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read
CitiService
News

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Service Shortcuts

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Closure of accounts opened as part of the Business Debit Card application process

We would like to remind you that the bank has withdrawn from its offer the accounts opened as part of the card application process, while those already opened will be closed upon the card's expiry date. Meanwhile, in order to meet client needs and enable continued use of such cards, we again encourage you to consider the following options:

- closing the account and transferring the settlement and servicing of issued cards to another standard account (**"Instruction to close auxiliary accounts as part of simplifying the card structure"**),

- converting an 'older type' account into a standard one within a current account (**"Instruction to change the account type for handling Business Debit Cards"**).

Both forms are available through eWnioski (eForms), under the names indicated above, or from a CitiService Representative.

When a card linked to such an account expires, the bank will not renew the card and the account will be closed. If you wish to keep the account active, it is necessary to convert it by submitting the corresponding instruction.

From the beginning of 2025, we began taking steps to completely terminate and close the accounts opened as part of the card application process. The bank plans to complete this process no later than the end of 2027 (based on the expiry dates of the cards currently in use). You will be notified of any account closures.

We would also like to remind you that the current standard is to use the card application module via CitiManager, which requires one account to be designated for the card program service. You may, of course, maintain multiple accounts (subject to fees in line with your current price list), but the application process should always take place within the designated account. Subsequently, you may re-link the card to another account of your choice.

Please take special note of this process now, as a lack of instruction on your part to close or change 'older type' accounts will result in the card not being renewed and, consequently, employees being unable to use it, e.g. when travelling on business or making remote payments.

For any inquiries, please contact your CitiService Representative or email citiservice.polska@citi.com. The CitiService team is available Monday to Friday from 8.00 a.m. to 5 p.m., at the following numbers: 801 24 84 24, +48 (22) 690 19 81.

Work is underway to adapt the formats of interbank messages to the new templates in connection with the migration to the ISO 20022 standard. Below we present some important points that require your particular attention.

SORBNET payments are made using the SWIFT network, and migration to the ISO 20022 standard (i.e. MX messages) will take place on 8 September 2025, in accordance with the schedule of the National Bank of Poland. The following changes will come into force on this day.

1. A new interbank format is being introduced for the return of completed transfers (pacs.004). Therefore, a new code and transaction description regarding the return of a previously made transfer – **RETURNED ITEMS** – may appear in your statements/reports.

Examples:

MT940	CAMT.053
:20: :25:502001024 :28:/1 :60F:C250102PLN88,88 :61:2501020102CN44,44NTRF3428200470//3428200470 /CTC/918/RETURNED ITEMS :86:/PT/FT/PY/DETALE 1 DETALE 2 DETALE 3 DETALE 4/OB /PKOPPLPW/BO/PL94103015080000004200020001/ BO1/0200020X XXXX XXXXX X/BO2/02. 00020XXXXXXXX XX/XX/BO3/02-000 20XXXXXX, XXXXXX	<Acct> <Id> <Othr> <Id>502001024</Id> ... <AcctSvcrRef>3428200470</AcctSvcrRef> <BkTxCd> <Domn> <Cd>ACMT</Cd> <Fmly> <Cd>MCOP</Cd> <SubFmlyCd>OTHR</SubFmlyCd> </Fmly> </Domn> <Prtry> <Cd>918+RETURNED ITEMS</Cd> <Issr>CITI</Issr> </Prtry> </BkTxCd> <NtryDtls> <TxDtls> <Refs>

At this stage, it will apply only to outgoing SORBNET payments that are returned (i.e. incoming returns) and will be visible in all types of statements. Outgoing returns (i.e. returns of incoming payments to your account) remain unchanged for the time being.

Implementation date: September 2025

2. You will continue to be able to use the MT101 *Request for transfer* service in its current form. For both regular payments and VAT Split Payment, the obligation to provide data in a structured form will remain in place. If, however you decide to start using the new MX messages for VAT Split Payment now, please – exceptionally, until further notice – use the pacs.008 message with the following instructions:

In the *Regulatory Reporting* field, enter the value "VAT53"

```
<pacs:RgltryRptg>
     <pacs:Dtls>
          <pacs:Inf>VAT53</pacs:Inf>
     </pacs:Dtls>
</pacs:RgltryRptg>
```

In the *Remittance information* field, as before, the information accompanying the VAT Split Payment transfer must be formatted correctly as follows:

