

CitiDirect® BE - Activation / Configuration of electronic banking settings

The configuration form allows to add and configure entitlements for electronic banking Users. More information about system functionality and User guides you can find at: www.citidirect.pl

1. Account Holder Data

Account Holder's Name	_____
Client's Profile Name in CitiDirect <i>(Profile where the requested changes will be made - name of the Profile displays at the top of the screen after login to the system)</i>	_____
Account Holder's correspondence address <i>(for SafeWord cards and PIN codes delivery)</i>	_____ _____

2. Contact person²

Full Name	_____
Telephone number	_____
Email	_____

3. Way of defining entitlements in the form

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Copy entitlements from model User to the User

*(Applies to the existing in system Users or new. Please fill in **section 4** and **columns 1 and 2** in **table 7a**)*

Copy the entitlements from a model Account to new Accounts

*(Please fill in **section 5** and **column 1** in **table 6**)*

Configuration rights by defining individual settings for the Users and Accounts

*(Please fill in **sections 6, 7a** and **7b, 7c** in case of downloading/uploading files)*

4. Copy entitlements from Model User to the User

Please enter model User information and in **table 7a (column 1 i 2)** indicate Users, who will have the same entitlements as specified model User

Model User Name	_____
Model User SafeWord Card number (hardware token)	_____
Model User logs in via MobilePASS	

All entitlements held by the model User are copied on the day in which application is delivered to the Bank. In the event of doubt as to the scope of entitlements of the model User, please consult with CitiService. Copying of entitlements concerns CitiDirect settings and statements.

5. Copy entitlements from the Model Account to new Accounts

Please enter model account number and select at least one of the following services and then in **table 6 (column 1)** enter accounts on which settings will be copied from the model Account

Model Account number			
Services which will be copied from model Account	Payments	Direct Debit	Bulk Payments
		Nonstandard services	

Copying of entitlements concerns CitiDirect settings and statements.



Signature(s) of authorized persons, in accordance with the Account Holer's representation / power of attorney³

6. Authorization scheme

Please enter account numbers which will be changed

Canceling the previous configurations for specific further Accounts - Checking this option will result in deletion of all earlier system settings in scope of the Accounts specified in Table 6 on the hereby form.

WARNING !: If you select this option, the entitlements related to the Accounts in Table 6 will be removed also for the Users who are not specified on this form. The Users who are not specified on this form and who are entitled only to the Accounts listed in Table 6, will be deleted from the system.

No.	Accounts (added or modified)	Payroll Account	Account services Please select at least one option: Payments Direct Debit Bulk Payments	Account configuration		Authorization scheme			Limit ⁸ (amount in PLN or leave empty if no limit)
				Scheme change <i>(for new accounts or in case of changes)</i>	Scheme without change <i>(for leaving previous account settings)</i>	1 - one level	2 - two levels	By Release	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

Note: If Users are to be entitled only to the Download / Upload of files related to a particular Account, selecting the "Payments", "Direct Debit", "Bulk Payments" options for that Account is not required.

Attachment – Accounts List

This day of — —

(DD-MM-YYYY) we propose to add the paper form of bank statements sent from our accounts mentioned in this document (charge in accordance with the Table of Fees and Commissions of Bank Handlowy w Warszawie S.A.)



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settings 7a. User entitlements

User data please fill in capital letters. If you want to grant individual rights, please assign accounts to the Users (write account numbers according to the numbers in Table 6) and then define Users entitlements

No	User 4,5 *Email statements password - required for all Email statements - At least 8 characters - digits and letters without polish characters and spaces Warning - assigning new password for the existing Email address will also change the password for existing accounts. If you do not want change the password, enter the current **Mobile phone number - Required for each new User in case of choosing MobilePASS in "SafeWord Card Type" section **Email - Required for each User ***In case of creating new User and choosing "Hardware Token" please enter "New"	SafeWord Card Type ⁷		Account numbers (from table 6) E.g.: 1,2,3 or 1-3	Add Entitlements	Remove Entitlements	Remove User from the System	Security Manager ⁹	Entitlements configuration						
		***Hardware token ⁶	Mobile app MobilePASS						Create	Authorization - level 1	Authorization - level 2	Release	Limit ⁸	Account information	*Email statements
1	Full Name **Email *Email statements password **Mobile phone number + Nationality / Country of birth Country/Town and zip code Street, street No. or apt. No. PESEL ID (for resident) /Date of birth Series and number of ID card Date of issue ID card Expiry date of ID card														
2	Full Name **Email *Email statements password **Mobile phone number + Nationality / Country of birth Country/Town and zip code Street, street No. or apt. No. PESEL ID (for resident) /Date of birth Series and number of ID card Date of issue ID card Expiry date of ID card														
3	Full Name **Email *Email statements password **Mobile phone number + Nationality / Country of birth Country/Town and zip code Street, street No. or apt. No. PESEL ID (for resident) /Date of birth Series and number of ID card Date of issue ID card Expiry date of ID card														
4	Full Name **Email *Email statements password **Mobile phone number + Nationality /Country of birth Country/Town and zip code Street, street No. or apt. No. PESEL ID (for resident) /Date of birth Series and number of ID card Date of issue ID card Expiry date of ID card														

