Take part in the "Read The News – Win Awards" Contest

All you need to do is to read this issue of *The News* and answer a few simple questions about what you have read to get a chance to win great awards every day!

Join the contest on the Customer Service website:

<http://www.citibank.pl/poland/corporate/polish/DOK.htm>



Download THE NEWS:

- In CitiDirect – the *File Download* menu
- On www.citihandlowy.pl in the Corporate Banking section
- In electronic format together with your statement as of 1 June 2011

FX rates are available on www.citihandlowy.pl or in CitiDirect in the *File Download* menu.

Excerpt from the Fees & Commissions Schedule is available on www.citihandlowy.pl in the *Corporate Banking* section.

CitiDirect Manuals are available on the info page, after logging in to the system.

CitiDaily – financial market updates are available on www.citihandlowy.pl - *In the Analyst's Eye* tab.

Citidirect Customer Academy – a remote training session module: www.citihandlowy.pl/akademiaklienta

LONGER CUT-OFF TIMES FOR OUTGOING DOMESTIC TRANSFERS

To meet our Clients' expectations, we are changing **cut-off times for low-amount domestic transfers** delivered through the electronic banking channel.

The cut-off time for such orders will be **extended to 5:30 p.m.**
The cut-off time for orders processed in **Sorbn**et is also to change **from 2:30 p.m. (at present) to 3:00 p.m.**

Those changes will come into effect from **13 June 2011 on.**

RECENT DEVELOPMENTS IN CORPORATE CARDS

Changes in Visa Business Debit Cards and Visa Business Guaranteed Cards.

1. Now you may remotely change your Individual Limit or Cash Withdrawal Limit without the need to send original documents.

- by telephone – an authorised representative may submit the order to the Customer Service Unit (tel. 22 692 24 36 or 800 120 078)

- by e-mail – an authorised representative may send the order to the Customer Service Unit mail box: karty.obsługa.klienta@citi.com

2. A request for a duplicate Card may now be submitted by telephone via the Customer Service Unit.

A duplicate Card may be issued by the Customer Service Unit if the original Card of the User was stolen or lost.

The above changes are implemented by the new Terms & Conditions

3. Debt on a Visa Business Guaranteed Card is now easier to repay with the use of Direct Debit.

This new functionality is to improve the process of Card repayment by the employee and its execution by the due date.

The new functionality is available after signing the relevant Agreement with the Client.

4. New editable documentation.

5. A secure, encrypted electronic communication channel – “Safe E-mail”.

Now you may discuss all ongoing issues connected with the use of a Visa Business Card through a dedicated “Safe E-mail” box.

This change is implemented by the new Terms & Conditions and the Electronic Communication Consent Form.

CITIDIRECT CUSTOMER ACADEMY – INDIVIDUAL TRAINING WITH FACILITATOR

We have the pleasure to announce that the users of the **CitiDirect Customer Academy** portal have now easier access to the **self-training module**. Registration is no longer required to use it.

Furthermore, a new additional functionality has been configured. From now on, users may enjoy **individual training sessions with a facilitator!** The Client may choose their dates and subjects. Such a flexible approach to those workshops enables CitiDirect users to make good use of the full potential of consultations with our facilitators.

Please visit: www.citihandlowy.pl/akademiaklienta

**NEW SERVICE –
CONFIRMATION OF
EXECUTED DOMESTIC
TRANSFERS**

In May 2011 we implemented a **new service – confirmation of executed domestic (local) funds transfers**. In order to generate a transaction confirmation while it is being created in CitiDirect enter **/ITC/** (3-letter abbreviation in slashes) in the **'Payment Details' field**. This mark may be added in any of the four lines, and anywhere within the text.

Confirmations of such transactions will be sent as PDF files to the current e-mail address to which bank statements are delivered. If a Client receives statements only in CitiDirect, but wants to receive confirmations of single transfers to an e-mail address, he or she must sign the relevant instruction and deliver it to the Bank.

Files are encrypted – to open them, the valid password used to read statements is required.

Conventional (paper) transaction confirmations may still be received from the Bank by contacting the Customer Service Department.

All details are available on the CitiDirect Customer Academy site, in the section "What's new?": www.citihandlowy.pl/akademiaklienta

If you have any questions or doubts, please contact your Relationship Manager at the Customer Service Department.