



CitiService News

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Contact with CitiService:
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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. [Choose self-service and download proof of payment yourself, without the need to contact the Bank representative >>](#)

A change in the ways of authentication of online transactions - pay attention if your company makes online payments with Debit Cards!

As of December 2020, the Bank will change the way of authentication of online transactions in order to adapt to the legal requirements. The current method of authentication based on single-use SMS codes only will be disabled by the Bank and replaced mostly with biometric authentication.

3 STEPS to still make online payments with Debit Cards from December 2020:

STEP 1: As the Card Program Administrator, please provide the Bank with valid email addresses of the Holders of Corporate Debit Cards who use the card to make online payments. Attached please find the form ([available here >>](#)). Updated form please send to the following email address: Karty.obsługa.klienta@citi.com.

IMPORTANT: Please send encrypted with a password files only. Password should be provided to the Bank via CitiPhone for Business Cards: +48 22 692 25 52.

STEP 2: 7 days after the Bank executed the instructions, ask the Card Holders to register in CitiManager ([view the instruction >>](#))

STEP 3: Ask the Card Holders to [download the CitiManager mobile app >>](#) for phones with a biometric reader.

By undertaking the above actions, Holders of Corporate Debit Cards will secure their ability to make payments for online card purchases, even when the current authentication method based on single-use SMS codes will be no longer available.

Would you like to know more?

The announcement concerning biometrics is available [here >>](#)
[Learn more about CitiManager >>](#)

If you have any questions, please contact Corporate Cards Service Team by calling a phone number dedicated to Administrators of Business Card Programs:
tel: +48 22 692 25 52 or email: karty.obsługa.klienta@citi.com



Credit Corporate Cards: Have you already tried biometrics and CitiManager application?

We would like to remind, that we have implemented option to authenticate online transactions with biometric data of the Credit Corporate Card Holder and the CitiManager mobile application.

As of December 2020, the Bank will change the way of authentication of online transactions in order to adapt to the legal requirements. The current method of authentication based on single-use SMS codes only will be disabled by the Bank and replaced mostly with biometric authentication.

[Find out more >>](#)



CitiDirect BE® Mobile

We remind, that CitiDirect BE Mobile application with biometric authentication feature is available!

CitiDirect BE Mobile application offers an access to most important 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 to CitiDirect easier and faster. Users with an access to CitiDirect BE Mobile application are able to use fingerprint scanning or face recognition mechanisms. This solution is available for the users who have a mobile device with the APPLE IOS or ANDROID operating system, that support biometric technologies.

Thanks to CitiDirect BE Mobile, biometrics authentication of the users is available also during the login to the CitiDirect BE desktop version. There is a message on the current CitiDirect BE login page inviting to try the new, easier and faster CitiDirect BE login experience.

[Find more details about CitiDirect BE Mobile application in the following document >>](#)



We remind about the possibility to manage CitiDirect BE authentication tools yourself, without the need to contact the Bank

Have you ever wondered how you could easily and conveniently use the CitiDirect BE system and, at the same time, manage authentication tools, such as MobilePASS mobile token or SafeWord card yourself?

Specifically for Users who value independence and want to reduce the documents sent to the Bank to the minimum, last year we launched **a new method of distribution of authentication tools (SafeWord cards and PIN)** to the Users of the CitiDirect BE system. The tools may be **ordered directly in the CitiDirect BE through a System Administrator designated in your Company, without the need to send a written instruction to the Bank.**

Benefits:

- **limitation of paper documents** thanks to the possibility to order a SafeWord card and PIN directly in the system by an authorized System Administrator;
- **shortening of the time to distribute the SafeWord cards and PIN to Users** - the SafeWord card will be sent by courier mail shortly after receiving the instruction from the System Administrator, PIN will be sent to an indicated User e-mail address.

[You can find a short manual which presents step by step how the System Administrator can order a SafeWord card and PIN >>](#)

[You do not have a System Administrator to manage CitiDirect BE tools yourself? Designate such a person >>](#)

You don't want to have to remember to always carry the SafeWord card with you? Do you want the login process to be quick and convenient? Please use the MobilePASS mobile token.

With the **MobilePASS** application, logging into CitiDirect BE is convenient and secure. The solution combines the security of the SafeWord card - a trusted, strong and two-factor authentication - with the convenience of an option to generate dynamic passwords on a smartphone.

If you have **MobilePASS** app, you no longer need to carry a SafeWord card with you. You can additionally increase your security level by using the option of biometric authentication when logging into the CitiDirect BE mobile app, and soon also into the full version of the CitiDirect BE system.

[Find out more about why it is worth replacing a SafeWord card with a MobilePASS mobile token >>](#)



Update of "Authorisations to contact the Bank"

To ensure the highest quality of the services provided, we would like to draw your attention to the issue of updating authorisations to contact the Bank that are indispensable in everyday cooperation between your company and Citi Handlowy.

Lack of up-to-date contact details, such as e-mail addresses and telephone numbers, or lack of authorised persons result in the Bank not being able to provide timely information on urgent and crucial issues for your company.

The Bank may only share confidential information with authorised persons. By confidential information we mean all bank information relating to your accounts, products, transactions and documents. Front Office (CitiService) must be able to contact you to clarify any doubts. The only persons whom CitiService may contact are the persons specified by you in the "Authorisation to contact the Bank".

Therefore, we encourage you to update this document on a regular basis.

You can obtain the current form and additional information from a Banking Advisor or a CitiService Advisor.



CHOOSE SELF-SERVICE

Choose self-service and download proof of payment yourself, without the need to contact the Bank representative.

Have You ever wondered how easily and conveniently, using CitiDirect BE system, you can download proof of payment yourself?

Specially for users who look for such confirmation available as soon as Bank will process the payment, there is an option in the CitiDirect BE to get it. This confirmation contains key payment details such as beneficiary details, payment amount and the date when your transaction was processed. There is also a required legal note. Such confirmation can be provided to suppliers and beneficiaries without having to contact a Bank representative.

Why is it worth to download proof of payment in CitiDirect BE yourself ?

- **Secured, controlled by CitiDirect BE Security Manager an access** to certification of the processed payment, consistent with users entitlements in the system (no additional setup required)
- **Easy and instant access to proof of payments** - no requirement to contact Bank representative

Instruction how to download proof of payment in CitiDirect BE is available [here \(Polish version only\) >>](#)



Bank holidays in November and December 2020

Please note below the days in **November and December 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).

NOVEMBER	
3	JP
4	RU
9	ES
11	BE, CA, FR, PL, US
17	CZ, SK
23	JP
26	US
30	AE, RO

DECEMBER	
1	PT, RO
2	AE
8	AT, ES, IT, PT
16	ZA
24	AT, BG, CZ, DE, DK, EE, FI, HK, HU, IS, LT, NO, PT, SE, SK
25	Christmas, AT, AU, BE, BG, CA, CH, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, PT, RO, SE, SG, SI, SK, UA, US, ZA
26	Christmas
28	AU, BG, CA, GB, IE
29	IE
31	DE, DK, HK, JP, SE, UA

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