



CitiService News

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CitiService News



Market Analyses

Contact with CitiService:
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Important information for corporate card users Visa business (Visa Business Debit Cards, Visa Business Charge Cards, Guaranteed Visa Business Cards, prepaid payment cards)

We would like to inform you that, as of 13 July this year, the Anti-Money Laundering and Counter-Terrorist Financing Act comes into force, implementing Directive 2015/849 (EU) of the European Parliament and of the Council of 20 May 2015 in this respect. The Act specifies a new way of identifying and verifying the identity of each Customer and, among others, a person authorized to act on the Customer's behalf. As far as corporate cards are concerned, the Bank will be obliged to identify and verify the identity of the Attorney and the Cardholder. For this purpose, the process of issuing the cards will involve collecting, from both the Cardholder and the Attorney, the additional data specified under the Act (citizenship, country of birth and series and number of a document confirming a person's identity), unless the said data have been previously provided to the Bank. For the purposes of verifying the identity, the Bank shall be authorized to request sending a scanned copy of a document confirming a person's identity.

NOTE: As of 13 July this year, new applications for card issuance and appointment of Attorneys for the Cards will come into force; in addition, the specification of input files for prepaid cards will change.

The documentation will be available for download at: citidirect.pl >> [Documents](#) >> [Business Cards](#).

Should you have any questions, do not hesitate to contact the Card Customer Service by calling: **+48 22 692 26 62** or write an e-mail to: karty.obsługa.klienta@citi.com.

Charges for servicing Guarantee Cards to be brought back

We would like to remind you that, in 2017, to ensure the highest quality of services and in response to changing market conditions, we made necessary changes to the Table of Fees and Commissions that concern, among others, the annual fee, which will be replaced with a monthly fee.

In June 2018 we brought back charges for using Visa Business Guaranteed Cards. These charges were suspended due to replacement of cards with magnetic strips with cards having a standard chip and PIN. The card fee will be charged once a month, on the last business day of the cycle, instead of the issuance/renewal fee previously charged in advance for the whole year.



Repayment of Visa Business cards with chips

Due to a large number of repayments of Visa Business cards to wrong accounts, we would like to remind you that new cards with chips have new numbers of debt repayment accounts.

The numbers can be found on all bank statements in the area marked with the red frame, as below:

INFORMACJE O KARCIE I ZOBOWIĄZIANIACH (PLN)			
Limit Karty	Costy Limit Karty	Limit Wypłat Codzienny	Termin Płatności Bieżącego Wyciągu
200,00	220,00	100,00	15/02/2018
Zobowiązania z Poprzedniego Wyciągu	Czynne Spłaty	Zobowiązania z Bieżącego Wyciągu	Łączna Kwota Zobowiązań do Spłaty
0,00	0,00	0,00	0,00
Numer Rachunku do Spłaty Zobowiązań: XXXXXX XXXX XXXX XXXX XXXX XXXX			
Wiedomość: Zarejestruj się i przeglądaj swoje wyciągi online na stronie https://home.cards.citibank.com/Commercial/Cards/Cards.html?locale=pl			
PODSUMOWANIE SALDA RACHUNKU (PLN)			
Wyciąg	Kwota do zapłaty	Termin Płatności	
Bieżący Wyciąg	0,00	15/02/2018	
RAZEM	0,00		

Starting from July, Citi Handlowy will stop processing payments to invalid card accounts.

Should you have any questions, do not hesitate to contact the Card Customer Service by calling: **+48 22 692 26 62** or write an e-mail to: karty.obsluga.klienta@citi.com.



Visa Business Card - a higher level of security

Reminder for Visa Business Corporate Card users (Visa Business Debit Cards, Visa Business Charge Cards, Visa Business Guaranteed Cards)

We would like to remind you that the **3D Secure service** has been launched for Visa Business Corporate Cards. This service provides additional security during transactions without physical use of the Card, over the Internet. During an online transaction, the Cardholder is asked to enter the 3D Secure password, which is sent in the form of a text message to the mobile telephone number provided to the Bank. Therefore, online transactions can only be conducted if the Cardholder's mobile telephone number is registered in the Bank's card systems.



NOTE. For the purpose of the above, please submit or update the database of mobile telephone numbers of Visa Business Corporate Card holders issued to your company's employees by the end of **July this year**.

Please send the information to the following e-mail: karty.obsluga.klienta@citi.com.

Holders of Visa Business Guaranteed Cards and Visa Business Charge Cards are asked instead to fill in the information directly in CitiManager under the My Profile/Mój Profil tab, box: Numer telefonu komórkowego.



Bank holidays in July and August 2018

Please note below the days in July and August 2018 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).

JULY	
2	CA, HK
4	US
5	CZ, SK
6	CZ, LT
16	JP

AUGUST	
1	CH
6	AU, CA, IE, IS
9	SG, ZA
15	AT, BE, CY, ES, FR, GR, HR, IT, LT, LU, PL, PT, RO, SI
20	EE, HU
21	AE, TR
22	AE, SG, TR
23	AE, TR
24	AE, TR, UA
27	GB
29	SK
30	TR