Attachment - Users List



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7b. Downloading files

Please enter User number (from table 7a) for the selected file type

File type	ADD SERVICE File downloading for the Users with following numbers in Table 7a:	REMOVE SERVICE File downloading for the Users with following numbers in Table 7a:
PRGSTA		
NEW PRGSTA (every day)		
NEW PRGSTA (intraday information)		
MT940		
Direct Debit		
Direct Debit (Mandates)		
Visa Business Cards		
Prepaid Cards		
Micropayments		
Cash Products		
Speedcollect		
SpeedCollect Plus		
Bulk Payments Report containing details of bulk payments (NEW PRGSTA)		
Other (Specify)		
PDF Statements from Bank Accounts		

7c. Uploading files

Please enter User number (from table 7a) for the selected file type

File type		ADD SERVICE File Uploading/Authorization for the Users with following numbers in Table 7a:	REMOVE SERVICE File Uploading/Authorization for the Users with following numbers in Table 7a:
Direct Debit (Mandates)	Authorization		
	Release		
Cash Products	Authorization		
	Release		
Micropayments	Authorization		
	Release		
Speedcollect Plus	Authorization		
	Release		
Prepaid Cards	Authorization		
	Release		
Other (Specify)	Authorization		
	Release		

WARNING! For Users with Authorization to release files is necessary to fill out the Personal Data section in **Table 7a**



Signature(s) of authorized persons, in accordance with the Account Holder's representation / power of attorney ³

8. Additional information

1. The method of operation and usage of the Network variants are described in detail in user manuals made available to the Account Holder by the Bank (User Manual) (point 7.14 of the General Terms and Conditions). The Account Holder hereby declares that it has examined the content of the User Manual available under Manuals section on the Bank's website: www.citidirect.pl and that it approves its content and undertakes to get Users acquainted with the provisions of the User Manual. All changes made to the User Manual shall be published by the Bank on the website mentioned above and the Account Holder shall be notified of that fact by means of a message sent via the Network or a message sent to the User's email address.
2. Contact person who the Bank will contact, also via telephone, in case of doubts regarding the correctness of the completion of the hereby form. The Account holder grants the above-mentioned person the power of attorney to introduce essential changes necessary for its implementation, provided that the changes in question do not alter its content in a significant way.
3. The Client signs each page, unless both pages of the configuration form have been printed on the same sheet of paper - in this case it is sufficient if the Client places his signature/s on the last page of the form. Both pages of the configuration form must be delivered to the Bank.
4. Every new User receives mobile access and tablet access. Mobile access and tablet access do not guarantee full functionality of the electronic banking system. Details of available functionality are described in User Manuals available at www.citidirect.pl in the Manuals section.
5. The Users with Authorization entitlements (on one level or on two levels) or Release entitlement (when no Authorization option has been selected in Table 6 or Table 7a) need to deliver the completed 'Personal data of persons making transactions / statements of will in the name of the Account Holder' form to the Bank. In case of no data Users will no have rights to authorize payments. At the same time, we declare we take all responsibility for the correctness and completeness of above details and that we will remedy any damage incurred by Bank Handlowy S.A. in connection with untrue or incomplete details provided above.
6. The Account Holder undertakes to deliver to the Users intact envelopes containing SafeWord cards and envelopes with 'PIN' numbers (Personal Identification Numbers) assigned to them, received from the Bank, and acknowledges that it becomes liable for the usage of SafeWord cards and 'PIN' numbers from the moment of opening such envelopes.

In order to maintain access to the CitiDirect system on a given SafeWord card, we advice to log into the system at least once every 3 months. In order to ensure the security of your funds, the SafeWord card and the User will be automatically blocked after 7 unsuccessful attempts to log in and/or after 12 months since:

- a) the last login date – concerns users who have logged into the system or
- b) the date of creating the user in the system – concerns users who have never logged into the system.

