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citi handlowy

Bank Handlowy w Warszawie S.A.
www.citihandlowy.pl
 16 Senatorska Street, 00-923 Warsa
 tel. (022) 657 7200, fax (022) 692 5023
SWIFT: CITIPLPX



2 AUGUST 2010 – NO. 8

NEWSLETTER

CUSTOMER SERVICE DEPARTMENT

NEWS can be downloaded:

- in CitiDirect – in *Pobieranie Plików* menu;
- at www.citihandlowy.pl in the *Bankowość dla Korporacji* section;
- in electronic version together with the statement of 2 August 2010
- **FX Tables** available at www.citihandlowy.pl or in CitiDirect, *Pobieranie Plików* menu;
- **Excerpt from the Table of Bank Commissions and Fees** available at www.citihandlowy.pl, in the *Bankowość dla Korporacji* section;
- **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, in the *Okiem Analityka* bookmark.

THREE TITLES IN EUROPRODUKT



We are pleased to inform that **Citi Handlowy** has received the prestigious title in the **15th edition of EUROPRODUKT. The awarded products are as follows:**

Letter of Credit Discounting – as part of this service Citi Handlowy makes payment in favor of the Supplier after the shipment (and submission of the documents as specified in the L/C) despite the L/C provides for deferred payment. The discount of documentary letters of credit including import and export letters is a perfect tool for businessmen to negotiate better trade conditions.

Citi Faktoring – is a flexible product which under one agreement ensures for the client a service of receivables portfolio (payment monitoring, access to reports), financing of selected receivables and payment urging measures towards selected Factoring Debtors.

Local Government Factoring – as part of Local Government Factoring a client may obtain from Citi Handlowy an earlier financing of his or her commitments (invoices) issued for the Local Government Units with deferred payment date. A client does not have to present any financial documents or collaterals to be granted the financing. In case of lack of payment by the Local Government Units within a due date, Citi Handlowy does not return with a claim to the client.

The competition is held amongst other things under honourable auspices of the Ministry of Economy, Polish Agency for Enterprise Development and the Office of the Prime Minister. Europrodukt aims at promoting the brands, products and services which are ranked the best in the market. The awarded are also the services which strive to provide a complex and professional customer service.

PLN INTERNAL PAYMENTS

We inform that from 12 July 2010 the time of delivery of the internal transfer orders sent through the electronic banking systems will be changed from **5:00 p.m. to 5:30.**

<p>CITI CLIENT SERVICE ACADEMY – TRAINING SESSIONS IN AUGUST</p>	<p>As part of the Internet educational portal Citi Client Service Academy, we plan the next month of interactive CitiDirect service training.</p> <p>Training Schedule for the following month: 03/08/2010 - Payments 05/08/2010 – Logging and Settings 10/08/2010 - Information 12/08/2010 - Import 17/08/2010 - Export 19/08/2010 - Payments 24/08/2010 - Information 26/08/2010 – File Downloading and Sending 31/08/2010 - Reports</p> <p>We share the best practices with the participants!</p> <p>We invite you to learn about a wide array of our services. Additional information is available either from your Citiservice Representative at Customer Services Department or under +48 22 690 1521 for Electronic Banking Helpdesk.</p> <p>We hope that Citi Client Service Academy will meet your expectations and knowledge gained through the training will enable you to effectively use CitiDirect.</p>
<p>CHANGE IN CHEQUE COLLECTION</p>	<p>We would like to inform you about the change in the Request for acceptance of cheque collection/purchase. Since 1 August 2010 the request must contain a signature of the Presenter, as in the National Court Register or a power of attorney. If the request is signed by a proxy, it should be accompanied by a relevant power of attorney.</p>