

# CitiManager®

Employee / Cardholder  
Guide

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# Log In and Sign Out of CitiManager

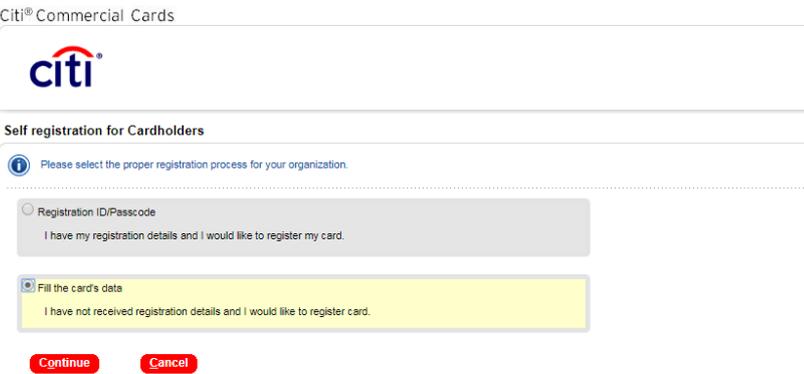
## Key Information

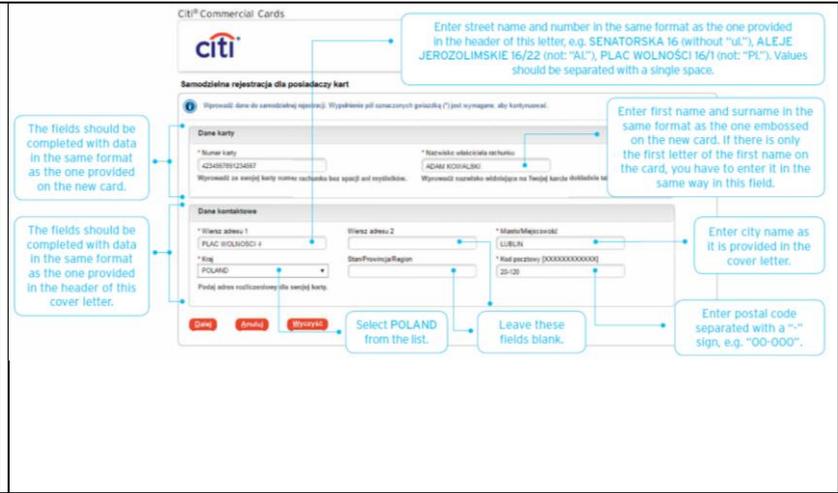
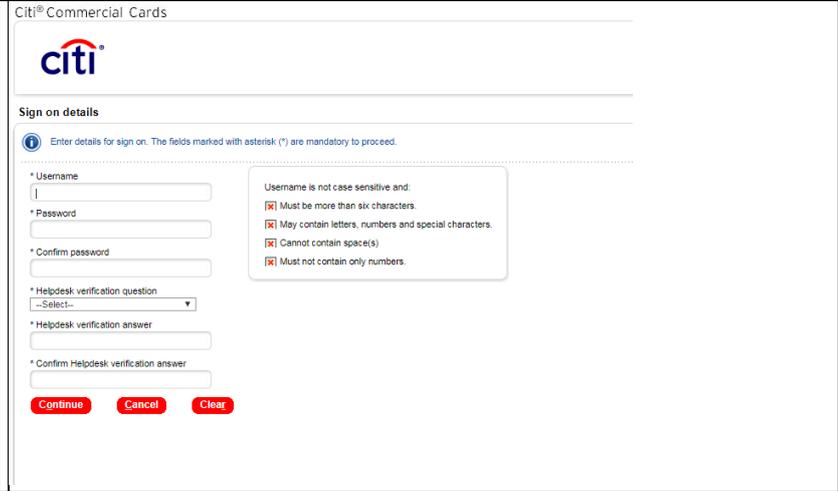
To log in to the CitiManager platform for the first time, please follow the information in the cover letter that you have received along with your card. In order to sign up, you'll need your card number and the data from the cover letter. Afterwards, each time you're logging in to desktop or mobile version, you'll have to provide your username and password that you created when signing up.

When you are done using CitiManager, please sign out using the Sign Out button. Do not close the application with Close (X) button in your browser.

