

Changes in the process of submitting a new user request using paper forms.

FAQ

What does the change involve?

Requests to add new CitiDirect users using the paper CitiDirect User Administration Form (UAF) will require an additional level of authentication. Newly created users will have an inactive status. Designated Security Managers in your organization will need to log into CitiDirect to activate the users created by Citi Handlowy on your behalf.

Why are we introducing this change?

We are committed to ensuring the safety of your company. We take into account that your organization may ask Citi Handlowy to add new CitiDirect users via the paper CitiDirect User Administration Form (UAF). A second level of authentication will be introduced to improve security and reduce the risks associated with such paper applications with a handwritten signature.

When will this change take effect?

The new process will take effect on November 28, 2023.

How will this affect my organization?

If your organization already has designated Security Managers and independently creates new users in the CitiDirect administration panel (this is the fastest and recommended path), no further action is required.

In the event that, despite having Security Managers in the organization, you submit a paper request (hand-signed/wet signature) for the creation of a new user, your Security Manager will have to activate such a user – [click here to learn how >>](#).

Therefore, it is necessary that your organization has a Security Manager.

If you have not yet appointed any Security Managers please appoint at least two (three is recommended) before November 28, 2023.

Why do we need Security Managers?

Administering the CitiDirect system is one of the tools that allow you to manage your bank account on your own, without unnecessary paperwork and the need to contact the bank.

Security Manager is a function assigned to a person in your company.

The Security Manager provides better control and faster management of access to the CitiDirect system for users within your organization. The Security Manager is able to manage user profiles, their entitlements and authentication tools on their own, quickly, without having to contact the bank and send documentation.

In order to ensure adequate support, it is necessary to appoint at least two Security Managers. The bank recommends appointing three.

What happens if my organization does not have a Security Manager?

If you do not designate a Security Manager, you will not be able to activate any new user in CitiDirect.

Therefore, we recommend that you make sure that your organization has at least two Security Managers (three are recommended), or appoint them no later than by November 28, 2023. To do this, please fill out and submit the [Activation Form >>](#).

What happens when the application is sent through the eForms (eWnioski) module?

To comply with the new process, you can also use the eForms (eWnioski) module to submit applications. eForms (eWnioski) is an electronic documentation exchange platform available to Citi Handlowy clients through the CitiDirect system. To activate access to the eForms (eWnioski) module, it is necessary to fill out a [form >>](#) that has to be signed by authorized persons and sent back to the bank. When using the eForms (eWnioski) module, the existing process will not change.

What happens if the application is signed with a qualified signature?

An application signed using a qualified electronic signature will not require user activation by the Security Manager on your side. There will be no change to the existing process. Click here to learn more about [how to use an electronic signature >>](#).

How will I know that Citi Handlowy has created a new user following a paper application and its activation is required?

When Citi Handlowy creates a new user with an inactive status, the Security Manager(s) will receive a notification email.

What other resources are available to me?

For more information on the functions of the CitiDirect Security Manager, please make use of [our training courses >>](#).

For more information or additional assistance, please feel free to contact your CitiService representative or CitiDirect Helpdesk.