

# Applying for a business card in CitiManager

November 2022

# Business Cards



# Applying for a card online in CitiManager (OLA)

Future card holders (employees and the program administrators) depending on the given entitlements may submit online card applications and update data in the card holder's account in CitiManager.

Functionalities offered as On-Line Application (OLA) and On-Line Maintenance (OLM) are supported through combination of on-line fields that are updated in real time and input fields that require data processing.

- **On-line fields** are processed immediately (within 5 seconds) but their reflection in CitiManager takes longer (up to 24 hours).
- **Input fields:** processing of data in our systems may take up to 48 hours.

On-line fields cover contact details of the Card Holder, the card maintenance information (the card status, PIN code or single transaction limit) and the information on the card configuration (employee ID, cost centre, division etc.).

## What does it mean for Program Administrators?

Administrators **have direct control** over the Business Cards program through their ability to request changes to the accounts of Card Holders on behalf of Card Holders.

Program Administrators **may manage cards** via the on-line CitiManager function, for instance, by closing cards independently with no need to send instructions to the Bank.

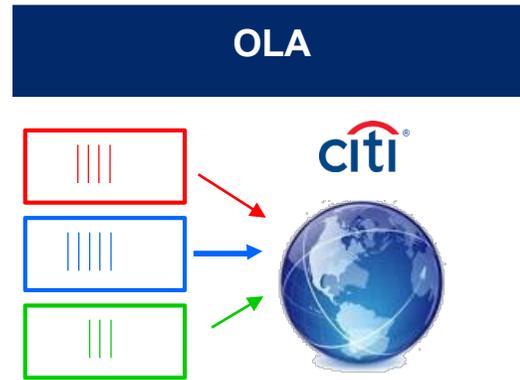
## What does it mean for Card Holders?

Card Holders may log onto CitiManager platform and independently update phone numbers and email addresses directly in their accounts.

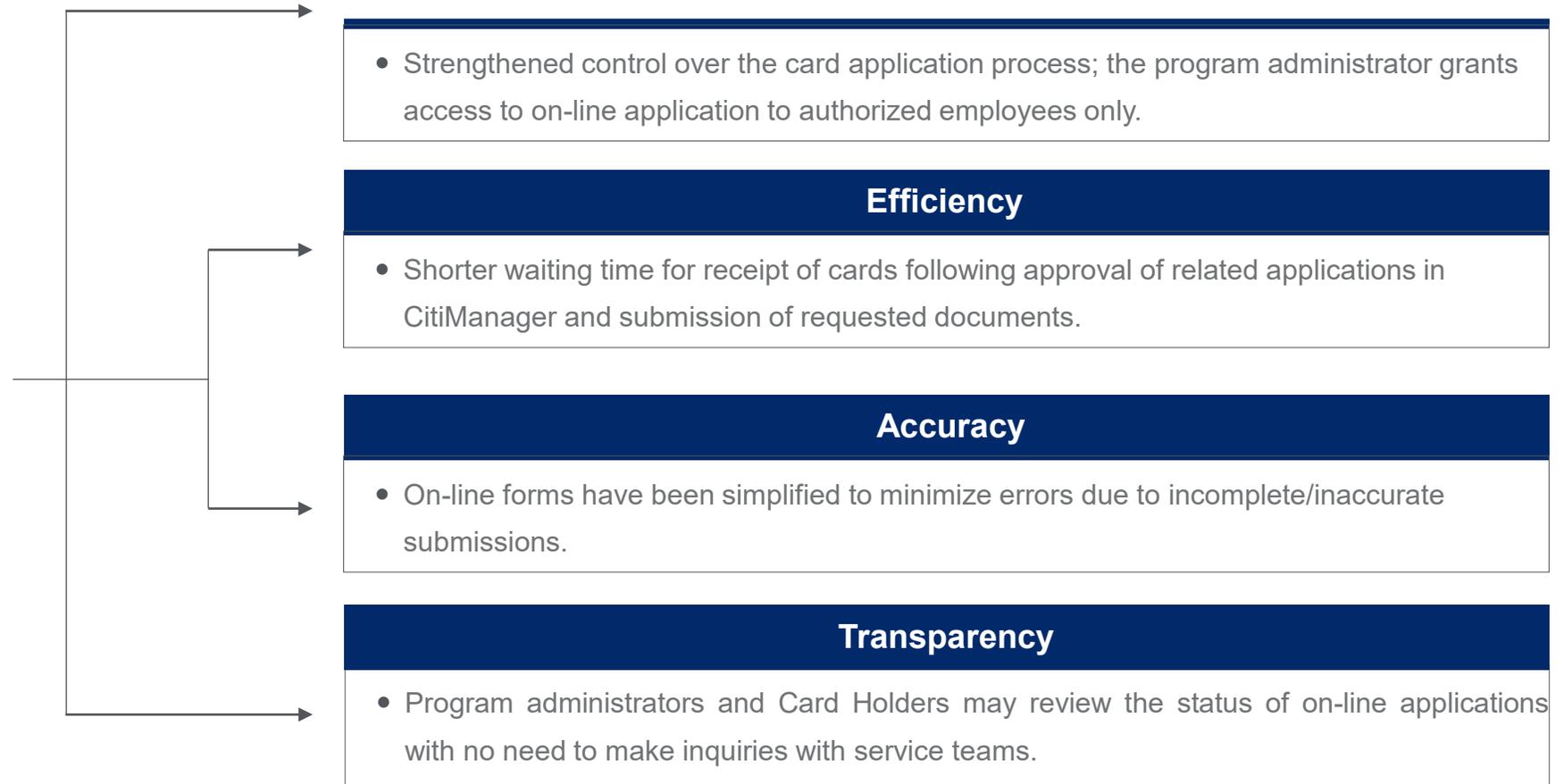
**Changes to phone numbers and email addresses** shall not be reflected in CitiManager prior to the lapse of 24 hours despite on-line processing.