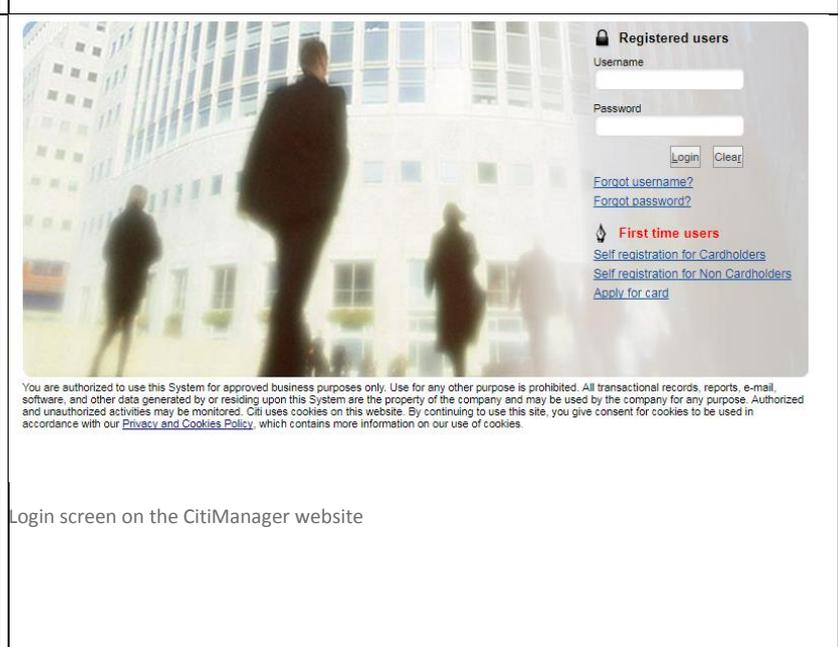
## Step-by-Step Instructions

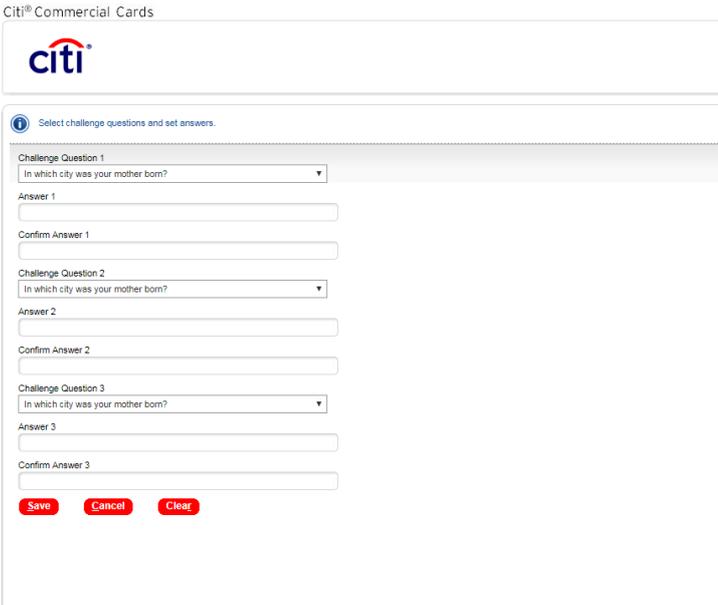
### First Log In

Screen	Step/Action
 <p data-bbox="121 1335 475 1361">Login screen on the CitiManager website</p>	<ol style="list-style-type: none"> <li data-bbox="967 875 1369 902">1. Go to <a href="https://home.cards.citidirect.com">home.cards.citidirect.com</a>.</li> <li data-bbox="967 943 1473 1003">2. The first time you log in, select New Users – Self registration for Cardholders.</li> </ol>
	<ol style="list-style-type: none"> <li data-bbox="967 1529 1289 1556">3. Select Fill the card's data.</li> <li data-bbox="967 1581 1209 1608">4. Click on Continue.</li> </ol>

 <p>The fields should be completed with data in the same format as the one provided on the new card.</p> <p>The fields should be completed with data in the same format as the one provided in the header of this cover letter.</p> <p>Enter street name and number in the same format as the one provided in the header of this letter, e.g. SENATORSKA 16 (without "ul."), ALEJE JEROZOLIMSKIE 16/22 (not: "AL"), PLAC WOLNOŚCI 16/1 (not: "PL"). Values should be separated with a single space.</p> <p>Enter first name and surname in the same format as the one embossed on the new card. If there is only the first letter of the first name on the card, you have to enter it in the same way in this field.</p> <p>Enter city name as it is provided in the cover letter.</p> <p>Enter postal code separated with a "-" sign, e.g. "00-000".</p> <p>Select POLAND from the list.</p> <p>Leave these fields blank.</p>	<ol style="list-style-type: none"> <li>1. Fill in the card's data as shown in the cover letter attached to the card.</li> <li>2. Once you have completed the card's data, click on Continue.</li> </ol>
 <p>Sign on details</p> <p>Enter details for sign on. The fields marked with asterisk (*) are mandatory to proceed.</p> <p>* Username          Username is not case sensitive and:  <input type="checkbox"/> Must be more than six characters.  <input type="checkbox"/> May contain letters, numbers and special characters.  <input type="checkbox"/> Cannot contain space(s)  <input type="checkbox"/> Must not contain only numbers.</p> <p>* Password  <input type="password"/></p> <p>* Confirm password  <input type="password"/></p> <p>* Helpdesk verification question          --Select--</p> <p>* Helpdesk verification answer  <input type="text"/></p> <p>* Confirm Helpdesk verification answer  <input type="text"/></p> <p>Continue Cancel Clear</p>	<ol style="list-style-type: none"> <li>3. Select your login and set a password to your profile. When done, click on Continue. In the next window, confirm your profile registration by clicking on Confirm.</li> </ol> <p>Your card has been registered.</p>

Registered Users Log In

Screen	Step/Action
 <p>Registered users</p> <p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p>Login Clear</p> <p><a href="#">Forgot username?</a></p> <p><a href="#">Forgot password?</a></p> <p><b>First time users</b></p> <p><a href="#">Self registration for Cardholders</a></p> <p><a href="#">Self registration for Non Cardholders</a></p> <p><a href="#">Apply for card</a></p> <p><small>You are authorized to use this System for approved business purposes only. Use for any other purpose is prohibited. All transactional records, reports, e-mail, software, and other data generated by or residing upon this System are the property of the company and may be used by the company for any purpose. Authorized and unauthorized activities may be monitored. Citi uses cookies on this website. By continuing to use this site, you give consent for cookies to be used in accordance with our <a href="#">Privacy and Cookies Policy</a>, which contains more information on our use of cookies.</small></p> <p>Login screen on the CitiManager website</p>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://home.cards.citidirect.com">home.cards.citidirect.com</a>.</li> <li>2. On CitiManager Login page, type in your username and password in the corresponding fields.</li> <li>3. Click on Login.</li> </ol> <p><i>The Security Question screen will open.</i></p>

	<p>4. The first time you log in, set your the security questions.</p>
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	<p>5. On subsequent logins, you will be asked to answer the security question.</p> <p>6. Click on Continue.</p> <p><i>CitiManager Home Screen will appear. You have successfully logged in to CitiManager.</i></p>
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 <p>Sign Out</p>	<p>7. To sign out of CitiManager, click the Sign Out button which is located in the upper-right corner on every screen.</p> <p><i>CitiManager Login Screen will open.</i></p>
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## Reset a forgotten password

