

citi handlowy

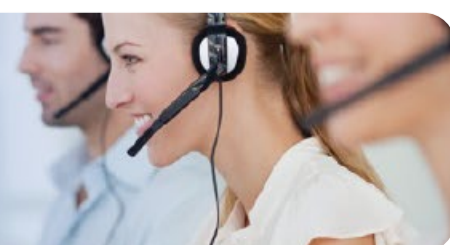
*read*  
CitiService  
News

August 2024 | edition No. 8

## Service Shortcuts

Contact with CitiService:

 tel.: 801 24 84 24; 22 690 19 81



# Business Card documentation update



We are simplifying documentation and processes, considering your convenience, as well as further standardization and digitalization of the card programs services. From 16th August 2024, the following changes will apply:

1. increasing the standard limit for the Debit Card from PLN 25,000 to 50,000 PLN, and up to EUR 11,000 and USD 13,000 respectively,
2. unifying the definitions of *Charge Cards / Repaid by the User* and *Guaranteed Cards / Repaid by the Holder* by changing them to *Automatically Repaid Cards* and *Individually Repaid Cards*,
3. transferring both the password for telephone verification and the password for file encryption from the *Application for setting up a User in the card system* to the *Business Card Program Administrators Form*,
4. changing the name of the authorizations on the *Form of Business Cards Program Administrators* to:
  - a. *Basic access to CitiManager* – information about cards, transactions, card holders, as well as access to statements
  - b. *Access to Reporting Module* – access to analytical module
  - c. *Issuance and Cards management in CitiManager* – authorization to request and accept card applications and change of card settings,
5. Implementing new *Rules and Regulations* with information about chargeback service and cessation of insurance along with termination of the contract.

We would like to draw your attention to the fact that we have new documentation. Please use the documents with the reference number *STANDARD 062024* or ask your Relationship Manager for support.

The previous versions of documentation with the reference number *STANDARD 112023* will be accepted by the bank only until 30<sup>th</sup> September 2024. After that date, they will be sent back to you with a request to resubmit them using the new template.

Additionally, with the entry into force of the next version of the KNF Recommendation “U” regarding free insurance for Business Cards, we have adjusted the Insurance Products Sheets to meet its requirements, particularly with regard to the cessation of insurance upon termination of the contract.

New documentation will be available on [kartybiznes.pl](https://kartybiznes.pl) in “[Program Administrator Zone](#)” tab.

BACK >>

# Register online and take the opportunity of training on the CitiManager platform!



**We would like to remind you that CitiManager provides fully digitized services for Business Cards at Citi Handlowy.** This is the main tool for submitting card applications, immediately adjusting card limits, monitoring expenses in real-time, and generating statements for each debit and credit card.

**Due to the high interest in CitiManager platform trainings, we have scheduled regular training sessions in Polish for 2024, every last Tuesday of the month at 11:30.** The next session will be on August 27<sup>th</sup> 2024.

Registering for the training is very simple and can be done via registration platform on the [website >>](#), where you can sign up for selected sessions in Polish. Please visit our website regularly and participate in training sessions based on your needs. **The e-mail invitations sent by the bank since March 2023 are now replaced by the registration platform, allowing you to register for your preferred training sessions directly.**

During the workshops, the capabilities of the CitiManager platform are presented, which make card handling faster and easier. The trainings provide a step-by-step demonstration of the operation and functions of the CitiManager platform, including the Program Administrator role. Training topics cover a full range of issues, from basic tasks like logging into the system to more advanced functions.

#### **Training sessions in Polish:**

- are conducted live on ZOOM platform by qualified bank specialists, with the opportunity to ask questions,
- free of charge, multiple participation is possible.

#### **Training sessions in English:**

- are available under the [link >>](#)
- NOTE: trainings on the Citi website cover CitiManager functionalities offered globally. The scope may vary slightly for Citi Handlowy users. Therefore, please be aware of possible discrepancies or unavailable solutions.

For more information about the CitiManager platform, visit [here >>](#)

Additionally, on the [kartybiznes.pl](http://kartybiznes.pl) website in the “Program Administrator Zone” tab, check out the “Instructional videos” section for training materials ([link >>](#)). These videos illustrate selected basic functionalities of CitiManager.