# Applying for a card online in CitiManager (OLA)

Owing to automation of the application submission process through on-line access to the card application form in CitiManager, authorized employees submit card applications (each person on own behalf), administrators review applications with no need to rewrite data, approve, edit or reject applications on-line and the entire process is completed more rapidly.



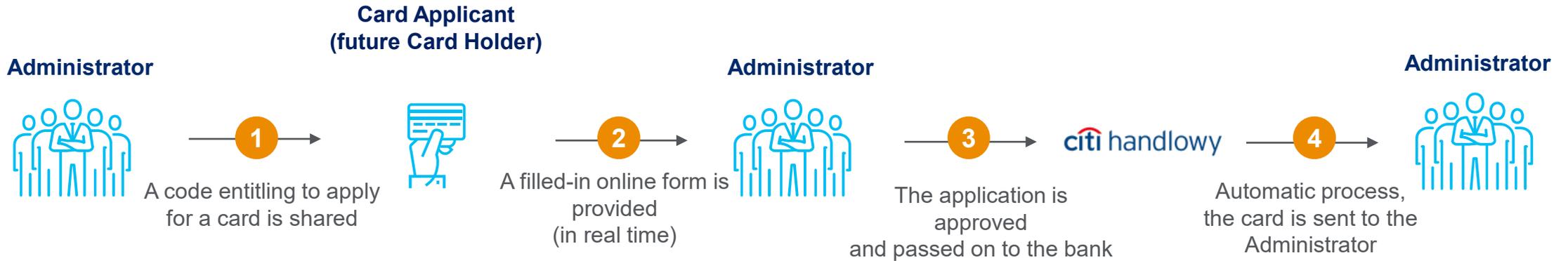
Flexibility and convenience of the improved card application process via CitiManager platform. Program administrators also have the possibility to monitor the status of card applications.



# On-Line Application (OLA) in CitiManager - the process step by step

OLA module makes it possible to apply for a corporate card directly in the CitiManager system. Once the application is approved in the system by the administrator, it is automatically entered in the bank's systems. The module is accessible to card program administrators holding one-person power of attorney.

## Process:



## Benefits:

Control	Efficiency	Accuracy	Control
Increased control of the application process for corporate cards. Administrators provide the process access code only to eligible persons.	Shorter waiting time for a card. Once approved by the Administrator, the application is automatically entered in the bank's systems.	Submission of card applications with the use of the online forms prepared by the bank prevents submission of incomplete applications with missing data of Card Holders.	Program Administrators have permanent access to the application status in the system, without the need to contact the bank.

