

eForms – Activation/configuration

Refers to the configuration of the eForms module for the purpose of submitting declarations as electronic forms made available by Bank Handlowy w Warszawie S.A. (“Bank”)

Customer name:			
CitiDirect BE Client Definition - existing Clients:			
Base number:			
Customer address			
Street:		Number:	
Postcode:		City:	
Country:			
Contact person for completing application:			
E-mail address:		Telephone number:	

1. Authorisation scheme:

Authorisation for all current and future banking products available in the eForms module:

No.	Product	By Sending	1-single	2-double
1	Current and future products			

Authorisation only for the below indicated products available in the eForms module

No.	Product	By Sending	1-single	2-double
1	Electronic Banking			
2	Account Services			
3	Cards			
4	Removal of entitlements			
5	Authorization to contact the Bank			
6	Markets			
7	Trade finance and trade services products			
8	Cash products			

The authorisation scheme defines the manner of representation of the Customer and means:

- one-person representation – if the “By Sending” or “1-single” authorisation is marked, taking into account that:
 - “By Sending” authorisation means that the User is authorised to individually make representations on behalf of the Customer (to authorise Applications), and to Create/Send eForms on his/her own.
 - “1-single” authorisation (Level 1) means that the User is authorised to make one-person representations on behalf of the Customer (to Authorise Applications) with the reservation that if a given User entitled to Create/Send Applications has created the Application in the Network on their own, they cannot authorise it.
- two-person representation – occurs in case of selecting the “2-double” option in the authorisation scheme “2-double” authorisation (Level 2) means that the User is entitled to make representations on behalf of the Customer (to Authorise) together with another person holding the same entitlements, with the reservation that if any User entitled to Create/Send Applications has created an Application in the Network on their own, they cannot Authorise it. Therefore, it is advisable for the Customer to configure their authorisation scheme so that it requires at least two Users to act.

2. User Entitlements:

Note: **This Form cancels all General eForms submitted at the Bank to date.**

New users by default receive MobilePASS mobile tokens, unless the Customer chooses in the table below that they want to receive a SafeWord card.

User No: 1 New User User Configuration Delete User

First and last name: E-mail address:
 Mobile phone: Country of birth: Citizenship:
 Country: Town/city: Postcode:
 Street: Apt. No: Date of birth: Personal ID No (PESEL):
 Series and number of the identity card: Number of the ID document: Issue date: Validity date:

Add permissions Remove permissions

Product number (in line with (1)) e. g. 1	Creating/Sending eForms	Authorisation of eForms		SafeWord Card - fees may apply
		Level 1	Level 2	

User No: 2 New User User Configuration Delete User

First and last name: E-mail address:
 Mobile phone: Country of birth: Citizenship:
 Country: Town/city: Postcode:
 Street: Apt. No: Date of birth: Personal ID No (PESEL):
 Series and number of the identity card: Number of the ID document: Issue date: Validity date:

Add permissions Remove permissions

Product number (in line with (1)) e. g. 1	Creating/Sending eForms	Authorisation of eForms		SafeWord Card - fees may apply
		Level 1	Level 2	

User No: 3 New User User Configuration Delete User

First and last name: E-mail address:
 Mobile phone: Country of birth: Citizenship:
 Country: Town/city: Postcode:
 Street: Apt. No: Date of birth: Personal ID No (PESEL):
 Series and number of the identity card: Number of the ID document: Issue date: Validity date:

Add permissions Remove permissions

Product number (in line with (1)) e. g. 1	Creating/Sending eForms	Authorisation of eForms		SafeWord Card - fees may apply
		Level 1	Level 2	

