



2 November 2011

Nr 12

CitiService Newsletter

citi handlowy



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ANALIZY RYNKOWE
CITIDAILY



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I OPŁAT BANKOWYCH



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TABELA KURSÓW



AKTUALNOŚCI
CITISERVICE

CURRENT ISSUE TOPICS

1. [Trade Service Products – new channel of communication with the bank.](#)
2. [Periodical Root Cause Analysis – sealed payments.](#)

TRADE SERVICE PRODUCTS – NEW CHANNEL OF COMMUNICATION

Those who use the products such as a letter of credit, a guarantee or a collection may contact the Documentary Operations and Trade Finance Unit by sending e-mail to: infotrade@citi.com.

Each e-mail will be responded to within 24 hours.

The contact condition is receiving by the Bank the **statement** which you will find enclosed to this e-mail. Please, fill in the statement form, provide relevant signatures and return it to the address as shown in the statement.

You can still contact us through InfoTrade at: 0801 258 369.

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PERIODICAL ROOT CAUSE ANALYSIS – SEALED PAYMENTS

CitiService runs regular analysis of the problems and complaints concerning the realization of your orders. We would like to draw your attention to the most common causes of the delays in booking the sealed payments:

- copy of or no Banking Payment Receipt when making payment;
- wrong or no number of the account to be credited on the Banking Payment Receipt;
- wrong, illegible or no information on the Banking Payment Receipt (e.g. no number of the store depositing the daily sales, illegible mosaic codes).

In view of the above, we kindly ask those using the above product for providing correct and legible information in the payment documents (Banking Payment Receipt).

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**Appendix to CitiService News
No. 12 dated 02.11.2011**

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place and date

Bank Handlowy w Warszawie S.A.
Documentary Operations and Trade Finance Unit
16 Pstrowskiego Str.
10- 602 Olsztyn
(the „Bank”)

1. We hereby declare that all information concerning the products listed below (point 5) may be sent by Bank Handlowy w Warszawie S.A. (hereinafter referred to as the “Bank”) to the fax numbers as indicated below:

1. _____ (fax no)
2. _____ (fax no)
3. _____ (fax no)
4. _____ (fax no)

2. We hereby declare that all information concerning the products listed below may be sent by the Bank to the e-mail addresses, as indicated below, provided we submit such request to the bank in writing, via e-mail or by telephone:

1. _____ (email address)
2. _____ (email address)
3. _____ (email address)
4. _____ (email address)

3. We hereby release and discharge Bank Handlowy w Warszawie S.A. from any liability whatsoever for any damage incurred by me (us) in the event when the information submitted in a form of unsecured fax or e-mail is received by an unauthorized person.

4. We hereby undertake to inform you of any change in the e-mail address or fax number, if such change occurs. At the same time we release and discharge Bank Handlowy w Warszawie S.A. from any liability for any damage incurred by me(us) as a result of submitting the information to invalid e-mail address or fax number in the event when we failed to inform Bank Handlowy w Warszawie S.A. of such change.

5. Product List*

Export documentary collection,
Import documentary collection,
Import documentary letter of credit,
Export documentary letter of credit,
Own guarantee,
Received guarantee,
Discounting bills of exchange,
Bills of exchange collection,
Discounting letter of credit receivables,
Account trade receivables financing
(factoring),
Received payment instructions as part of trade finance transactions.

Company seal and signature(s)**

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- * - please strike out the Products which are not referred to in this Statement
 - ** - signature(s) of authorized persons according to company representation