# On-Line Application (OLA) in CitiManager - the process step by step

Program Administrator	New* card applicant
1. Sets the access code to the invitation to apply for a card (password) on CitiManager platform.	
2. Sends URL address of CitiManager platform, the access code to the invitation and the email address of the inviting person (program administrator) in the mode agreed internally within the company (e.g. email message constituting an invitation to apply for a card).	
	3. Accesses CM login page and selects: Submit a card application, selects: Access code to the invitation option, enters the access code to the invitation and the email address of the inviting person.
	4. Registers in CitiManager system step by step.
	5. Completes the application, confirms the data by means of a one-time OTP code received in a SMS message and submits the application for approval.
6. Reviews, verifies and approves the application awaiting approval.	
	7. Receives an email message with the confirmation that the application has been approved and the card is on its way.
8. Receives the newly issued card from the bank and hands it over to the Card Holder.	
	9. Receives the card from the program administrator.

# On-Line Application (OLA) in CitiManager – setting up the password

The screenshot displays the CitiManager interface. At the top, the header includes 'CitiManager', the company name 'FIRMA TESTOWA ECS+ - PL', and a user greeting 'Welcome, Anna'. The main dashboard features four key metrics: 57% Outstanding Requests, 0 Accounts Overdue, 2% Unactivated Cards, and PLN 8.7 Total Recent Activity. Below these are sections for 'Application Request' and 'Maintenance Request'. A navigation sidebar on the left is shown in two states: first, with the 'Manage Card Program' option highlighted (marked with a '2'), and second, with the 'Set Passcode' option highlighted (marked with a '3'). A blue box at the bottom of the screenshot is labeled 'Login screen'.

## Next steps

The program administrator who is registered on CitiManager platform for the purpose of setting up the access code/password for submitting on-line applications, logs onto CitiManager platform.

Navigate as follows:

- 1 *CitiManager main screen*
- 2 *Select -> Manage Card Program*
- 3 *Select function -> Set Passcode*

# On-Line Application (OLA) in CitiManager – setting up the password

CitiManager

Company  
FIRMA TESTOWA ECS+ - PL

HOME /  
**Set Passcode & Prefill**

1. Set/Change Hierarchy 2. Set/Change Workflow 3. Pre-fill Data 4. Preview and Confirm

1 Step 1 of 4: Set passcode/Form data. Select hierarchy.

SELECT HIERARCHY

0004172943211006619 FIRMA TESTOWA ECS+

4

SAVE

CitiManager

Company  
FIRM

HOME /  
**Set Passcode & Prefill**

1. Set/Change Hierarchy 2. Set/Change Workflow 3. Pre-fill Data 4. Preview and C

1 Step 1 of 4: Set passcode/Form data. Select hierarchy.

SELECT HIERARCHY

0004172943211006619 FIRMA TESTOWA ECS+

5

000000001 GOLD-OLA FORM

000000002 SILVER-OLA FORM

000000003 BLUE-OLA FORM

000000004 VIP TEST

000000005 DVS TEST GOLD

6

SAVE

Login screen

## Next steps

- 4 Following selection of the Set Passcode section, the hierarchy selection form appears.
- 5 Tick the form selected from the existing list. (In the case of majority of companies, one hierarchy shall be available for selection).
- 6 Select *SAVE*

# On-Line Application (OLA) in CitiManager – setting up the password

CitiManager

HOME /

## Set Passcode & Prefill

1. Set/Change Hierarchy 2. Set/Change Workflow 3. Pre-fill Data 4. Preview and Confirm

1 Step 2 of 4: Set passcode/Form data. The fields marked with asterisk (\*) are mandatory.

**HIERARCHY SELECTED**  
000000001 GOLD-OLA FORM

**ASSOCIATED FORM**  
Wniosek CGC 07122021

**WORKFLOW**

Card Applicant > Program Administrator > CITI  
Flow begins with Card Applicant then it goes to Program Administrator then it goes to CITI

**PASSCODE**

\* Haslo123

**PASSCODE EXPIRATION**

Do not expire passcode

Allow passcode to expire on DD/MM/YYYY

Delete passcode

Login screen

## Next steps

- 7 Set up the access code in the form
- 8 Choose whether the access code is to be set up on a permanent basis or for a definite period of time
- 9 Following selection of the period of time, select *CONTINUE*