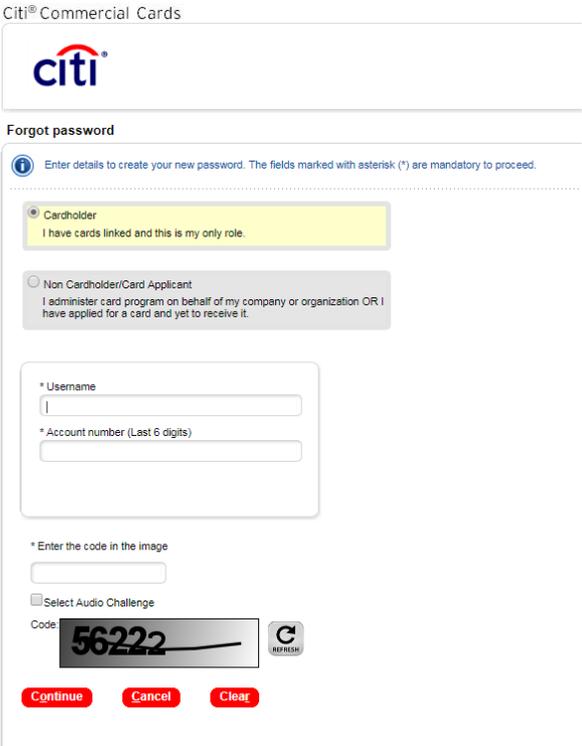
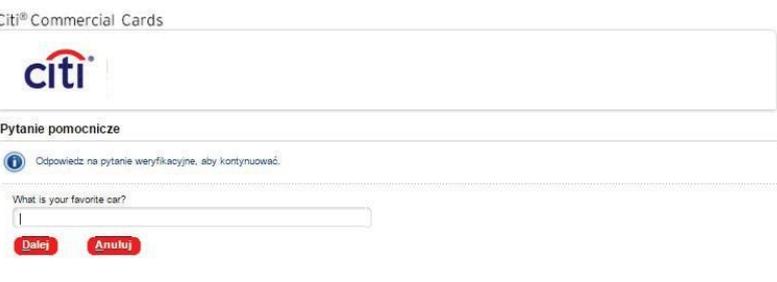
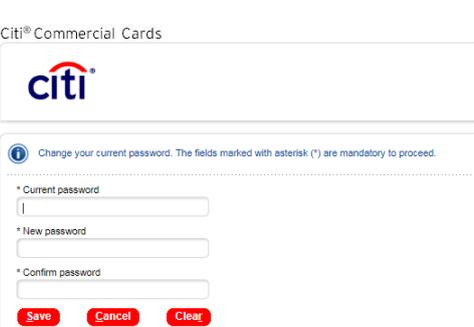
### Key Information

If you have forgotten your CitiManager login password, it is necessary to reset your password. To reset your password, the following information is required:

- valid username,
- last 6 digits of your card number.

### Step-by-Step Instructions

Screen	Step/Action
 <p>The screenshot shows the CitiManager login interface. It features a background image of a modern building with people walking. The login form includes fields for 'Username' and 'Password', with 'Login' and 'Clear' buttons. Below the form are links for 'Forgot username?' and 'Forgot password?'. A section for 'First time users' includes links for 'Self registration for Cardholders', 'Self registration for Non Cardholders', and 'Apply for card'. At the bottom, there is a small disclaimer: 'You are authorized to use this System for approved business purposes only. Use for any other purpose is prohibited. All transactional records, reports, e-mail, software, and other data generated by or residing upon this System are the property of the company and may be used by the company for any purpose. Authorized and unauthorized activities may be monitored. Citi uses cookies on this website. By continuing to use this site, you give consent for cookies to be used in accordance with our <a href="#">Privacy and Cookies Policy</a>, which contains more information on our use of cookies.'</p>	<ol style="list-style-type: none"> <li>1. Go to <a href="https://home.cards.citidirect.com">home.cards.citidirect.com</a>.</li> <li>2. On the CitiManager Login page, click on <i>Forgot password?</i> link.</li> </ol> <p><i>The Forgot password screen displays.</i></p>

Screen	Step/Action
 <p>Login screen on the CitiManager website</p>	<ol style="list-style-type: none"> <li>3. Select the Cardholder option.</li> <li>4. Enter your username in the <i>Username</i> box.</li> <li>5. Enter last 6 digits of your card number in the <i>Account number (Last 6 digits)</i> box.</li> <li>6. Click on Continue. <i>The Security Question screen will open.</i></li> </ol>
 <p>Security Question screen</p>	<ol style="list-style-type: none"> <li>7. In the box below the security question, type your answer and click on Continue.  NOTE. You have three attempts to give the correct answer to the security question. <i>The Create New Password screen will appear.</i></li> </ol>
	<ol style="list-style-type: none"> <li>8. Create and confirm your new password.  NOTE. Password is case-sensitive. A password must be between 6 to 9 characters, with at least 1 letter and 1 number, and must not be the same as one of your last 6 passwords.</li> <li>9. Click on Save.  <i>Your new password has been saved. CitiManager Home Screen will appear.</i></li> </ol>

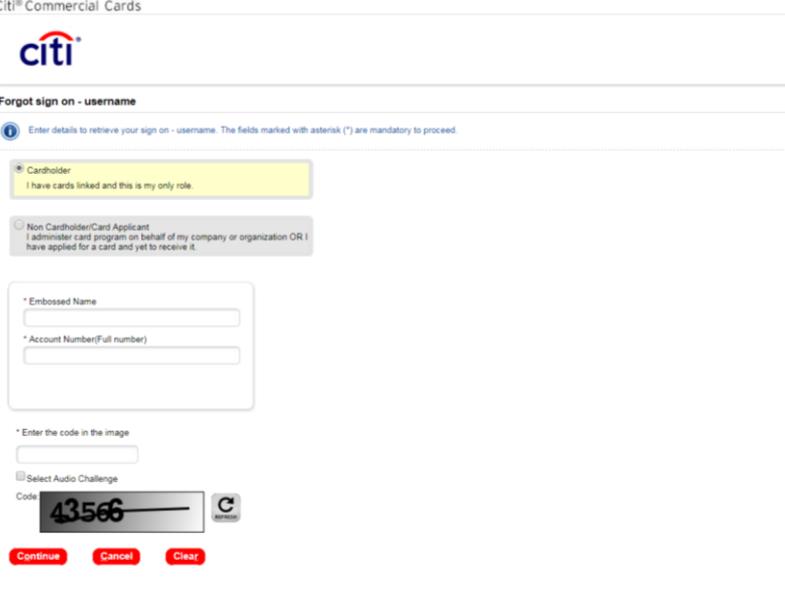
## Retrieve a forgotten username

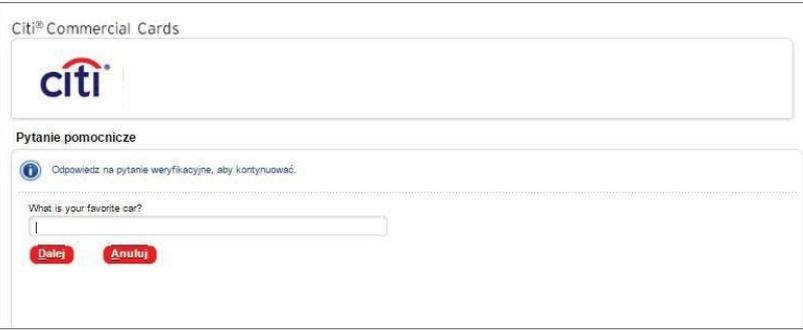
### Key Information

If you have forgotten your CitiManager login username, you will need to retrieve it. The username will be sent to your registered email address. To retrieve your Username, the following information is required:

- Cardholder’s full name (as shown on the card),
- full card number.