/VAT/10n,2n/IDC/14x/INV/35x/TXT/33x

where:
n – digits only (0-9);
x – any character allowed by SWIFT

3. In the case of orders received via pacs.008 payment messages, the rule for determining the payment channel based on transfer amount will remain unchanged. Payments above PLN 1 million will be sent through the SORBNET system, while payments below PLN 1 million will be sent via the Elixir system, in accordance with the National Bank of Poland's guidelines. To make a payment, each of the following MX message fields must be completed:

```
<Dbtr> ABC PLC
<DbtrAcct> 51103015080000000xxxxxxxxx
```

Implementation date: September 2025

4. As part of the migration to the ISO 20022 standard, it is planned to change the requirements for address fields (e.g. recipient address). An unstructured address format (data entered as a single string) will be withdrawn and replaced with a structured address format (where each component has a specific label). For SORBNET payments, both structured and unstructured address formats will be accepted during the transition period. It will not be possible to use a so-called hybrid, i.e. combining structured and unstructured address elements in one message.

Example of a Structured Address:

```
<Cdtr>
     <Nm>John Smith</Nm>
     <PstlAdr>
          <StrtNm>Hoogstraat</StrtNm>
          <BldgNb>6</BldgNb>
          <BldgNm>Premium Tower</BldgNm>
          <Flr>18</Flr>
          <PstlCd>1000</PstlCd>
          <TwnNm>Brussels</TwnNm>
          <Ctry>BE</Ctry>
     </PstlAdr>
</Cdtr>
```

Example of an Unstructured Address:

```
<Cdtr>
     <Nm>John Smith</Nm>
     <PstlAdr>
          <AdrLine> HOOGSTRAAT 6, PREMIUM</AdrLine>
          <AdrLine> TOWER, 18TH FLOOR</AdrLine>
          <AdrLine>1000 BRUSSELS, BELGIUM</AdrLine>
     </PstlAdr>
</Cdtr>
```

Transition period: September 2025 – November 2026 (structured or unstructured address accepted)

Implementation date: November 2026 (only structured address accepted)

5. The new MX messages allow for more fields and characters than the MT formats. Rich data from MX messages will be converted to the MT-specific format and included in your statements (such as MT940, MT942, MT950, etc.) for the time being. Therefore, as a result, it may be necessary to truncate the data if the content of an MX message exceeds the character limits supported in MT reports/extracts.

6. Incoming SORBNET payments will be recorded according to the instruction received from the ordering bank – including when a foreign currency account is indicated for crediting.

Implementation date: September 2025

The bank is also working on implementing the ISO 20022 format for all payments and will inform you about any changes in advance. Up-to-date information can be found on our website >>

Additionally, please find general ISO-related information on global Citi website:
https://www.citibank.com/tts/sa/iso-20022-migration/index.html

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New Interest Rates Table

Effective May 16, 2025, the Interest Rate Table has changed. The main changes concern the reduction of interest rates on term deposits in PLN for periods from 1 month to 12 months. These changes result from the decision of the Monetary Policy Council of May 7, 2025, to lower the NBP reference rate by 0.50 percentage points, bringing it down to 5.25%. The main justification for the NBP's rate cut was the latest economic data, including lower current and projected inflation, slowing wage growth, and weaker economic indicators.

The current Interest Rate Table is available on [our website >>](our website)

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Join our dedicated, short training sessions on the new CitiDirect functionality!

During the upcoming workshop, we will present the latest CitiDirect features implemented in the last quarter. The training lasts only 30 minutes and will be conducted in Polish. Participation is free of charge.

Please choose a date and add the event to your calendar.

📅 **June 18th** (Wednesday), 2025 at **2:00 pm**

> **Join us via ZOOM**
>
> **Meeting URL:** https://citi.zoom.us/j/96348729564?pwd=LcdPkO3ebE2V1WDqvpZRc1tAgvMvot.1
>
> **Meeting ID:** 963 4872 9564
>
> **Password:** 407359

We would also like to remind you that a full session on the new version of the CitiDirect system is included in the program of our periodic online trainings >>

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Bank Holiday:
June and July 2025

Please note the following days in **June and July 2025** when orders received will be processed on the following business day due to currency exchange holidays (i.e., public holidays in the respective countries).

JUNE	
2	CNY, ILS
5	DKK
6	KZT, SEK, TRY
9	AUD, CHF, DKK, HUF, NOK, RON, TRY, UAH
16	ZAR
19	USD, PLN
20	SEK
30	UAH

JULY	
1	CAD
4	USD
7	KZT
14	UAH
15	TRY, UAH
21	JPY