# On-Line Application (OLA) in CitiManager – setting up the password

The screenshot displays the 'Set Passcode & Prefill' application interface. The top navigation bar shows the current step: '3. Pre-fill Data'. The main content area is titled 'COUNTRIES' and contains a 'COUNTRY' dropdown menu with 'POLAND' selected. Below the dropdown are buttons for 'SAVE', 'CLEAR', and 'VIEW AUDIT'. A blue 'CONTINUE' button is also visible. A green notification banner at the top of the second screenshot reads 'Step 3 of 4: Form data is saved.' Below this, there are input fields for 'CASH WITHDRAWAL LIMIT', 'SINGLE OPERATION LIMIT', and 'INFORMATION ABOUT CARD PROGRAM'. The 'INFORMATION ABOUT CARD PROGRAM' section includes fields for 'NAZWA PRACODAWCY' (FIRMA TESTOWA ECS+) and 'JEZYK' (language). At the bottom, there is a confirmation statement and another set of 'SAVE', 'CLEAR', and 'VIEW AUDIT' buttons, along with a blue 'CONTINUE' button.

## Next steps

- 10 On the next screen, on the top select *POLAND* and scroll down the form and select *SAVE*
- 11 Once the form has been saved, a notice about the saving of the form appears at the top of the form
- 12 Select *CONTINUE*

Login screen

# On-Line Application (OLA) in CitiManager – setting up the password

CitiManager

HOME /

## Set Passcode & Prefill

1. Set/Change Hierarchy 2. Set/Change Workflow 3. Pre-fill Data 4. Preview and Confirm

1 Step 4 of 4: Review the form for all selected countries and select hierarchy(s) over which pre-fill edit is to be disallowed.

COUNTRIES	PREVIEW FORM
POLAND	PREVIEW

HIERARCHY

<input checked="" type="checkbox"/> 00000001 GOLD-OLA FORM
--

13 SET PASSCODE BACK CANCEL

CitiManager

14 Step 4 of 4: Passcode and form data have been set successfully.

## Set Passcode & Prefill

1. Set/Change Hierarchy 2. Set/Change Workflow 3. Pre-fill Data 4. Preview and Confirm

1 Step 4 of 4: Review the form for all selected countries and select hierarchy(s) over which pre-fill edit is to be disallowed.

COUNTRIES
POLAND

HIERARCHY

Login screen

## Next steps

- 13 Put a mark on the hierarchy and next select *SET PASSCODE*
- 14 Once the *SET PASSCODE* option has been selected, confirmation of set-up of the access code (password) appears at the top of the form

# On-Line Application (OLA) in CitiManager – provision of data

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Following set-up of the password/access code, the program administrator shall provide authorized persons with the information required for submission of the application:

- Link to CitiManager: [www.citimanager.com/login](http://www.citimanager.com/login)
- Password (access code) (here: Firma2021)
- Email address of the program administrator sending the invitation to submit application

**To do that, they can use the template message below and fill in the data marked in this color or send their own version of the communication:**

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**Dear Sir/Madam,**

I encourage you to apply for a Visa Business card. In order to begin the process, please follow the following steps:

1. Go to the website [citimanager.com/login](http://citimanager.com/login) (this should be done on a computer, not a mobile device).
2. Click the link under “Apply for a card”.
3. Select the “Invitation Code” option and enter the following data:
  - access code from the invitation: [\[enter the set password/code\]](#),
  - email address of the inviting person: [\[enter your email address used in the CitiManager system\]](#).
4. Then, follow the steps displayed on the screen:
  - set up an account in CitiManager<sup>1</sup> system – the assigned user name and password shall be required at a later stage;
  - complete the card application form and submit the application for approval.
5. Once you have received a corporate card, follow the instructions included in the letter enclosed with the card (the card can be activated in the CitiManager system, the access to which was granted in point 4).

<sup>1</sup> If you already have a CitiManager account, you should log in to the system, go to section “Show applications” on the main screen, and then select “Apply for a new card” and follow the steps displayed on the screen.

