



Bank Handlowy w Warszawie S.A. www.citihandlowy.pl 16 Senatorska Stret, 00-923 Warsaw tel. (022) 657 7200, fax (022) 692 5023 SWIFT: CITIPLPX



1 MARCH 2011 - No. 3

NEWSLETTER

CUSTOMER SERVICE DEPARTMENT

NEWS can be

- at CitiDirect menu *File* Downloading;
- at <u>www.citihandlowy.pl</u> in *Corporate Banking* section;
- in electronic version together with the statement of March 1, 2011

- FX Tables available at www.citihandlowy.pl or at CitiDirect, Pobieranie Plików menu;
- Excerpt from the Table of Bank Commissions and Fees available at www.citihandlowy.pl, in Corporate Banking section;
- Manuals for CitiDirect available on the information page of the program, visible after logging into the system;
- CitiDaily ongoing analysis of the situation in financial markets available at <u>www.citihandlowy.pl</u>, in bookmark Okiem Analityka.
- Citidirect Client Academy electronic training session module at: www.citihandlowy.pl/akademiaklienta

AMENDMENT OF TRADE SERVICE PRODUCTS DOCUMENTATION

We kindly inform you that on February 15, 2011, the Bank introduced the amended documentation concerning bank guarantees, letters of credit and collections.

For the updated Regulations on bank guarantee granting, letter of credit opening and the requests for guarantees and letters of credit along with orders and other requests concerning the above products, visit our Bank's website.

For your convenience, the previous forms (excluding the requests for extension of period for payment compensation as part of import letters of credit and the guarantee deposit requests) will be accepted until June 30, 2011.

CITI HANDLOWY FACTORING – ONE BILION INCREASE IN TURNOVER

Factoring is gaining on its popularity.

In terms of factoring, Citi Handlowy closed 2010 with 50% turnover increase. Our offer was positively accepted by the market, which can be proved by a dynamic growth in the value of bought invoices – from PLN 2 bln reported in 2009 to PLN 3 bln in 2010.

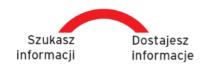
This shows that Citi Handlowy factoring meets the expectations of our Clients, which obliges us to continue to improve the quality of our services and the satisfaction of our clients.

CITIDIRECT – EVENT NOTIFICATION -CHANGE

On February 8, 2010, the Bank changed the way the CitiDirect users can access the Event Notification service. Due to current formal requirements, CitiDirect Clients must sign the Request for adding Event Notification service to their bank accounts.

Event Notification through CitiDirect is a free service which automatically delivers information to your e-mail address when a specific event occurs, including:

- current account balance;
- credits and debits that fall above or below a specified amount;





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SWIFT: CITIPLPX
- credit or debit payment details.
CitiDirect automatically sends an e-mail immediately when a specific event occurs on your bank account or at time as specified by a Client.
For further details, please contact your Account Manager at the Customer Service Department.