



## CitiService News

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### 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

### LIBOR reference rate and benchmarks reform - important information

In reference to our previous communication on changes to benchmark reference rates, we would like to remind you that in March 2021, the British Financial Conduct Authority (FCA) announced that, starting from 1 January 2022, some LIBOR settings will permanently cease. This applies, inter alia, to all **Euro LIBOR** settings used at Citi Handlowy for accounts and term deposits, as well as to LIBOR settings published for other currencies, such as: Swiss franc LIBOR (all tenors), some sterling and Japanese yen LIBOR settings, and some US dollar LIBOR. Publication of the overnight and 12-month US dollar LIBOR settings will cease immediately after 30 June 2023.

The market practice and interest rate benchmark reform that has been taking place for some time is now moving towards replacement of commonly used IBOR benchmarks (such as LIBOR) with so called risk-free rates ("RFRs"), such as **€STR**.

At Citi Handlowy, **for newly opened accounts and term deposits of institutional clients, we apply as of 1 April 2021 the €STR (Euro Short Term Rate)**, to which we add a spread adjustment factor in the amount of +0.01% (in your favor, as an adjustment that equalizes the €STR to the average Euro LIBOR O/N).

We would also like to inform you that **from 1 October 2021, the interest rate on existing accounts and term deposits opened before 31 March 2021, calculated to date based on the Euro LIBOR O/N, will also be calculated based on the €STR rate**, with the same spread adjustment factor in the amount of +0.01% (in your favor - as above). The other interest components remain unchanged.

For more information on the benchmark reform, please visit [our website](#)>>.

The Current Interest Rate Table, as well as the new Table valid as of 1 October 2021, are available on [Citi Handlowy website](#) >>.

Should you have any further questions, please do not hesitate to contact your Relationship Manager.



## Easier login to desktop version of CitiDirect BE thanks to CitiDirect BE Mobile

Each CitiDirect BE user who uses the CitiDirect BE Mobile application on a mobile device, which supports biometrics authentication mechanisms, can log into the CitiDirect BE desktop version faster and easier.



Just a smartphone  
No more tokens - for log in process smartphone or tablet with unlocked biometric authentication function is enough.



Automatically and intuitively  
No need to remember an authentication method - it will be recognized automatically by CitiDirect BE.

[How does it work >>](#)

Start using [CitiDirect BE Mobile >>](#)



## Important information concerning authentication of online transactions executed using Corporate Credit and Debit Cards - we have introduced an additional security feature

As a follow up to our previous communications, please be informed that the existing method of confirming online card payments has been changed as of 22 June 2021. An additional security feature has been added to the existing SMS-code based solution.

Now, the Card Holder will have to enter not only a single-use SMS code, but also a part of the card PIN, used for transactions made via POS terminals, in order to authenticate a transaction.

**To sum up, two methods of authentication of online payments made with Corporate Cards are currently available:**

1. with the use of the Citi Manager application and using biometric data (it is the main authentication method for online transactions); and
2. with the use of single-use SMS code texted to the Card Holder's telephone number identified to the bank; as of 22 June 2021, it is also necessary to enter the second and fourth digits from your PIN code used for transactions made via POS terminals (this is a back-up solution available when the mobile application-based method cannot be used).

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

+48 22 692 25 52 or email: [karty.obsługa.klienta@citi.com](mailto:karty.obsługa.klienta@citi.com).



### Changes in the documents regarding Citi Handlowy Corporate Cards

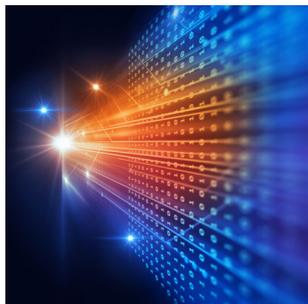
Please be informed that **the General Terms & Conditions of Insurance for Corporate Cards will be amended effective from June 2021**. The changes include: addition of a new exclusion related to the COVID-19 disease (or any of its variants) and extension of the period after which a claim due to Luggage Delay arises - from 4 to 6 hours. The sums insured remain unchanged.

Please be also advised that we have published **new Rules and Regulations for Issuing and Using Visa Business Cards with access to the CitiManager System and new Rules and Regulations for Issuing and Using Visa Business Debit Cards**. To both documents we also added provisions regarding, among others:

- the so-called strong customer authentication and the exemptions applied by the bank,
- new OLA (which is applying for the Card in CitiManager) and OLM (which is possibility of maintaining of the Card in CitiManager) modules to be introduced soon (more details will be revealed soon).

The new documents are available on the website [www.kartybiznes.pl](http://www.kartybiznes.pl) in the tab "Insurance" or in the Program Administrator Zone.

If you have any questions, please contact Corporate Cards Service using the phone number dedicated to Administrators of Business Card Programs:  
phone: +48 22 692 25 52 or email: [karty.obsługa.klienta@citi.com](mailto:karty.obsługa.klienta@citi.com).



### Automation for incoming payments - reminder

In order to improve the quality of service and speed up the availability of our Clients' funds resulting from incoming payments to the account in currencies other than the account currency, we introduced an automatic process of posting these transactions to the account in accordance with the instructions.