# On-Line Application (OLA) in CitiManager – notification

In the case of submission of an application, the program administrator whose email address has been provided in the application process shall receive an email message about on-line applications awaiting review or approval.

 citicommercialcards.admin@citi.com |  Krusinska, Anna [ICG-TT\_BHW]  
**Action Required: Review Citi Commercial Card application: E0003687716**

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Dear CitiManager User

A Citi Commercial Card application **E0003687716** has been submitted for your approval. Today's action was submitted by: Kot Filemon  
Please access the CitiManager link: <https://home.cards.citidirect.com/CommercialCard/Cards.html>  
Login using your new username/password and take the necessary steps to review the card application:

1. Once you have accessed CitiManager, click on the 'View Requests' link.
2. Locate the Citi card request by using the Request ID above in the search parameters.
3. Click 'View Request' to open the selected card application request.
4. Approve or Reject the request based on the policies of your organization

If you have any questions about this email or need assistance, please contact your internal Program Administrator or the Citi Customer Service phone number on the back of your card. **Protect yourself from online fraud, or "phishing"**  
Remember, Citi will never ask you for your password, or to update personal or business information via email. If you receive email you believe to be suspicious or fraudulent, please forward the message to [spoof@citicorp.com](mailto:spoof@citicorp.com).

# On-Line Application (OLA) in CitiManager – approval of application

The screenshot displays the CitiManager interface. At the top, a blue header contains the 'CitiManager' logo. Below it, a green banner shows a welcome message for Anna Krusinska, including her last access date and a prompt to update login credentials. The main dashboard area features two large cards: one showing '57% OUTSTANDING REQUESTS' and another showing '0 ACCOUNTS OVERDUE'. Below these is a table titled 'Application Request' with columns for 'REQUEST ID', 'STATUS', and 'REQUEST TYPE'. The first row of the table has the request ID 'E0005049114' highlighted in blue. A sidebar menu on the left contains several options, with 'Manage Users' and 'View Requests' highlighted in orange. A blue box at the bottom of the screenshot is labeled 'Login screen'.

REQUEST ID	STATUS	REQUEST TYPE
E0005049114	Waiting for approval	Bulk online applications
E0005049113	Waiting for approval	Bulk online applications
E0004804044	Waiting for approval	Individual online application
E0004804044	Waiting for approval	Individual online application

## Next steps

Once logged onto CitiManager platform, the program administrator may search for the applications using two methods:

- 1 By reviewing the applications displayed on the main screen
- 2 By accessing the *Manage Users* section from the main menu
- 3 Select *View Requests*
- 4 Next, select an application by clicking on the application number highlighted in blue

# On-Line Application (OLA) in CitiManager – setting up the password

The screenshot shows the CitiManager interface for viewing a request. The top navigation bar includes the CitiManager logo, company name 'FIRMA TESTOWA ECS+ - PL', and user information 'Welcome, Anna My Profile | Sign Out'. The main content area is titled 'View Request' and contains a table with request details. A sidebar on the left has a home icon and a user profile icon. The 'REQUEST DETAILS' table has columns for REQUEST ID, CURRENT STATUS, LAST MODIFIED DATE, and FORM ID. Below the table is a text box describing the application. The 'CARD PARAMETERS' section has three input fields for limits. A certification statement is followed by 'APPROVE' and 'REJECT' radio buttons, and a 'SUBMIT' button. A vertical sidebar on the left contains icons for home, user, and a notification bell, with numbered callouts 5 through 9 pointing to various elements.

**5** REQUEST ID: E0005049114

REQUEST ID	CURRENT STATUS	LAST MODIFIED DATE	FORM ID
E0005049114	Waiting for approval	08/02/2023 03:50:35 PM	49220

Application for issuance of a Visa Business Card with access to the CitiManager system

**6** CARD PARAMETERS

- \* INDIVIDUAL CARD LIMIT UP TO THE AMOUNT OF: 1
- \* CASH WITHDRAWAL LIMIT: 1
- \* SINGLE OPERATION LIMIT: 1

I hereby certify that the above data of the Holder correspond to the state of fact who, in the event of a change, will immediately inform the Bank about it.

**8**  APPROVE  REJECT  Allow for resubmit

**7** COMMENTS

**9** **SUBMIT** CANCEL SAVE COMMENT

**Login screen**

## Next steps

- 5** Review the data entered by the applicant on the *View Request* screen
- 6** Check and update, if necessary, limits on the card entered in the form
- 7** You may approve or reject the application. You also have a possibility to reject the application while granting permission to re-submit the application
- 8** To approve the application, select *APPROVE*
- 9** Thereafter, select *SUBMIT*

# On-Line Application (OLA) in CitiManager – the applicant

**1**  CitiManager English

Apply for a Card Today > Need Assistance?