### Step-by-Step Instructions

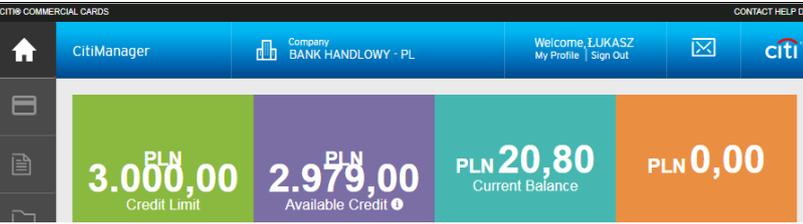
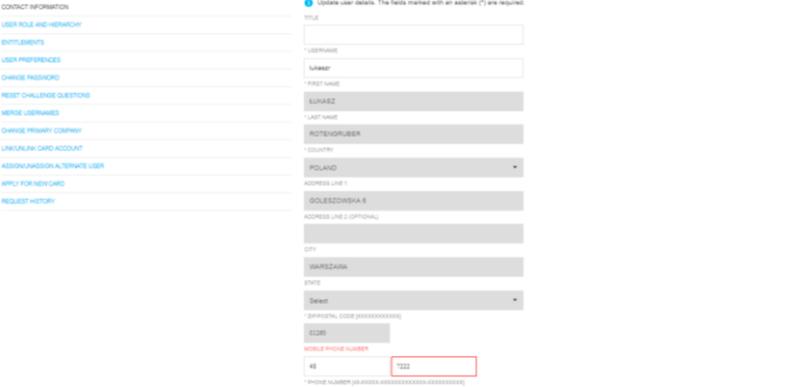
Screen	Step/Action
 <p data-bbox="121 1104 906 1155">You are authorized to use this System for approved business purposes only. Use for any other purpose is prohibited. All transactional records, reports, e-mail, software, and other data generated by or residing upon this System are the property of the company and may be used by the company for any purpose. Authorized and unauthorized activities may be monitored. Citi uses cookies on this website. By continuing to use this site, you give consent for cookies to be used in accordance with our <a href="#">Privacy and Cookies Policy</a>, which contains more information on our use of cookies.</p>	<ol style="list-style-type: none"> <li>1. Go to <a href="https://home.cards.citidirect.com">home.cards.citidirect.com</a>. On the CitiManager Login page, click on <i>Forgot username?</i> link. <i>The Forgot sign on - username screen displays.</i></li> </ol>
	<ol style="list-style-type: none"> <li>2. Select the Cardholder option.</li> <li>3. Enter Cardholder’s full name (as shown on the card) in the <i>Embossed Name</i> box.</li> <li>4. Enter the full card number in the <i>Account Number (Full number)</i> box.</li> <li>5. Click on Continue. <i>The Security Question screen will open.</i></li> </ol>

Screen	Step/Action
 <p>Security Question screen</p>	<p>6. In the box below the security question, type your answer and click on Continue.</p> <p>NOTE. You have three attempts to give the correct answer to the security question.</p> <p>The system will send a message with the correct Username to your registered email address.</p>

## Change your profile settings

### Key Information

Using CitiManager, you can update your log-in profile data, such as login, telephone numbers, e-mail address, password, and security question. To change the data, you'll need to do the following:

Screen	Step/Action
 <p>Home Screen</p>	<p>1. On the CitiManager homepage, click the My Profile tab.</p>
	<p>2. You can update your login, phone number and email address.</p>

3. To change your log-in password and the security questions, go to My Profile tab, and then go to *Change password* or *Set security questions again* respectively.
4. Changing your password. Enter your old password, and then enter a new log-in password twice. Confirm the change by clicking Save.

5. Changing your security questions. To verify yourself, answer the first security question. At next log-in, you'll be asked to choose new questions and specify new answers.

## View statements

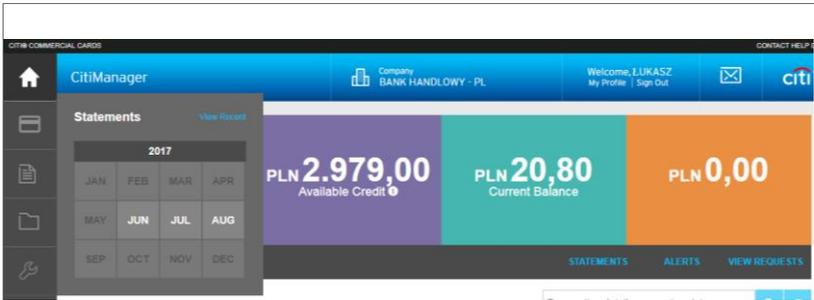
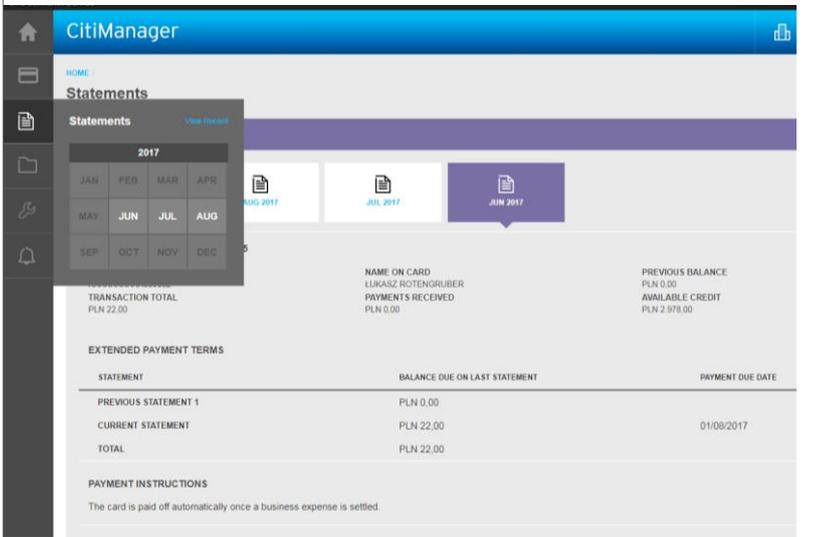
### Key Information

A statement contains the following information:

- card data,
- account balance,
- transaction details.