**Please remember that presented videos are for illustration purposes only and may vary depending on your platform version.**

**BACK >>**

# New CitiDirect experience – coming soon

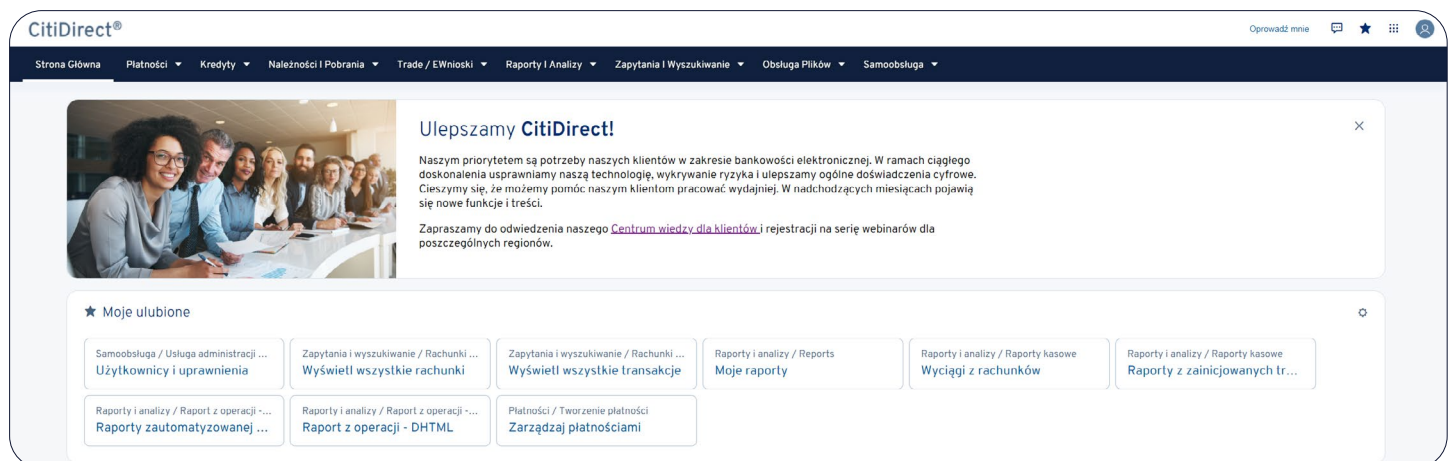
We are continually enhancing the user experience of our electronic banking system. More improvements are forthcoming.

Many of these changes that would be introduced globally in CitiDirect in Q3 2024, are visual and focus on usability, meaning our users will have **improved user interface**.

## For example:

- all applications (including CitiFX Pulse) can be found in one place, via the button in the upper right corner of the screen,
- the homepage button, previously a house icon, will now be a text link labeled “Home”,
- the footer at the bottom of each page will be easier to read and always visible,
- expanded menus will include heading names for quicker navigation,
- font improvements within menus will enhance readability,
- expanded menus will feature a light blue bar to highlight the current page.

**Users will now be able to customize their start page view and select favorite functions to display.** Favorites will be automatically updated and synched between the bookmarks menu and the new favorites homepage widget, with the option to easily remove them by clicking the star icon.

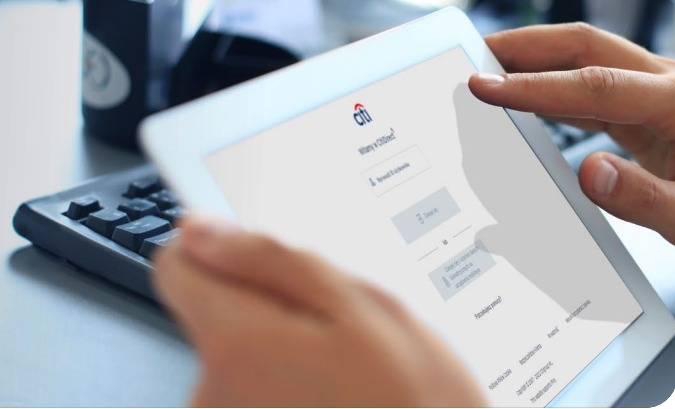


We will introduce changes of cards presented on the starting page: payments – approvals, payments – manage, and reports – recently run. Users will have direct access to the most popular user guides from the CitiDirect start page. The User Guided Assistance (WalkMe) tool will also be available to help users navigate the new experience and highlight new CitiDirect features.

**BACK >>**



# Get familiar with new menu options in CitiDirect®



We encourage you to get to know and actively use the **new menu option** (marked with green sign “i”).