DOWNLOAD THE CITIMANAGER APP  
Manage your Citi Commercial Card



User ID Password  
User ID Password  
 Remember User ID  
Sign On  
Forgot User ID / Password?  
[Register as a Cardholder](#)  
[Register as a Non-Cardholder](#)

**2**  CitiManager

Apply for a Card Today >

DOWNLOAD THE CITIMANAGER APP  
Manage your Citi Commercial Card



**CitiManager login screen**

## Next steps

- 1** Use the following link:  
[www.citimanager.com/login](http://www.citimanager.com/login).
- 2** On the screen, find and select the following option on the navy strip at the top of the page:

Apply for a Card Today

*The registration method selection screen shall be displayed.*

# Applying for a card online in CitiManager (OLA)

**citi** | CitiManager

LOGIN /  
**User Registration**

**i** Welcome to CitiManager. Please select the proper registration process for your organization. You should have received one of the following codes from your Program Administrator. If you do not have a code, please contact your Program Administrator.

**3**  Invitation Passcode  
My organization provided me with an Invitation passcode and Inviter's Email to apply for a card.

Prefilled Application Code  
My organization provided me with a Registration ID and Passcode to apply for a card.

**4** **CONTINUE** CANCEL

Registration method selection screen

## Next steps

- 3** Select the Invitation Passcode option.
- 4** Thereafter, select the blue *CONTINUE* button.

*The screen shall be displayed enabling verification of the access code from the invitation*

# Applying for a card online in CitiManager (OLA)

**citi** | CitiManager

LOGIN / USER REGISTRATION /

## User Registration - Invitation

### Passcode/Inviter's Email

1. **Passcode Verification** 2. Sign on Details 3. Country and Language 4. Card Application Details

**i** You will be prompted in the next four steps to register for the CitiManager website and complete the card application.  
Step 1 of 4: - Please enter the Invitation Passcode and Inviter's Email Address provided by your organization. Please contact your card program administrator if you do not have these details.

\* INVITATION PASSCODE

**5**

\* INVITER'S EMAIL ADDRESS

**6**

**7** **CONTINUE** BACK CANCEL CLEAR

**Screen**

## Next steps

- 5** In the Invitation Passcode field, enter the password (access code) sent to you by the program administrator.
- 6** In the Inviter's Email Address field, enter the email address sent to you by the program administrator.
- 7** Select *CONTINUE*.

# Applying for a card online in CitiManager (OLA)

**Next steps**

**8** In the **User Name** field, enter the user name.  
**Please note: the size of letters is not distinguished in the user name and the user name must comply with the following requirements:**

- It must consist of more than six characters
- It may contain letters, digits and special characters
- It may not contain spaces
- It may not consist of digits alone

**9** In the **Password** field, enter the password.  
**Please note: the size of letters is distinguished in passwords and passwords must meet the following requirements:**

- The password must be six to nine characters long
- The password must contain at least one letter
- The password must contain at least one digit
- The password must not be the same as the last six passwords used

**10** In the **Confirm Password** field, enter the password once again.

**11** **Helpdesk verification question** from the drop-down list of verification questions of the Technical Support Centre.

**12** In the Helpdesk **Verification Answer**, enter the answer to the selected verification question and, subsequently, enter it once again in the **Confirm** field

Screen

# On-Line Application (OLA) in CitiManager

**PERSONAL INFORMATION**

**13** \* FIRST NAME

\* LAST NAME

\* COUNTRY

MOBILE NUMBER

\* CONTACT NUMBER

ZIP/POSTAL CODE

\* EMAIL ADDRESS

\* CONFIRM USER PROFILE EMAIL ADDRESS

**14** CONTINUE BACK CLEAR CANCEL

**15** OK

Your user ID has been created successfully. Please proceed further to apply for a card.

Screen

## Next steps

- 13** Complete the required fields in the Personal Information section.

**Please note: the asterisk (\*) designates any required field to be completed.**

•The required fields are: First Name, Last Name, Country, Mobile Phone Number, Phone Number (may be the same as mobile), Email Address and Confirm Email Address of the user's profile.

