



## 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. [Decide on self-service and get to know the useful CitiDirect EB functionalities »](#)

### Service Shortcuts

-  Extract from the Table of Fees and Commissions
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Contact with CitiService:  
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### New description and code of fees

**We would like to inform you that the following two types of fees, that is:**

- 1) Monthly fee for electronic reports such as PRGSTA or MT940 (Chapter III, item 1.6 b) 4) of the Table of Bank Commissions and Fees)
- 2) Monthly fee for the Structure - applies to data for JPK report (Chapter VII, item 9 a) and 10 a) of the Table of Bank Commissions and Fees)

**starting from fees charged for the month of January 2021, will be presented in reports generated and provided to you by the Bank with a new code and description (subject to the present scope of data presentation in reports):**

Description: **„FILE DELIVERING CHARGE“**

Code: **„069“**

Please note the aforementioned change, particularly if the codes and descriptions of fees visible in the aforementioned reports are agreed by you automatically with the financial and accounting system or any other system in your company. Please also make the necessary adjustments to ensure the correct loading of information about the aforementioned fees. **The change has no impact on the codes and descriptions of the aforementioned fees in your own reports from the level of CitiDirect BE service.**



## Processing of payments after the exit of Great Britain from the European Union

As of 1 February 2020, the United Kingdom of Great Britain and Ireland (United Kingdom) is no longer a Member State of the European Union (EU). Furthermore, as of that date, a so-called transition period **between 1 February 2020 and 31 December 2020** comes to an end. During that period, in practice, the United Kingdom was subject to EU law and was treated as if it was still a member of the EU, but with that difference that the United Kingdom representatives did not participate in the work of the EU institutions.

### **As of 1 January 2021, the United Kingdom is a third country (it is not an EU Member State).**

This means that entities based in the United Kingdom and the United Kingdom citizens will lose access to the EU's internal market based on the existing rules, which includes the possibility to benefit from the free movement of goods, services, capital and persons within the EU under EU law. Similarly, EU citizens and entities based in the EU lose access to the British market based on the existing aforementioned freedoms guaranteed by EU law.

The process described above will also result in changes related to the use of banking services which, due to their cross-border nature, could be linked with the United Kingdom. The areas where such changes may take place include, in particular:

#### **Payment area:**

- 1) The United Kingdom will still be considered a part of SEPA, so customers of banks from Poland will be able to execute transfers under the Single European Payments Area in EUR after 1 January 2021. Until any other guidelines appear, SEPA settlements with the United Kingdom will remain unchanged.
- 2) When making credit transfers to banks in the United Kingdom, regardless of currency, customers of banks from Poland will be able to choose any cost option: SHA, OUR or BEN.
- 3) As a result of Brexit, tariff fee rates for the execution of foreign payments in EUR to the United Kingdom will be assumed to be the same as fees for foreign transfers to other states that are not member states (0.25% of the transfer amount, not less than PLN 40.00, not more than PLN 220.00). Individual fees will remain at the same level.
- 4) Pursuant to Regulation (EU) 2015/847 of the European Parliament and of the Council of 20 May 2015, with respect to transfers from the EU to the United Kingdom, 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.
- 5) Standard settlements of payments to the United Kingdom (apart from SEPA settlements referred to above in item 1) will be changed from D+1 mode (pursuant to the Payment Services Act implementing the PSD2) to D+2 mode due to the fact that the United Kingdom will be a third country (outside the European Union). Please note that you will still be able to place orders under D+0, D+1 mode which are charged extra (information on fees is available at the bank advisor).
- 6) Payments incoming from the United Kingdom area will still be recorded on the basis of IBAN (unique identifier) only, without examining whether the payee's name given in the payment order matches the data of the customer - the account holder.



## Online banking safety

In the market, there has been an increasing level of criminal activity related to using social engineering to effectively drain funds from bank accounts. We want to draw your attention in particular to the following methods:

- Impersonating another sender (compromised email address) - criminals use the similarity of characters (e.g. the letter "o" replaces the 0), which can be difficult to detect or use an alias (display name of an email address) for a particular address (alias: Chief Financial Officer's Office [firmaabc@poczta.com]). In this way, criminals exploit the inattention of the Customer's employees to enforce a specific action (e.g. execution of an urgent transfer).
- Fraud perpetrated by impersonating the chief financial officer/president/chief accountant - a social engineering method that uses the authority of an important person in the company to enforce an urgent transfer through electronic banking systems. This is done either by email or by phone (e.g. a phone call from a person impersonating the company president and shouting at an accountant, demanding an urgent transfer).
- False invoices and account number changes - criminals exploit the fact that companies are now commonly exchanging invoices or account information by email, and send falsified invoices with account numbers belonging to them, and not to the correct payees.

### How to defend against such methods?

Particular attention should be paid to the transfer handling processes and circulation of documents in the company. We recommend using the "callback" method, which is to call back the counterparty who is indicated in the letter, invoice or in an email using the contact details held by your company. A change of the counterparty's account should be backed up by additional verification (e.g. telephone confirmation with the counterparty, cover letter signed by the counterparty's authorised persons). Modification based on a received email message may result in a loss of funds.

Electronic invoices (PDFs, images, scans) should always be verified for correctness - especially a bank account. Any differences should be clarified with the counterparty to avoid transferring payments to accounts held by criminals.

Regular daily verification of bank accounts, statements and account transactions should be a permanent practice used by companies.

In the event of any suspicion of fraud, we recommend urgent contact with the Bank to minimise the risk of losing funds.

Visit our [website](#)», where you will find more practical advice to help protect yourself from cybercrime and stay safe while working remotely.



CHOOSE SELF-SERVICE

## Decide on self-service and get to know the useful CitiDirect BE functionalities

### How to make work in the CitiDirect BE system faster and more intuitive?

One of the simple ways to make your daily work easier is using custom widgets available on the home page. A great example of the benefits offered by customisation is the modification of the popular "Accounts" widget which allows to quickly access the balances.

[Click and follow step-by-step instructions on how to add a new account to a widget on your own »](#)

Another useful modification that any user can introduce is changing the name of a bank account presented in the system.

[Below, you will find detailed instructions on how to introduce the change »](#)

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## CitiDirect BE - online trainings

We have launched a programme of cyclical online trainings for CitiDirect BE electronic banking system users.

Trainings are conducted by qualified specialists and they address issues that are key from the point of view of those using the system on a daily basis.

Trainings 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.

[To register for a training, just visit our website »](#)

**Visit us soon!**





## Bank holidays in January and February 2021

Please note below the days in **January and February 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).

JANUARY	
1	New Year's Day, AE, AT, AU, BE, BG, CA, CH, CN, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, JP, LT, LU, LV, NL, NO, PL, PT, RO, RU, SE, SG, SK, SL, TR, UA, US, ZA
4	RU
5	RU
6	AT, BE, CY, ES, FI, GR, HR, IT, PL, RU, SE, SK
7	RU, UA
8	RU
11	JP
18	US
26	AU

FEBRUARY	
8	SL
11	CN, HK, JP
12	CN, HK, SG
15	CA, CN, HK, US
16	CN, LT, PT
17	CN
23	JP, RU
24	EE

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