The Payments Module is now simpler – it allows faster access to necessary functions. It includes the “Make a Payment” option, which gives greater comfort for payment initiation and will be the only screen for initiating payments. We hope you find our suggested path using historical payments helpful in saving time when entering payment data.

**IMPORTANT:** During the transition period, both menu versions were available. However, we will soon start the process of decommissioning the old menu. **It means old payment initiation options, such as “Input New Outgoing”, “Simple Payment” and “Pay Using Template”, will be removed for all users.**

**Please join our dedicated short trainings on payments in new CitiDirect!**

During the upcoming workshop we will show you how to create and authorize payments using the new CitiDirect functions “Make a payment” and “Approve Payments” functions, likewise, how to manage payments in the new CitiDirect platform using the new „Manage payments” option.



**There are two dates in August to choose from:**

Tuesday, **August 13, 2024** time: 02:00 pm or Thursday, **August 22, 2024** time: 11:30 am



**Join us via ZOOM:**

**Meeting URL:** <https://citi.zoom.us/j/98528842081?pwd=CDzEk7zuEaMUN0k8K6S1bolLf9CQ8L.1>

**Meeting ID:** 985 2884 2081

**Password:** 336790

The training will only last 30 minutes, will be conducted in Polish and participation in the training is free of charge.

Check out how to initiate payments using the new menu options:

- [payments processed in the new CitiDirect >>](#)
- [payments using the payment template in CitiDirect >>](#)
- [payment approval >>](#)
- [CitiDirect next generation - Guide “Manage Payments” >>](#)

Want to learn more? The session on the new generation of the CitiDirect system has been included in the program of our periodic [online trainings >>](#)

**BACK >>**



citi handlowy

# CitiDirect® Digital Onboarding

As we informed in the July edition, Citi Handlowy is committed to advancing the digitization of its processes and enhancing the comfort and efficiency of using its services. We are introducing the CitiDirect® Digital Onboarding platform, which allows clients to launch new services directly in a specially developed module of our system. In our target model, we aim to provide you with the capability to apply for incremental accounts and cash management products via our CitiDirect portal through a fully digital process. While we are developing this self-initiated digital process, we plan to introduce a bank officer-initiated digital process for applying for incremental accounts, subsequently making it available in CitiDirect later this year.

## Introducing CitiDirect® Digital Onboarding

CitiDirect® Digital Onboarding will streamline and digitize your onboarding experience, providing you with the ability to self-initiate your onboarding request at a time most convenient for you, directly on our platform. The newly designed, user-friendly, and intuitive interface will help you save time by leveraging information already available in our system, eliminating the need for repetitive data entry. This digital approach will also help reduce errors and delays associated with clarifying inaccuracies in traditional forms. Most importantly, direct system interaction will ensure the immediate circulation of information, enabling faster service and increased automation of subsequent processes.

## Standardization and Global Consistency

This digital onboarding process aligns with Citi's global approach, helping us deliver a globally consistent client experience. As part of this effort, we are adopting documents that are uniform within Citi and describe the terms and conditions of service provision, including: [the Master Account & Service Terms](#), [the Confidentiality and Data Privacy Terms](#), [the Security Procedures](#), and [the Country Addendum for Bank Handlowy w Warszawie S.A.](#) These will replace the current documentation, primarily the General Terms and Conditions of Co-operation with Clients. Please note that this standardization of documentation will not result in changes to your terms of service with Citi Handlowy but will ensure a consistent documentation structure across our entire Group.

Terms & Conditions related to maintaining an account can be found at our website, in the Client Zone.

We encourage you to read them, and if you have any questions, please contact your Relationship Manager.

We believe these enhancements will significantly improve your experience with Citi Handlowy, providing more efficient service.

[BACK >>](#)

# Bank Holiday: August and September 2024

Please note the following days in **August and September 2024** when orders received will be processed on the following business day due to a currency exchange holiday (i.e., a public holiday in a given country).

AUGUST	
1	CH
5	AU, CA, IE, HR, IS
9	SG, ZA
12	JP
15	Assumption Day, AT, BE, CY, ES, FR, GR, HR, IT, LT, LU, PL, PT, RO, SI
20	EE, HU
26	GB, UK
29	SK
30	TR

SEPTEMBER	
2	CA, US
6	BG
16	CN, JP
17	CN
18	HK
23	BG, JP
24	ZA
30	CA

[BACK >>](#)