The last statement is shown, but you can view statements from previous 60 months.

### Step-by-Step Instructions

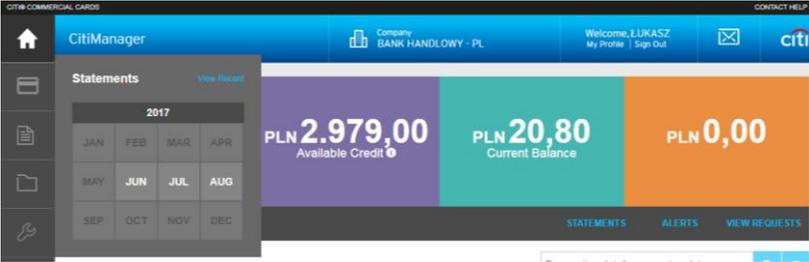
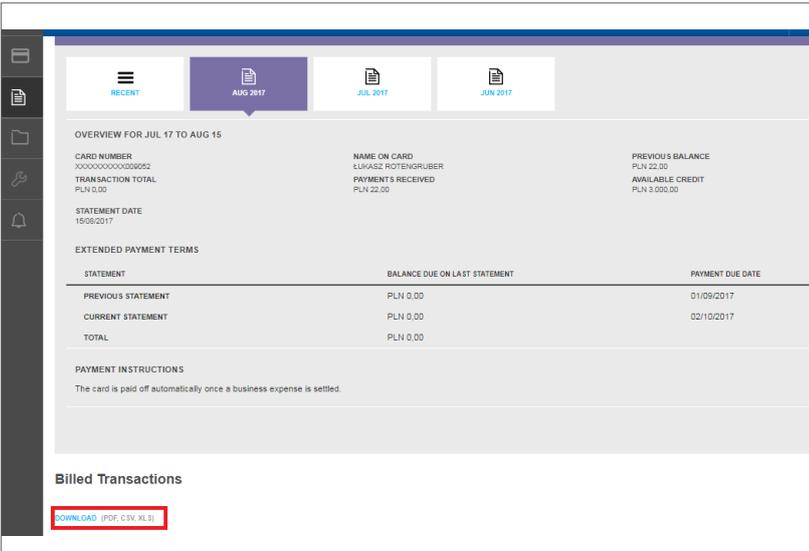
Screen	Step/Action
 <p>Home Screen</p>	<ol style="list-style-type: none"> <li>1. On the CitiManager homepage, click on the Statements icon or the Statements tab.  <i>The Statements screen will show statements history.</i></li> </ol>
	<ol style="list-style-type: none"> <li>2. To view previous statements, select a date from the side panel, or select a statement from the list on the page.  <i>A statement from the selected day will appear.</i></li> </ol>

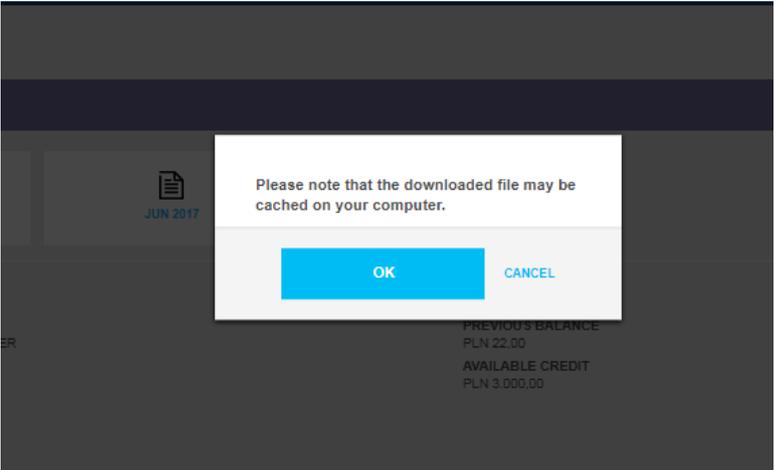
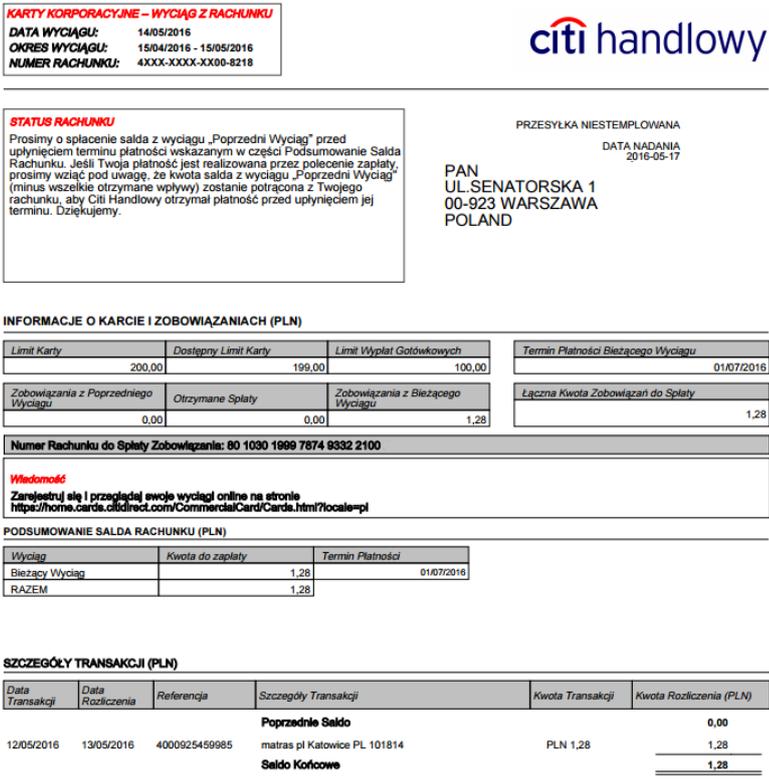
## Print statements

### Key Information

On the Statements screen you can print statements. A statement is printed in Adobe PDF (Portable Document Format).