3. Statements

1. The Customer authorises the persons specified in (2) above in the manner indicated in (2) above to submit any declarations of will and awareness on behalf of the Customer with reference to the provision of services by the Bank or to taking steps towards the Bank with reference to the services provided by the Bank, including in particular to authorise any electronic documents made available by the Bank in the Network as of the date of signing this form as well as any electronic documents that will be made available by the Bank in the Network in relation to bank Product/Products and services specified by the Customer in (1) above. The authorisation covers submitting declarations of will and awareness in the electronic form and manner using electronic forms made available by the Bank instead of the written form, even if the Bank and the Customer reserved written form, including written form under pain of invalidity, for a particular declaration of will or awareness in a separate product agreement. If the Bank is required to submit a declaration with reference to the Customer's declaration referred to in the preceding sentence, the Bank may submit such a declaration, regardless of the written form reserved beforehand, also in an electronic form or implicitly by means of the Bank starting to perform the operations covered by the Customer's declaration. The Authorisation includes a right to grant further authorisations to the extent specified in the electronic documents which constitute further authorisations which are made available by the Bank in the Network as of the date of signing this form as well as any electronic documents that will be made available by the Bank in the Network in relation to Product/Products and services specified by the Customer in (1) above as well as to receive declarations of will and knowledge for the Customer, including those made on a permanent carrier that enables the Customer to store the information sent to it in a way enabling access to such information for the period appropriate for the purposes of preparing such information and making it possible to restore the information saved in an unchanged form, which includes in particular hard copy, e-mail, PDF file or another carrier. The Authorisation does not cancel, terminate or modify any other authorisations and powers of attorney submitted by the Customer to the Bank.
2. The Customer hereby confirms that the Customer and the Bank have agreed the following:
 - a) The creation of an Electronic Document consists, in particular, in filling in the model document applicable at the Bank and stored in the Network by a person authorised by the Customer, who has logged on to the Network, and then authorising the Electronic Document, as described in (1), after the Bank first blocking the said document in order to prevent its content from being modified.
 - b) Fixing an Electronic Document consists in saving an Electronic Document created in accordance with (a) above on a server which is a device used to store data saved and read electronically in a manner which ensures verification of its integrity, the possibility to verify the authorisation of the Electronic Document performed as per the procedure described in (1) above, as well as the possibility to read all the information contained in the Electronic Document until the expiry of the retention period of such Electronic Document. The server calculates the checksum and attaches it to the Electronic Document. The Network automatically adds time stamps to Users' operations, in particular sending and authorisations.
3. In order to use services provided by the Bank via: (i) the Network, the Customer must have an electronic device with functionalities corresponding to a PC, a modem, an Internet connection, a printer; (ii) e-mail, the Customer must have an electronic device with functionalities corresponding to a PC, an Internet connection, e-mail software and (if appropriate) software used to handle the format of the attachment, and in the case of services provided via (iii) mobile phone, the Customer must have a mobile phone with an active phone number allowing the receipt of text messages (SMS).
4. Information on changes to the manner and scope of service provision via electronic means as well as other information, including communication concerning the special risks associated with using services provided via electronic means indicated in Article 6 of the Act on provision of services via electronic means (consolidated text: Journal of Laws of 2017, item 1219), as amended or replaced by any other act, will be available to the Customer on the Bank's website.
5. The Customer represents that he/she understands and accepts the risks associated with the fact that electronic means of communication may not provide a secure communication channel, and any messages containing information or declarations of will may be received by the Customer or the Bank with delay, in spite of the Bank exercising due care. Moreover, where the Customer or the Bank uses electronic means of communication, there is also a risk associated with the activity of third parties, including hackers and other similar persons, which may disrupt the transmission, intercept or modify the message or attempt to misinform the Customer or the Bank by sending false information to them. The Customer hereby releases the Bank from liability for damage suffered by the Customer as a result of sending the Bank's declarations of will or information by electronic means, in particular via e-mail or text message, in particular in the event of a change of e-mail address or mobile phone number and the failure to inform the Bank thereof.
