



## CitiService News

December 16, 2014 Issue No.13

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- CitiService operating hours on December 24 and 31, 2014

### Special issue: Bank operating hours on December 24 and 31, 2014


1. Please be advised that on **December 24, 2014 Citi Handlowy Branch Offices will close early at 2:00 PM**. Customer instructions will be accepted in accordance with the following timetable:
  - a. Foreign transfers and local external and internal transfers
    - Local internal transfer instructions in paper form will be accepted **until 2.00 PM**.
    - Local external transfer and foreign transfer instructions in paper form will be accepted **until 12.00 PM**.
    - Transfer instructions sent through a tested fax will be accepted **until 12.00 PM**.
    - Express Elixir transfer instructions will be accepted as usual.
    - Transfer instructions sent through electronic banking systems will be accepted as follows:
      - i) Local internal transfers: **until 5.30 PM**
      - ii) Local external transfers: **until 5.30 PM\***
      - iii) Local SORBNET transfers: **until 3.00 PM**
      - iiii) Foreign external transfers: **until 5.00 PM**
      - iiiii) Foreign internal transfers: **until 5.30 PM**


**\*Local external transfers sent between 12.30 PM and 5.30 PM will debit the account on December 24, 2014, and will be sent during the 1<sup>st</sup> Elixir session on December 29, 2014.**


Instructions delivered after these deadlines will be processed on **December 29, 2014**.

- b. Deposits
  - Deposit instructions by phone will be accepted **until 1.00 PM**.
  - Deposit instructions in electronic or paper form will be accepted **until 2.00 PM**.
- c. Incoming foreign payments received through the EuroElixir system will be booked on the same day.
- d. Incoming local payments received to Customer accounts through the KIR system will be booked on the same day.

### Service Shortcuts

 Except from the Table of Fees and Commissions

 Foreign Exchange Rates

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 Market Analyses

e. Trade Service Products, i.e. Export and Import Letter of Credit, Collections and Guarantees will be accepted **until 10.00 AM**.

f. Trade Finance instructions (Factoring) will be accepted **until 10.00 AM**.

g. Availability of electronic files in Citidirect:

Files related to collections (SpeedCollect, Direct Debit, MT940 and PRGSTA account statements) will be available **on December 25, 2014** from 8:00 AM (estimated time).

h. Availability of electronic PDF statements in Citidirect:

Electronic PDF statements will be available **on December 29, 2014** from 7:00 AM (estimated time).

2. Please be advised that on **December 31, 2014 our Branch Offices will close early at 2:00 PM**. Customer instructions will be accepted in accordance with the following timetable:

a. Foreign transfers and local external and internal transfers

- Local internal transfer instructions in paper form will be accepted **until 2.00 PM**.
- Local external transfer and foreign transfer instructions in paper form will be accepted **until 12.00 PM**.
- Transfer instructions sent through a tested fax will be accepted **until 12.00 PM**.
- Express Elixir transfer instructions will be accepted as usual.
- Transfer instructions sent through electronic banking systems will be accepted as follows:
  - i) Local internal transfers: **until 5.30 PM**
  - ii) Local external transfers: **until 5.30 PM\***
  - iii) Local SORBNET transfers: **until 1.30 PM**
  - iiii) Foreign external transfers: **until 12.00 PM**
  - v) Foreign internal transfers: **until 5.00 PM**

\*Local external transfers sent between 12.30 PM and 5.30 PM will debit the account on December 31, 2014, and will be sent during the 1<sup>st</sup> Elixir session on January 2, 2015.

Instructions delivered after these deadlines will be processed on **January 2, 2015**.

b. Deposits

- Deposit instructions by phone will be accepted **until 1.00 PM**.
- Deposit instructions in electronic or paper form will be accepted **until 12.00 PM**.

c. Incoming foreign payments

- Incoming foreign payments received by our Bank **until 12.00 PM** will be booked on the same day.
- Incoming foreign payments received through the EuroElixir system will be booked on the same day.

d. Incoming local payments received to Customer accounts through the KIR system will be booked on the same day.

e. Trade Service Products, i.e. Export and Import Letter of Credit, Collections and Guarantees will be accepted **until 10.00 AM**.

f. Trade Finance instructions (Factoring) will be accepted **until 10.00 AM**.

g. Availability of electronic files in Citidirect:

Files related to collections (SpeedCollect, Direct Debit, MT940 and PRGSTA account statements) will be available **on January 1, 2015** from 8:00 AM (estimated time).

h. Availability of electronic PDF statements in Citidirect:

Electronic PDF statements will be available **on January 2, 2015** from 7:00 AM (estimated time).

Please note that this year's **account balance confirmations as at December 31, 2014** will be sent to your mailing address.

Please check and **update your mailing address** if necessary.

## CitiService operating hours – special issue

Dear Sirs or Madams,

On December 24 and 31, 2014 **CitiService** will be available to you from **8.00 AM to 3.00 PM**.