### Step-by-Step Instructions

Screen	Step/Action																		
 <p>Home Screen</p>	<ol style="list-style-type: none"> <li>On the CitiManager homepage, click on Statements tab or icon. <i>The Statements screen will show the last statement.</i></li> </ol>																		
 <p>OVERVIEW FOR JUL 17 TO AUG 15</p> <table border="1"> <tr> <td>CARD NUMBER XXXXXXXXXXXX0000</td> <td>NAME ON CARD LUKASZ ROTENGRUBER</td> <td>PREVIOUS BALANCE PLN 22,00</td> </tr> <tr> <td>TRANSACTION TOTAL PLN 0,00</td> <td>PAYMENTS RECEIVED PLN 22,00</td> <td>AVAILABLE CREDIT PLN 3.000,00</td> </tr> </table> <p>STATEMENT DATE 15/08/2017</p> <table border="1"> <thead> <tr> <th>STATEMENT</th> <th>BALANCE DUE ON LAST STATEMENT</th> <th>PAYMENT DUE DATE</th> </tr> </thead> <tbody> <tr> <td>PREVIOUS STATEMENT</td> <td>PLN 0,00</td> <td>01/09/2017</td> </tr> <tr> <td>CURRENT STATEMENT</td> <td>PLN 0,00</td> <td>02/10/2017</td> </tr> <tr> <td>TOTAL</td> <td>PLN 0,00</td> <td></td> </tr> </tbody> </table> <p>PAYMENT INSTRUCTIONS The card is paid off automatically once a business expense is settled.</p> <p><b>Billed Transactions</b></p> <p><a href="#">DOWNLOAD (PDF, CSV, XLS)</a></p>	CARD NUMBER XXXXXXXXXXXX0000	NAME ON CARD LUKASZ ROTENGRUBER	PREVIOUS BALANCE PLN 22,00	TRANSACTION TOTAL PLN 0,00	PAYMENTS RECEIVED PLN 22,00	AVAILABLE CREDIT PLN 3.000,00	STATEMENT	BALANCE DUE ON LAST STATEMENT	PAYMENT DUE DATE	PREVIOUS STATEMENT	PLN 0,00	01/09/2017	CURRENT STATEMENT	PLN 0,00	02/10/2017	TOTAL	PLN 0,00		<ol style="list-style-type: none"> <li>Select the current statement or one of the previous ones shown and then click Download. You can choose either CSV, PDF or TXT. <i>File format prompt will appear.</i></li> </ol>
CARD NUMBER XXXXXXXXXXXX0000	NAME ON CARD LUKASZ ROTENGRUBER	PREVIOUS BALANCE PLN 22,00																	
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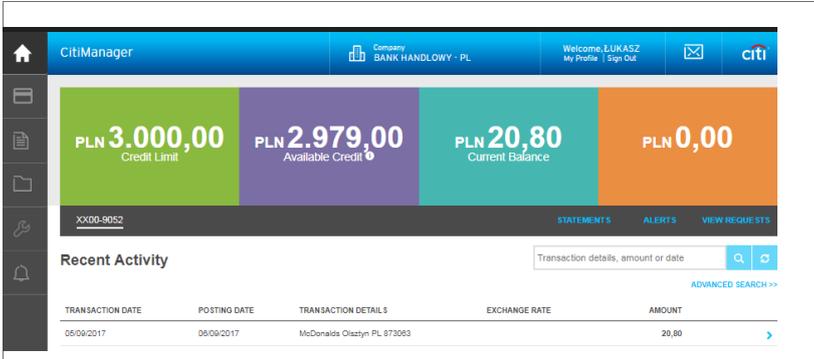
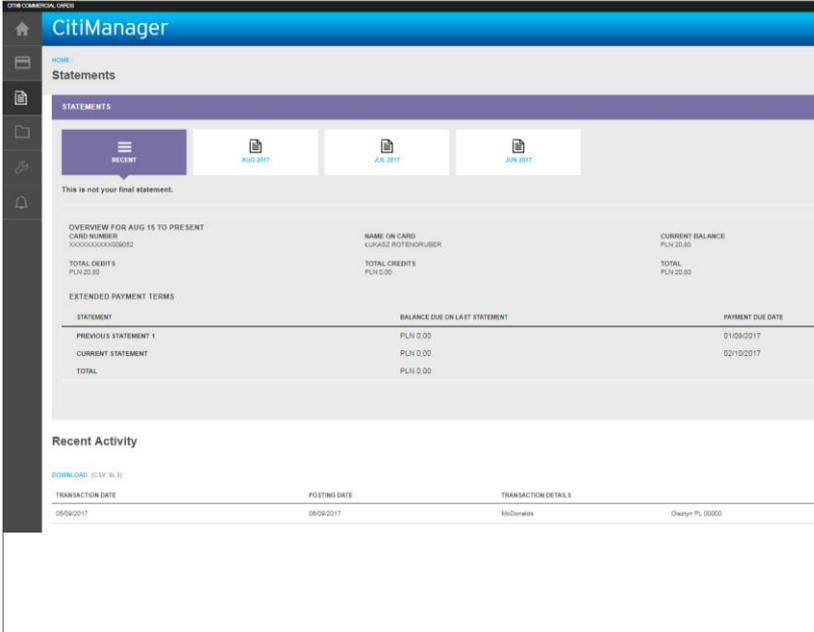
Screen	Step/Action																																																	
 <p>Printout confirmation</p>	<ol style="list-style-type: none"> <li>Note that the downloaded file can be stored in your computer's cache. Click OK. <i>File download prompt will appear.</i></li> <li>To open a statement to print, click the Open button. <i>The statement to be printed is displayed in PDF format.</i></li> </ol> <p>NOTE. Depending on your computer settings, you may need to disable pop-up blockers in order to view the statement.</p>																																																	
 <p><b>KARTY KORPORACYJNE – WYCIĄG Z RACHUNKU</b>  <b>DATA WYCIĄGU:</b> 14/05/2016  <b>OKRES WYCIĄGU:</b> 15/04/2016 - 15/05/2016  <b>NUMER RACHUNKU:</b> 4XXX-XXXX-XX00-8218</p> <p><b>STATUS RACHUNKU</b>    Prosimy o spłacenie salda z wyciągu „Poprzedni Wyciąg” przed upływem terminu płatności wskazanym w części Podsumowanie Salda Rachunku. Jeśli Twoja płatność jest realizowana przez polecenie zapłaty, prosimy wziąć pod uwagę, że kwota salda z wyciągu „Poprzedni Wyciąg” (minus wszelkie otrzymane wpływy) zostanie potrącona z Twojego rachunku, aby Citi Handlowy otrzymał płatność przed upływem jej terminu. Dziękujemy.</p> <p><b>INFORMACJE O KARCIE I ZOBOWIĄZANIACH (PLN)</b></p> <table border="1"> <thead> <tr> <th>Limit Karty</th> <th>Dostępny Limit Karty</th> <th>Limit Wypłat Gotówkowych</th> <th>Termin Płatności Bieżącego Wyciągu</th> </tr> </thead> <tbody> <tr> <td>200,00</td> <td>199,00</td> <td>100,00</td> <td>01/07/2016</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Zobowiązania z Poprzedniego Wyciągu</th> <th>Otrzymane Spłaty</th> <th>Zobowiązania z Bieżącego Wyciągu</th> <th>Łączna Kwota Zobowiązań do Spłaty</th> </tr> </thead> <tbody> <tr> <td>0,00</td> <td>0,00</td> <td>1,28</td> <td>1,28</td> </tr> </tbody> </table> <p><b>PODSUMOWANIE SALDA RACHUNKU (PLN)</b></p> <table border="1"> <thead> <tr> <th>Wyciąg</th> <th>Kwota do zapłaty</th> <th>Termin Płatności</th> </tr> </thead> <tbody> <tr> <td>Bieżący Wyciąg</td> <td>1,28</td> <td>01/07/2016</td> </tr> <tr> <td><b>RAZEM</b></td> <td><b>1,28</b></td> <td></td> </tr> </tbody> </table> <p><b>SZCZEGÓŁY TRANSAKCJI (PLN)</b></p> <table border="1"> <thead> <tr> <th>Data Transakcji</th> <th>Data Rozliczenia</th> <th>Referencja</th> <th>Szczegóły Transakcji</th> <th>Kwota Transakcji</th> <th>Kwota Rozliczenia (PLN)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td><b>Poprzednie Saldo</b></td> <td></td> <td><b>0,00</b></td> </tr> <tr> <td>12/05/2016</td> <td>13/05/2016</td> <td>4000925459985</td> <td>matras pl Katowice PL 101814</td> <td>PLN 1,28</td> <td>1,28</td> </tr> <tr> <td></td> <td></td> <td></td> <td><b>Saldo Końcowe</b></td> <td></td> <td><b>1,28</b></td> </tr> </tbody> </table> <p>Statement in PDF.</p>	Limit Karty	Dostępny Limit Karty	Limit Wypłat Gotówkowych	Termin Płatności Bieżącego Wyciągu	200,00	199,00	100,00	01/07/2016	Zobowiązania z Poprzedniego Wyciągu	Otrzymane Spłaty	Zobowiązania z Bieżącego Wyciągu	Łączna Kwota Zobowiązań do Spłaty	0,00	0,00	1,28	1,28	Wyciąg	Kwota do zapłaty	Termin Płatności	Bieżący Wyciąg	1,28	01/07/2016	<b>RAZEM</b>	<b>1,28</b>		Data Transakcji	Data Rozliczenia	Referencja	Szczegóły Transakcji	Kwota Transakcji	Kwota Rozliczenia (PLN)				<b>Poprzednie Saldo</b>		<b>0,00</b>	12/05/2016	13/05/2016	4000925459985	matras pl Katowice PL 101814	PLN 1,28	1,28				<b>Saldo Końcowe</b>		<b>1,28</b>	<ol style="list-style-type: none"> <li>Click on Print in the PDF screen. Select a printer and choose print settings. Click on Print in the PDF screen. <i>The print window appears.</i></li> <li>When you're done, click the OK button. <i>The statement will be printed on the printer that you have specified.</i></li> </ol>
Limit Karty	Dostępny Limit Karty	Limit Wypłat Gotówkowych	Termin Płatności Bieżącego Wyciągu																																															
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			<b>Saldo Końcowe</b>		<b>1,28</b>																																													

