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**citi handlowy**

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**SWIFT: CITIPLPX**



1 OCTOBER 2010 – No. 10

# NEWSLETTER

CUSTOMER SERVICE DEPARTMENT

#### NEWS can be downloaded:

- at CitiDirect – menu *Pobieranie Plików*;
- at [www.citihandlowy.pl](http://www.citihandlowy.pl) in section *Bankowość dla Korporacji*;
- in electronic version together with the statement of 1 October 2010

- **FX Tables** available at [www.citihandlowy.pl](http://www.citihandlowy.pl) or at CitiDirect, *Pobieranie Plików* menu;
- **Excerpt from the Table of Bank Commissions and Fees** available at [www.citihandlowy.pl](http://www.citihandlowy.pl), in section *Bankowość dla Korporacji*;
- **Manuals for CitiDirect** available on the information page of the program, visible after logging into the system;
- **CitiDaily** – ongoing analysis of the situation in financial markets available at [www.citihandlowy.pl](http://www.citihandlowy.pl), in bookmark *Oknem Analityka*.

#### EARLIER ACCESS HOURS TO STATEMENTS

Since 01.09.2010 CitiDirect statements will be made **accessible 2 hrs earlier** – between 6.00 and 7.00 a.m.

At the same time, we reported an improvement in **file downloader module efficiency** by 24%, which results in faster **statements downloading**.

For further details, please contact EB Helpdesk or Customer Service Department.

#### LONGER HOURS OF ACCEPTING ELECTRONIC FOREIGN TRANSFERS

For greater convenience of our Clients, we extended the hours of accepting orders for standard and express foreign payments as well as domestic transfers in PLN. Below, we present the current hours for individual currencies and specific payment order channels.

#### OUTCOMING:

##### I. IN PAPER FORM and BY SECURE FAX LINE:

- |                                  |            |
|----------------------------------|------------|
| 1. Domestic:                     | 2:00 P.M.  |
| 2. Foreign:                      |            |
| - standard(VD2) and urgent (VD1) | 1:00 P.M.  |
| - express (VD0)                  | 10:00 A.M. |
| 3. Internal:                     |            |
| - PLN                            | 3:00 P.M.  |
| - Currency change-over           | 1:00 P.M.  |
| 4. Time deposits                 |            |
| - in paper form                  | 3:00 P.M.  |
| - sent by secure fax line        | 3:30 P.M.  |

	<p><b>II. ELECTRONIC:</b></p> <p>1. Domestic 2:30 P.M.</p> <p>2. Foreign:</p> <p>- standard(VD2) and urgent (VD1):</p> <p>    EUR, USD, GBP <b>5:00 P.M.</b></p> <p>    Other currencies 2:30 P.M.</p> <p>- express (VD0)</p> <p>    EUR, USD <b>2:00 P.M.</b></p> <p>    PLN, CHF, GBP 12:00 P.M.</p> <p>3. Internal:</p> <p>- PLN <b>5:30 P.M.</b></p> <p>- Currency change-over 2:30 P.M.</p> <p>4. Time deposits 3:00 P.M.</p> <p><b>III. BY TELEPHONE:</b></p> <p>1. Time deposits 4:30 P.M.</p> <p><b>INCOMING:</b></p> <p><b>I. FOREIGN:</b></p> <p>1. EUR, USD, GBP 3:30 P.M.</p> <p>2. Other currencies 1:00 P.M.</p> <p>For information on other currencies, please contact your Personal Bank Advisor at Customer Service Department.</p>
<p><b>FREE ATM WITHDRAWALS</b></p>	<p>We would like to remind you that starting from June 1, 2010, the Bank introduced <b>free of charge withdrawals from Citi Handlowy, e-Card and Euronet ATMs for Citibank Business Debit Cards.</b></p> <p>Citibank Business Debit Card users have been informed of this change in writing. Debit card is a perfect tool to among other things control your business expenses related to frequent trips and shopping and it eliminates the necessity of giving traditional cash business trip allowances to your employees.</p> <p>For further details please contact the Business Card Service Team available 24 h/7 at <b>(22) 692 24 36 or 800 120 078.</b></p>
<p><b>DEPOSITS/OTHER CITIDIRECT ORDERS</b></p>	<p>We would like to inform you that through CitiDirect in addition to payments you can send the following orders to the Bank:</p> <ul style="list-style-type: none"> <li>- Request for a specific amount deposit;</li> <li>- Request for deposit up to your balance limit;</li> <li>- Request for transfer confirmation;</li> <li>- Request for bank opinion;</li> <li>- Request for a statement copy;</li> </ul>

	<ul style="list-style-type: none"> <li>- Request for certificate;</li> <li>- Request for transfer cancellation;</li> <li>- Request for deposit break;</li> <li>- Request for transfer correction.</li> </ul> <p>In order to send the request in so called “free format”, you should select <b>Deposits/Other Requests</b> in the menu. If the bookmark is unavailable, please contact Customer Service Department for activation (users with access to payment options).</p> <p>We also kindly remind you that CitiDirect requires your logging <b>at least once a year</b>. If the account is inactive for one year, <b>for security reasons</b> SafeWord card is blocked and you should exchange it for a new one.</p>
<p><b>EXCHANGE FOREIGN TRANSFERS</b>  <b>/CHANGE/</b></p>	<p>In view of automatic foreign transfer service, the transfers with negotiated exchange rate should be marked “<b>NEGOTIATED RATE</b>” in “<b>OTHER INSTRUCTIONS</b>” space.</p>
<p><b>EXOTIC CURRENCIES</b></p>	<p>Citi Handlowy offers foreign outgoing transfers in various exotic currencies in addition to standard 19 currencies. For further details, please contact your Personal Bank Advisor at Customer Service Department.</p> <p>For transfers in Egyptian pound, you should contact your Personal Bank Advisor at Customer Service Department to obtain information on current exchange rate. The rate will be given to you after entering a title of the payment.</p>