- 14** Select *CONTINUE*.

•A pop-up shall be displayed stating:  
"Your user ID has been successfully created.  
Please proceed to apply for a card."

**Note: CitiManager shall send an email message confirming registration and the created user name.**

- 15** Select *OK*.

*The Country screen shall be displayed.*

# Applying for a card online in CitiManager (OLA)

LOGIN / USER REGISTRATION /  
**User Registration - Invitation**  
Passcode/Inviter's Email

1. Passcode Verification 2. Sign on Details 3. Country and Language 4. Card Application Details

1 Step 3 of 4: - Please select the country where your card will be billed and the language displayed on your card application. If your organization has disabled the field you do not need to complete this section.

\* SELECT COUNTRY

POLAND

16

\* SELECT LANGUAGE

ENGLISH

CONTINUE

CANCEL

17

LOGIN / USER REGISTRATION /  
**User Registration Apply for card**

1. Passcode Verification 2. Sign on Details 3. Country and Language 4. Card Application Details

1 Step 4 of 4: - Please complete the form below and submit.

FORM DETAILS

Wniosek CGC 07122021

Application for issuance of a Visa Business Card with access to the CitiManager system

INFORMATION ABOUT THE HOLDER(EMPLOYEE)

\* TITLE

18

--Select--

Screen

Next steps

16

From the drop-down list, select the preferred language.

**Note:** Only the countries selected by the company shall be displayed on the drop-down list.

17

Select CONTINUE. *The card application form shall be displayed.*

18

Complete the required fields in the application.

**Please note:** the asterisk (\*) denotes the required fields to be completed.

If you are unable to complete the required fields, you may scroll down to the bottom of the form and save the application as a working copy and return to it at a later date.

# Applying for a card online in CitiManager (OLA)

**CARD PARAMETERS**

\* INDIVIDUAL CARD LIMIT UP TO THE AMOUNT OF

19

CASH WITHDRAWAL LIMIT

The cash withdrawal limit may be less than or equal to the Individual Card Limit

SINGLE OPERATION LIMIT

\* PIN

20

\* CONFIRM PIN

**INFORMATION ABOUT CARD PROGRAM**

21

JEZYK

--Select--

Conditions of use (COU)

The Rules and Regulations for the Issuance and Use of VISA Business Debit Cards are available at:  
[https://www.citibank.pl/en/olad/citidirect/en/olad/rules\\_and\\_regulations](https://www.citibank.pl/en/olad/citidirect/en/olad/rules_and_regulations)

Screen

## Next steps

- 19 Enter the set limits for the card to be issued to you.  
**Note: Your company may not grant the applicants the possibility to set limits.**
- 20 Enter your card's PIN number and, subsequently, enter it once again in the Confirm field.  
**Note: The help text on the right hand side specifies the requirements applicable to the PIN code being set up.**
- 21 Select the language in which the information about Cards shall be presented – Terms and Conditions of the Agreement.

# Applying for a card online in CitiManager (OLA)

I hereby certify that the above data of the Holder correspond to the state of facts, are monitored by the User who, in the event of a change, will immediately inform the Bank about it.

22

SUBMIT

SAVE AS DRAFT CANCEL

## Next steps

- 22 Check the data entered and the statement to the effect that you undertake to notify the User of any changes to the data, and select *SUBMIT*.

*A screen shall appear with a request to confirm by means of a unique OTP code.*

- 23 Enter the unique code received in the SMS message sent by the Bank to your mobile phone number.

- 24 Select *SUBMIT*.

*Following successful submission of the application, you shall receive communication with confirmation.*

- 25 Select *OK*

Note: The approving Program Administrator shall receive email message stating that your application is awaiting approval.

Warunki umowy

Regulamin  
https://www.  
ytkowania\_  
Informacja o  
http://citiha  
W sprawach  
się przepisy  
płatniczych

A One-time Passcode is sent to your mobile number [redacted] Please enter to submit the form.

23

Resend OTP

24

SUBMIT Cancel

Polish/pdf/Regulamin\_Wydania\_i\_Uzytkowania\_Kart\_Business.pdf

o, Prawa B awa maja

Formularz został przesłany.

25

OK

Screen

Thank you

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