## Review outstanding transactions

### Key Information

Citimanager allows you to view outstanding transactions when they appear in your account. Outstanding transactions are transactions that have appeared in your account since your last statement. You can view outstanding transactions before a statement is generated. Outstanding transactions will appear on your next statement and are not included in the current statement.

### Step-by-Step Instructions

Screen	Step/Action
 <p>The screenshot shows the CitiManager homepage. At the top, there's a navigation bar with 'CitiManager', 'Company BANK HANDLOWY - PL', and 'Welcome LUKASZ My Profile   Sign Out'. Below this, four colored boxes display account balances: Credit Limit (PLN 3,000.00), Available Credit (PLN 2,979.00), Current Balance (PLN 20.80), and another balance (PLN 0.00). A 'Recent Activity' section is visible below, showing a transaction from 05/09/2017 for 20.80 PLN at McDonalds Olaszyn PL 873063.</p>	<ol style="list-style-type: none"> <li>1. You will find a list of ongoing operations on the CitiManager homepage below the balance. You can view the information about the transactions from the current cycle by clicking on the Statements tab or icon. <i>A list of statements will appear on the screen.</i></li> </ol>
 <p>The screenshot shows the 'Statements' page in CitiManager. It features a 'STATEMENTS' section with a 'RECENT' button and tabs for 'AUG 2017', 'JUL 2017', and 'JUN 2017'. Below this, there's a summary table for the current cycle (AUG 15 TO PRESENT) showing 'TOTAL DEBITS' (PLN 20.80) and 'TOTAL CREDITS' (PLN 0.00). An 'EXTENDED PAYMENT TERMS' table is also present, showing 'PREVIOUS STATEMENT 1' (PLN 0.00, 01/09/2017), 'CURRENT STATEMENT' (PLN 0.00, 02/10/2017), and 'TOTAL' (PLN 0.00). At the bottom, a 'Recent Activity' section shows a transaction from 05/09/2017 for 20.80 PLN at McDonalds Olaszyn PL 00000.</p>	<ol style="list-style-type: none"> <li>2. Click the Recent icon. <i>You will see the Current Cycle Transactions screen.</i></li> <li>3. At the bottom of the screen, you will find a list of Recent operations.</li> </ol>

