



CitiDirect – Client Security Manager

Frequently Asked Questions

Can the User/s with Security Manager entitlements assign entitlements to all functions available in CitiDirect?

Not to all of them. CitiDirect offers certain services, which require additional set up to be performed on the side of the Bank. Most significant of these services include: configuration of file downloading/uploading module (Delphi XP), activation of the Bulk Payments service as well as granting access to the Citi Trade Portal platform. If interested in the activation of such additional services, the Client should send an appropriate configuration form to the Bank, however with completed data on the SafeWord card numbers of the already existing Users created by the Security Manager.

What does the Security Manager need to remember about while assigning authorization entitlements to the Users?

The User to whom the Security manager assigns entitlements is required to deliver the **'Personal data of persons making transactions/statements of will in the name of the Account Holder/Client'** form to the Bank.

Why do we request the personal data of persons authorizing/sending transactions in the name of the Account Holder?

Under the provisions of the Act on Counteracting Money Laundering and Terrorism Financing of 16 November 2000, the Bank is obliged to identify persons authorized to place instructions and conclude transactions in the name of the Account Holder.

Is the Security Manager able to choose login method for the new Users?

Yes. Security Manager can choose between mobile token (MobilePASS app) and hardware token (SafeWord card)

What does the Security Manager need to do before assigning entitlements to the Users with SafeWod card login method?

Prior to the User creation and assignment of entitlements to the User by the Security Manager, it is necessary to order the SafeWord cards for new Users, using the 'CitiDirect - Request for SafeWord cards and PIN issuance - Security Manager' form.

Who activates the SafeWord cards for the Users created by the Security Manager?

Important: Such activation is performed by the Security Manager entitled by the Client. **The Security Manager is responsible not only for creating Users and assigning entitlements to them but also for the activation of their SafeWord cards** so that they can start using CitiDirect.

Is it possible to prolong the validity of the SafeWord card which has already expired?

Yes, this is possible if the User has not been removed from the system yet.

What is the purpose of the 'CitiDirect – Assignment of SafeWord Cards to Users' instruction enclosed to the cards issued by the Bank?

This document is an instruction for the Security Manager, informing about which card has been assigned to which User. This instruction is essential for proper User creation and assignment of entitlements in CitiDirect.

Do I need to inform the Bank about the change of the CitiDirect User data (such as name, surname)?

Yes – if the Security Manager makes such a change to User data without the prior notice to the Bank, it may result in that User being blocked in the system

What additional information is required when the Client opens a new account that should be visible under existing Client Profile in CitiDirect?

Apart from the documentation needed to open the account, **the Client is required to file a written request with the Bank to add this account to CitiDirect** - so that later on the Security Manager can assign entitlements to the Users to the newly opened account.

How many Users need to be assigned the Security Manager entitlements?

On the basis of '**CitiDirect – Security Manager**' form the Client appoints two Security Managers. On each CitiDirect profile there must be at least two Security Managers, as the actions performed by one Security Manager in the scope of assigning User entitlements require to be authorized by another User with Security Manager entitlements.

How can I add or remove the Security Manager from the Client Profile in CitiDirect?

Having minimum two active Users with Security Manager entitlements on the client CitiDirect profile, the Client may then at his own discretion assign further Security Manager entitlements to other Users. Security Manager entitlements may also be removed using the '**CitiDirect – Security Manager**' form.

How can I block a User with Security Manager entitlements?

If such need arises, the access of Security Manager to CitiDirect can be blocked. Please contact the Bank immediately and file the '**CitiDirect – Security Manager**' form.

Where can the Security manager obtain detailed information about management of the CitiDirect system?

'Security Manager' User Manual is available under the 'Manuals' section at www.citidirect.pl

Where can I find the mentioned above CitiDirect forms?

Up-to-date forms can be found at our informational website www.citidirect.pl under 'Documents' section.

Who should the User contact if in need of help with CitiDirect?

Please contact:

CitiService
CitiDirect HelpDesk
Phone no. 0 801 343 978, +48 (22) 690 15 21
Monday – Friday 8.00 – 17.00
Helpdesk.ebs@citi.com

www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.