### Regulatory requirements for the execution of SEPA payments and foreign payments to countries outside the European Economic Area

Pursuant to Regulation (EU) 2015/847 of the European Parliament and of the Council of 20 May 2015, with respect to transfers from Poland to non-European Economic, the Bank will require more detailed information about the payer and the payee as compared to transfers within the EU, including full details of the payer (name and address) and full details of the beneficiary (name and address). Please pay special attention to these fields when initiating SEPA payments or foreign payments to countries outside the European



## Multi-currency account: one account - over 140 currencies

### **A simple way of making settlements with counterparties all over the world:**

It's worth to remember, that in the CitiDirect BE and CitiConnect system, you may now execute payments in over 140 foreign currencies directly from an account kept in PLN, EUR or USD. Anyone who has access to the CitiDirect BE or CitiConnect system may take advantage of a multi-currency account - no additional documentation is required.

### **Multi-currency account - benefits:**

- fast payments for providers in the local currency
- guarantee of the beneficiary's bank receiving the exact amount in the local currency
- no costs of service implementation, no additional documentation
- FX risk reduction - the exchange rate is set at the time of payment order
- no need to open currency accounts and keep funds in local accounts abroad
- fast access to current local regulations and rules of formatting settlements
- 19 currencies available through the CitiFX Pulse currency exchange platform

### **Reasons for making settlements in the counterparty's local currency:**

- improvement of business relationships
- faster settlements
- the option to expand the network of business contacts
- easier negotiation of terms and conditions of the contract due to:
  - releasing the counterparty from the FX risk  
(the exchange rate is not an element of contract negotiations)
  - making it easier for the counterparty to make settlements with local institutions
  - improving the process of incoming payment identification on the part of the counterparty

For the full list of currencies available as part of a multi-currency account, [go to >>](#)



## Citi® Payment Insights

We are pleased to remind that we have made **Citi® Payment Insights** - a new panel within CitiDirect BE - available to you. This is a new tool that enables access to full information and gives you control over outgoing and incoming payments at every stage. Citi Payment Insights updates payment status and shows it with a visual tracking tool (tracker) in CitiDirect BE and CitiConnect, making payments' monitoring as simple as tracking courier package.



Citi Payment Insights gives much more than **SWIFT gpi**.



How to learn more about **Citi Payment Insights** module which can make your daily work easier? We invite you to attend the online workshops. The calendar of cyclical trainings for CitiDirect BE is available on the registration [website >>](#). There is a training dedicated to **Citi Payment Insights** (in Polish) - we invite you every Monday at 1:00 p.m

In the world of business and finance,  
only here and now matters.

### Citi® Payment Insights

Get much more than tracking payments under SWIFT gpi,  
using global network and Citi know-how.

Start taking control of your payments today





## SEPA Payments vs. EUR Foreign Payments Sent To Recipients in the European Union

Thank you very much for your trust and for choosing our Bank to make SEPA transfer orders. Please be reminded that in order to effectively make a SEPA order in our CitiDirect BE system, you should choose the SEPA payment method and fill out a form in accordance with the instructions below.

Pursuant to the European SEPA rules, the only admissible fee payment option is the „Shared” option - therefore, the Select Cost Option field cannot be used in CitiDirect BE for this type of orders.

All the instructions are included in the user's manual [CitiDirect BE - Payments >>](#)

Making SEPA orders by means of the Foreign Transfer payment method may result in the Bank's longer execution time due to the possibility of errors made by the user, which will require additional explanation. Therefore, we recommend that you use the special SEPA form.

These guidelines also refer to the import of payments from the financial and accounting systems to CitiDirect BE or CitiConnect. Given the fact that it is a system connection, we encourage you to contact our Technical Support Team whose consultants will explain to you how to properly set up your SEPA order import, so that there are no mistakes and extended order execution time.



CHOOSE SELF-SERVICE

## Choose self-service and find useful CitiDirect BE features – how to create a new user profile

One of the first tasks a Security Manager has to do is to create users who can navigate throughout the system without limitations. It only takes a few minutes. You have to do this once, but you can modify the data later on. As the last step, the other Security Manager has to authorize the entered

[Find out more >>](#)

You do not have a Security Manager to manage CitiDirect BE features yourself? [Designate such a person >>](#)

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## CitiDirect BE – online training

We encourage you to use the workshops provided under the regular online training programme for users of the CitiDirect BE electronic banking system.

Training sessions are conducted by qualified specialists and address issues that are key from the point of view of those using the system on a daily basis. The sessions have been prepared to show the operation and functionalities of CitiDirect BE step by step, helping the user to smoothly move around the system and use its capabilities.

Training topics cover a full range of issues, from basic features, such as logging into the system, to more advanced ones. Training sessions are conducted in Polish, via the ZOOM platform. Participants are encouraged to actively ask questions during the session.

[Link for registration to the training in Polish >>](#)

### Three steps to attend the training:

**STEP 1** - Select the training topic >>

**STEP 2** - Find a convenient date in the training calendar >>

**STEP 3** - Register by sending an email to the following address:  
[szkolenia.citidirect@citi.com](mailto:szkolenia.citidirect@citi.com) with the following details:

**First and last name** of the user as registered in the CitiDirect BE system

**User login** in the CitiDirect BE system

**The last 10 digits** of the bank account number

**Date and topic** of the selected training session

If you wish to attend workshops conducted in English, you may register to the training courses offered by [Citi Client Service Academy >>](#)

**Visit us soon!**





## Bank holidays in July and August 2021

Please note below the days in **July and August 2021** 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).

JULY	
1	CA, HK
5	CZ, SK, US
6	CZ, LT
14	FR
15	TR
19	AE
20	AE, SG, TR
21	BE, TR
22	JP, TR
23	JP, TR

AUGUST	
2	AU, CA, IE, IS
5	HR
9	JP, SG, ZA
10	AE
15	WNMP
16	ES
20	EE, HU
24	UA
30	GB, TR

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