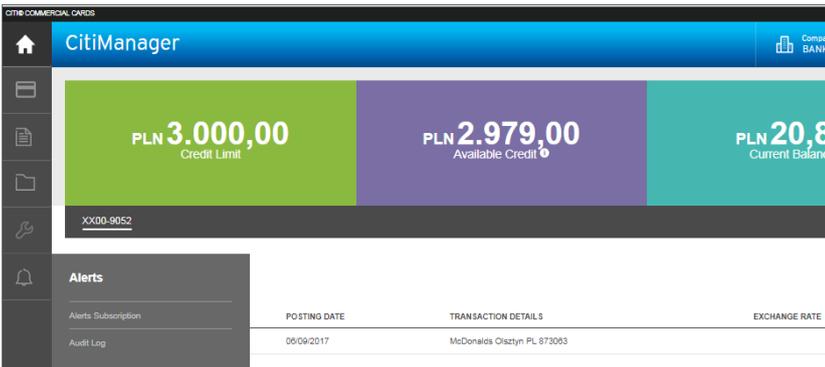
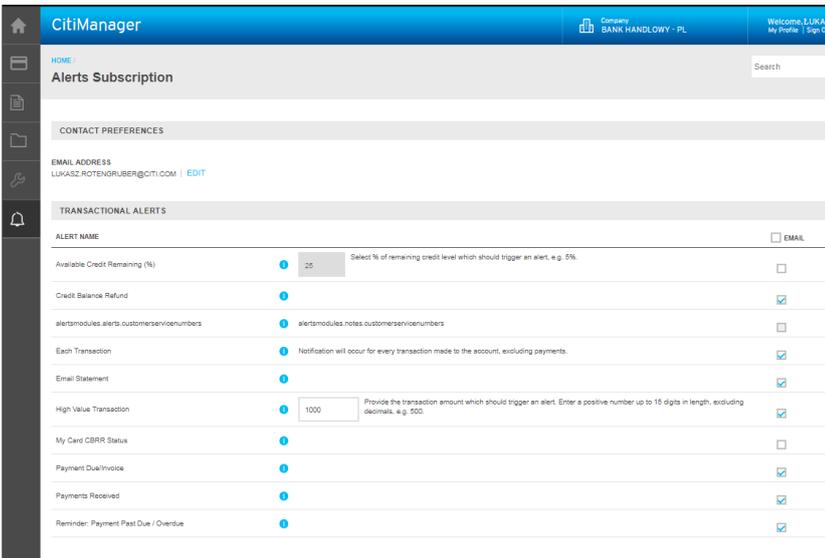
## Set notifications

### Key Information

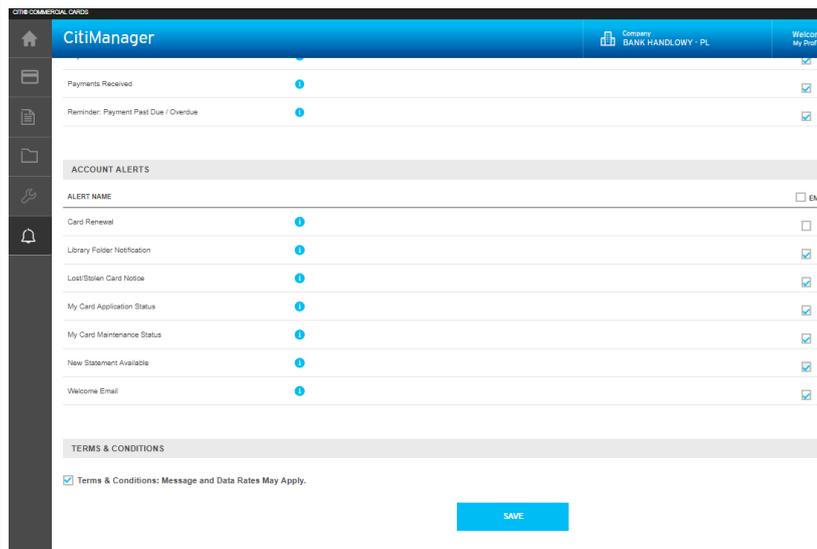
A Cardholder can set notifications that will be sent automatically as emails when there is a specified activity in your account, such as a notification on having generated a statement or reaching a specific credit limit percentage.

You can receive notifications in the form of emails.

### Step-by-Step Instructions

Screen	Step/Action
 <p>The screenshot shows the CitiManager Home Screen. At the top, there are three colored boxes representing account balances: Credit Limit (PLN 3,000.00), Available Credit (PLN 2,979.00), and Current Balance (PLN 20,800.00). Below these is a card number (XX00-9052). On the left sidebar, the 'Alerts' icon is highlighted. Below the sidebar, there is a table with columns: POSTING DATE, TRANSACTION DETAILS, and EXCHANGE RATE. A transaction is listed for 06/09/2017 at McDonalds Olsztyn PL 673083.</p> <p>Home Screen</p>	<ol style="list-style-type: none"> <li>On the CitiManager homepage, click the Alerts icon or tab. <i>Notification Subscription screen appears.</i></li> </ol>
 <p>The screenshot shows the 'Alerts Subscription' screen. It has sections for 'CONTACT PREFERENCES' (with an email address LUKASZ.ROTFENGRUBER@CITI.COM) and 'TRANSACTIONAL ALERTS'. Under 'TRANSACTIONAL ALERTS', there is a list of notification types with checkboxes and input fields. The 'EMAIL' checkbox is checked. The list includes: Available Credit Remaining (%), Credit Balance Refund, alerts/modules/alerts/customerservice/numbers, Each Transaction, Email Statement, High Value Transaction (with a 1000 input field), My Card CBRR Status, Payment Due/Invoice, Payments Received, and Reminder: Payment Past Due / Overdue.</p>	<ol style="list-style-type: none"> <li>From the list of available transaction notifications, select the ones you want to receive in as email.</li> </ol>

Screen



Step/Action

3. Select also the selected notifications as emails for Account – card and statement status.

NOTE. Some notifications may be unavailable (grayed out). What notifications are available is determined by the Program Administrator.

4. To edit the e-mail address, click the *Contact preferences - edit* link.

*User profile e-mail addresses screen appears.*

5. You can enter up to 5 email addresses. Then, click on Save.

*Notification Settings screen will appear again.*

6. Confirm that you accept Terms and Conditions by checking the box and then click on Save.

*Confirmation will be displayed at the top of the screen.*

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