6. The Customer confirms that he/she has been informed that in extraordinary circumstances that affect the security and robustness of the Bank's IT systems, the Bank reserves the right to temporarily suspend or limit the provision of electronic services, including electronic communication, in particular via e-mail or text messages, without prior notice.
7. The Customer is obliged to:
 - a) notify the Bank immediately of every case of being unable to access the Network, e-mail or text messages.
 - b) apply appropriate measures securing access to the Network made available by the Bank and receiving e-mails or text messages sent by the Bank respectively to e-mail address(es) or phone number(s) specified by the Customer.
 - c) ensure that the persons having access to the Network and receiving e-mails and text messages sent, respectively, to the e-mail address(es) or phone number(s) specified by the Customer, are authorised to receive such information.
 - d) adhere to the ban on using e-mail and the Network to send via or to the Bank's IT/electronic systems any contents of illegal nature or causing disruption to operations or collapse of the Bank's IT/electronic systems.
 - e) ensure free space in their e-mail inbox or on mobile phone, respectively, necessary to receive messages sent by the Bank within the scope of the services provided.
8. The Customer may submit a complaint by electronic means, by telephone or in writing. The Bank shall respond to the complaints submitted immediately after clarifying the circumstances of the case by telephone, with the use of ICT systems, electronic data processing and transmission systems or in writing by sending a response to the last correspondence address provided by the Customer.
9. The Bank and the Customer may at any time opt out of continued provision or use of services by electronic means, in whole or in part, by submitting a relevant declaration. Submission of the declaration referred to in the preceding sentence is tantamount to terminating the electronic service agreement to the extent indicated in such a declaration, subject to the relevant notice period specified in the agreement on the grounds of which the Bank provides the Customer with electronic data processing and transmission system.
10. The Customer hereby authorises the Bank to provide the persons indicated in (2) above with information on (in line with the scope of the authorisation specified in (1)) the products and services provided by the Bank, including information subject to bank secrecy ("Information") via the Network and e-mail or a text message respectively to the e-mail address(es) or mobile phone number(s) indicated by the Customer, including in particular in (2) above. Where the Information is sent via email, the Information shall be sent by the Bank in the format agreed by the Bank and the Customer; thus, the Customer undertakes to ensure, at its own expense, appropriate software to handle the format of the e-mail attachment.
11. Detailed principles of operation and use of the electronic data processing and transmission system in respect of the submission of declarations as electronic forms made available by the Bank can be found in the user's manual ("User's Manual"). The Customer hereby represents that he/she has read the User's Manual available on the Bank's website www.citidirect.pl in the "Manuals" section and that he/she accepts its content and undertakes to familiarise the Users with the provisions thereof. Any amendments to the User's Manual will be published by the Bank on the above website of the Bank, of which the Customer will be notified in a message published in the Network or sent to the e-mail address indicated above.
12. The administrator of personal data is Bank Handlowy w Warszawie S.A., with its registered office in Warsaw at ul. Senatorska 16, further operating under the Citi Handlowy brand, (the "Bank"). Personal data is processed by the Bank in connection with the provision or intention to provide banking services, securing the Bank's receivables and in order to fulfill obligations and rights resulting from legal provisions. Users have the right to access, including obtaining a copy, rectification and deletion of data, processing restrictions and to object to processing, as well as the right to transfer data. Detailed information on the purposes, source of data acquisition, methods and scope of personal data processing by the Bank, taking into account the nature of the relationship with the Bank in connection with the Bank's service to corporate clients and the procedure for contacting the Data Protection Officer is available on the website at: <http://www.citibank.pl/poland/corporate/polish/rodo.htm13>.
13. The provisions of the General Terms and Conditions of Co-operation with Clients ("Rules") or the Master Account and Service Terms ("MAST") and the User Guide for Bank Handlowy w Warszawie S.A. ("User Guide"), depending on which of those documents are applicable to the contractual relationship with the Customer, are applicable also to all issues otherwise not specified in this eForm. The Customer confirms that he/she has received the Rules or MAST and the User Guide and accepts the provisions thereof.

Date, stamp

Signatures of authorised persons, in line with the representation / power of attorney of the Account Holder

I confirm conformity of the document with the knowledge about the Customer