A blocked SafeWord card should be replaced with a new one if a user intends to use the CitiDirect system in the future; this intention should be expressed in a separate application. Access to the system CitiDirect associated with the SafeWord card will be automatically deleted after two years from the date of last login, this applies to Users who have ever logged into the system CitiDirect.

7. SafeWord Card Type – version of the tool autentykacyjnego protected by a PIN code, generating one-time passwords used to log on to the electronic banking system CitiDirect and to generate the password required to complete the transaction authorization by clients with additional authorization transaction using one-time passwords service. User may have entitlements to log on using a hardware token and the MobilePASS application at the same time and use them interchangeably.
8. Limit (denominated as equivalent amount in PLN) applied in case of setting a particular authorization scheme for individual instructions made from the Account. If a limit in a currency other than PLN is specified, the indicated amount will be converted into PLN using the average exchange rate of National Bank of Poland from the day the form is processed. The limit applies to individual payment instructions.
9. We hereby entitle the persons specified in section 7a of this document to act as CitiDirect system Security Manager that is to assign to Users entitlements to access the Account in the name and on behalf of the Account Holder, within the scope of Security Manager's entitlements, in particular in order to make payments, access information on the Account Holder's bank Accounts or actions carried out between the Account Holder and Bank Handlowy w Warszawie S.A. (referred to as "the Bank").

Security Manager entitlements include User creation and deletion under the CitiDirect Profile specified in section 1 of this document, defining the method of transaction authorization, assigning and modifying User entitlements, including with respect to the type of their access to the Accounts maintained for the Account Holder by the Bank and assigning Security Manager entitlements to Users.

At the same time the Account Holder acknowledges that pursuant to the assignment of the Security Manager entitlements all modifications regarding User creation and assignment of entitlements to Users or defining the authorization method shall be updated on a current basis directly in CitiDirect system and such changes shall not require sending separate set up requests to the Bank in this regard. Bank Handlowy shall not be held liable for the actions of the Security Manager nor the actions of the Account Holder concerning the assignment of entitlements to the Users and with regards to defining the authorization method. The Account Holder shall be held fully liable in this regard.

Furthermore, the Account Holder undertakes to deliver to the Bank the "Personal data of persons making transactions/statements of will in the name of the Account Holder/Client" form for all Users who shall be granted the authorization rights. Moreover, we undertake to deliver to the Bank the written request for issuing the SafeWord cards and PIN codes for the Users according to the "CitiDirect - Request for SafeWord cards (hardware token) and PIN issuance – Security Manager" application form, the form shall be signed pursuant to the representation on the Specimen Signatures Card.

The Account Holder undertakes to deliver to Users the intact envelopes containing SafeWord cards and respective envelopes with "PIN" codes (Personal Identification Number), received from the Bank, as well as undertakes to assign the SafeWord cards to Users according to the document "CitiDirect – SafeWord assignment to Users – Security Manager" received from the Bank (failure to inform the Bank about the change of the current User – SafeWord card assignment shall result in disabling the User). The activation of the SafeWord cards received from the Bank is performed by the Security Manager and shall have the meaning of the Account Holder confirmation that the envelopes containing SafeWord cards and "PIN" codes have been delivered intact to the relevant Users. In the event of the envelopes being opened by an unauthorized person the Account Holder holds the responsibility for the use of SafeWord cards and "PIN" codes. The method of operation and usage of the Network variants are described in detail in user manuals made available to the Account Holder by the Bank (User Manual) (point 7.14 of the General Terms and Conditions). The Account Holder hereby declares that it has examined the content of the User Manual available under Manuals section on the Bank's website: www.citidirect.pl and that it approves its content and undertakes to get Security Managers and Users acquainted with the provisions of the User Manual. All changes made to the User Manual shall be published by the Bank on the website mentioned above and the Account Holder shall be notified of the fact by means of a message sent via the Network or a message sent to the User's or Security Manager's email address.

Detailed guide how to fill in the activation/configuration form is available on the website at www.citihandlowy.pl/strefaklienta. Account Holder declares that he has read the instructions before completing the form.

Account Holder's Signature(s)

Date, stamp



Signature(s) of authorized persons, in accordance with the Account Holer's representation / power of attorney ³

The completed form should be sent at the following address: Strefa Dokumentacji Klienta, ul. Senatorska 16, 00-923 Warszawa