



CitiService News

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Managing company finances from home? It's easy!



Choose **self-service** and see how many operations you can do yourself.

Remote work and the need to maintain social distance make us appreciate more the ability to manage our resources by ourselves.

Citi Handlowy provides a number of useful functions that allow you to decide about your bank account and our services without unnecessary formalities and having to contact the Bank. We would like to invite you to our **self-service** series. [Today find out why it is worth logging into the system using the MobilePASS mobile token >>](#)

Service Shortcuts



Extract from the Table of Fees and Commissions



Foreign Exchange Rates



CitiService News



Market Analyses



Contact with CitiService:
tel.: 801 24 84 24; 22 690 19 81

We issue audits through Confirmation.com - fast and safe

We're pleased to announce that as part of initiatives focused on simplifying and digitizing account services, we enable electronic solutions to process bank audits.

We would like to ask to send requests to prepare audits via www.confirmation.com platform.

Digitalization of the process will allow to accelerate and improve the efficiency of issuing bank audits while maintaining high standards of data security.

Some of the key benefits of using Confirmation.com:

- faster audit responses (less amount of time spent by auditor on statements for 50 percent approximately)
- secure information flow (financial data is sent between validated users within the platform, eliminating the risk of financial data being accessed or compromised by an unauthorised party)
- reduced paper documentation, thereby another step ahead for the environment
- easy access (no need to log in or register on the platform - Your auditor will set up your client profile and authorised signers - all you'll need to do is provide digital authority)



Electronic documentation workflow based on a qualified electronic signature

We are pleased to remind you that we have introduced another solution to facilitate efficient contact with the Bank in remote working conditions. Electronic documentation workflow based on a qualified electronic signature will allow you to maintain easy access to our services, without having to send paper documents and personal contacts. A qualified electronic signature, in accordance with the requirements of the Civil Code and the EU eIDAS Regulation, is equivalent to a handwritten signature.

[More information >>](#)



Commercial Cards: CitiManager and Biometric Authentication

Please be advised that CitiManager is now available also to Cardholders of Corporate Debit Cards! The condition of registration in CitiManager is to provide the Bank with the e-mail address of the Cardholder.

[Click for details >>](#)

After registering in CitiManager, we encourage you to download the CitiManager mobile application, which will allow you to efficiently manage the Card, as well as make online transactions with biometric authentication in the mobile application, which will be the ultimate method of authentication.

[Find out more here >>](#)

If you have any questions, please contact Corporate Cards Service using the phone number dedicated to Administrators of Business Card Programs:

tel: +48 22 692 25 52 lub e-mail: karty.obsługa.klienta@citi.com



Changes in the execution of outgoing foreign transfers with an incorrect SWIFT code

We kindly remind you that a foreign transfer cannot be executed with indicating a correct SWIFT code. Please pay particular attention to this when making a payment order. Until now, we have contacted you when an order contained an incorrect SWIFT code. From 31 August 2020 we will stop informing you about the need to correct a SWIFT code. As from 31 August, making an outgoing foreign payment order with an incorrect or missing SWIFT code will result in cancellation of the payment and charging of a fee for cancellation of payment.

Payments will be handled in accordance with the existing rules until 31 August.



Updates in the Table of Fees and Commissions

Please note that on 1st July 2020 the updated Table of Fees and Commissions has come into force at the Bank.

The excerpt from the Bank's Table of Fees and Commissions is [available on >>](#)

If you have any questions concerning agreed non-standard prices, please contact your Relationship Manager.



CitiDirect BE Mobile application with biometric authentication feature is available!

CitiDirect BE Mobile application offers an access to advanced features of CitiDirect BE system. Apart from everyday access to transactions management directly from a mobile device, it allows a possibility of login authentication using biometrics, what makes login easier and faster.

Users with an access to CitiDirect BE Mobile application are able to use fingerprint scanning or face recognition mechanisms. Soon also during the login to the CitiDirect BE desktop version.

This solution is available for the users who have a mobile device with the APPLE IOS or ANDROID operating system, that support biometric technologies.

[More details >>](#)



New, simpler login flow for CitiDirect BE

From July 13, you can log into CitiDirect BE system through a new, more intuitive login page.

Selecting of "Login method" is not mandatory any longer, only "User ID" is required.

Redesigned Login Experience means:

- simpler and faster access to CitiDirect BE
- an access to biometric login (fingerprint scanning or face recognition) for added security and convenience
- intuitive login process - led login flow

ATTENTION: Biometric login is available for new CitiDirect BE Mobile application users only.

[Find out more >>](#)



CHOOSE SELF-SERVICE

MobilePASS

Have you been wondering how to use the CitiDirect BE electronic banking system in an easy and convenient way, without wasting your time looking for the token? The answer is MobilePASS – an intuitive mobile token installed on your smartphone!

MobilePASS combines the security of tried and tested two-step authentication with the convenience provided by the option to generate dynamic passwords on your smartphone. **MobilePASS grants you the ability to use additional security measures, protecting access to the smartphone, e.g. with a PIN, password, pattern or fingerprint, which reduces the risk that the generated password will be used by an unauthorised person.**

MobilePASS is a mobile application that replaces SafeWord cards and allows Users to log in to CitiDirect BE or CitiDirect BE Mobile with the use of dynamic passwords generated on a smartphone instead of previously used physical SafeWord cards.

Here is why it is recommended to replace the current hardware token with a mobile token:

Security:

- an additional security measure is the PIN, set individually by the User and preventing access to the previously configured token within the application
- security can be boosted by introducing additional access protection on the smartphone itself, e.g. in the form of a PIN, password, pattern or fingerprint (additionally, each mobile token generated in MobilePASS is secured with its own PIN)

Convenience:

- thanks to using a smartphone, which everyone has on them at all times and which is an integral part of our everyday lives
- new Users can be added instantly, without waiting for delivery of new SafeWord cards
- no need to complete any application forms in order to manage this tool; all tasks can be performed by the appointed CitiDirect BE Security Manager
- friendly login using numerical passwords; logging in is simpler and more convenient than in the case of a traditional token
- it can be used simultaneously with the SafeWord card and serve as an additional security measure, for logging in to the system in emergency situations

It saves:

- time – new Users can be added instantly, without waiting for delivery of new SafeWord cards, which can take up to 7 days. Hardware tokens have a validity date, they get used up over time – with MobilePASS, this problem is a thing of the past
- money – the free MobilePASS application is available in App Store, BlackBerry World, Google Play and Windows Store – there are no costs associated with the application use
- the environment – we do not generate unnecessary plastic and envelopes for shipment, or paper to complete the application form

Do you want to use MobilePASS right now? Contact the CitiDirect BE Security Manager in order to grant entitlements.

If you do not have a Security Manager to manage CitiDirect BE tools independently?

[Designate one >>](#)

Do you want to use CitiDirect BE in a fully mobile way? Start using the CitiDirect BE Mobile application with biometric authentication functionality!

[More information >>](#)

If you have additional questions, please contact your CitiService advisor.



Bank holidays in August and September 2020

Please note below the days in **August and September 2020** 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).

AUGUST	
3	AU, CA, IE, IS, TR
5	HR
10	JP, SG, ZA
20	AE, EE, HU
21	HU
24	UA
31	GB, SI

SEPTEMBER	
1	SK
7	BG, CA, US
15	SK
21	JP
22	BG, JP
24	ZA
28	CZ