



CitiService News

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It has never been so easy to request and use your Visa Business Card

We always want to improve your experience when you use Citi Handlowy card solutions, so we are happy to inform you about new features that streamline the process of receiving and using a Visa Business Card in your company.

How to receive and use your Card in 3 simple steps:

- 1) **Fill in the new card application form.** Visit the section "Card application form" at the website kartybiznes.pl to find the new Visa Business Card Application Form in the "Your Card in Travel" service. The new form does not have a field for Employee (Card Holder) signature and only the User Signature, consistent with the representation/power of attorney granted by the company or Visa Business Card Specimen Signature Card, is required.

To request the card, the Employee has only to:

- a. go to kartybiznes.pl website and select "Card Application Form" option;
- b. download the new Card application form;
- c. fill in all fields in the application;
- d. send the completed application to the Card Program Administrator to sign and send to the Bank.

After **18.01.2019**, the Bank will stop accepting card applications made using the old forms, and if such a form is received, the Bank will charge a fee for Non-standard Card Issue as per the TF&C for Visa Business Cards.

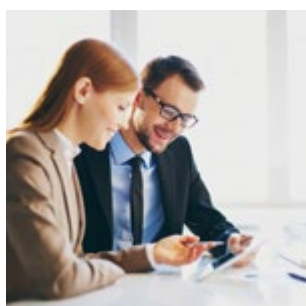
- 2) **How to activate the card in CitiManager.** Once the Visa Business Card is received, the Holder can activate the new Card her/himself using the CitiManager platform. Once the registration at the CitiManager platform is completed, the Employee has only to confirm that the card was received and is to be activated automatically when logging in on the platform for the first time. Soon we will be sending you information about the option to activate the card in CitiManager for other cards issued in your company in the cover letter accompanying the card.



3) **How to see the Card's PIN code in CitiManager.** For active cards, you have the option to see the PIN code directly in the CitiManager platform. To use this option, log in to CitiManager and choose "Show PIN" option in the main panel. If you want to change your card's PIN code, please contact us at the phone number provided on the back of the card.

We believe that digitalisation and improved processing will make it much easier to use Visa Business Cards in your company. In the nearest future, we will tell you about other new features that will improve your comfort when using Citi Handlowy card solutions.

Should you have any questions, please do not hesitate to contact the Corporate Card Service using the special line dedicated to Business Card Program Administrators: +48 22 692 25 52, e-mail: karty.obsługa.klienta@citi.com



Feature: It is even easier to apply for Visa Business Debit Card

A new Visa Business Debit Card application form is available, without a field for the Employee (Cardholder) signature. Only the User's signature as in the representation/power of attorney granted by the company or Specimen Signature Card is required. The new application form is available on the kartybiznes.pl website under the "Card Application" tab.

Should you have any questions, please do not hesitate to contact the Card Customer Service at: +48 22 692 25 52 or by e-mail: karty.obsługa.klienta@citi.com



New section "Program Administrator Zone" at the kartybiznes.pl website

We are happy to inform you that a new section "Program Administrator Zone" was created at the kartybiznes.pl website, simultaneously for Visa Business Card customers and Debit Card customers.

This section is already available and ultimately it will replace the "Documentation" section at citidirect.pl

You will find there the current documentation for card products and user guides for both CitiManager platform and the Reporting module.



Visit our new CitiDirect BE information portal to experience the full potential of our system!

We would like to draw your attention to the features offered by our electronic banking system, CitiDirect BE. We encourage to visit our new information website.

As before, it can be accessed at the URL: www.citidirect.pl

The new electronic banking service, CitiDirect BE, has been integrated with CitiHandlowy's information website. In this way, the available information can be also accessed directly from the website citihandlowy.pl - "Enterprises and Corporations" section -> Finance Management -> Electronic banking.

Main sections of portal are:

- **Security** - we would like to draw your special attention to online security issues; the topics are organized into sections that provide a valuable source of information about electronic payment security and cyber threats related, for example, to everyday use of electronic banking.
- **CitiDirect BE / CitiDirect BE (mobile)** - here we present the most important information about our critical solution that our clients can use to manage their corporate accounts in Poland and abroad.
- **eForms** - here we describe the features of the electronic document interchange platform that helps to minimize the volume of standard and non-standard documentation exchanged with the bank.
- **Citi Trade Portal** - a module that enables its users to remotely manage transactions in the area of trade finance & services and ensures a smooth management of a company.
- **CitiFXPulse** - a state-of-the-art online foreign currency exchange platform. It enables its users to make online transactions on their own, in a simple and secure manner. The platform not only provides market information before the transaction is completed, but also facilitates analysis of foreign currency exposure after its settlement.
- **Electronic statements** - we present solutions that provide clients with a swift and convenient access to details of operations executed on the company accounts.

You will find more information in the "Guides and Documents" section or in Frequently Asked Questions. You may also visit directly the Client Area. We hope that you will find there the answers to all your basic questions.

At any point, you may login to the system by using the Login option in the right side menu on the screen.



Bank holidays in January and February 2019

Please note below the days in January and February 2019 when orders received on that day will be effected on the following business day due to a currency exchange holiday (i.e. a public holiday in a given country).

JANUARY	
1	AE, AT, AU, BE, BG, CA, CH, CN, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, JP, LT, LU, LV, NL, NO, PL, PT, RO, RU, SE, SG, SK, SL, TR, UA, US, ZA
2	CH, JP, RO, RU, SL, UA
3	JP RU
4	RU
7	UA, RU
14	JP
21	US
24	RO
28	AU

FEBRUARY	
4	CN
5	CN, HK, SG
6	CN, HK, SG
7	CN, HK
8	CN, SL, SI
11	JP
18	US