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



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# Take part in the "*Read The News* – *Win Awards*" Contest

CUSTOMER SERVICE DEPARTMENT

All you need to do is to read this issue of *The News* and answer a few simple questions about what you have read to get a chance to win great awards every day! Join the contest on the Customer Service website:

http://www.citibank.pl/poland/corporate/polish/DOK.htm



#### Download THE NEWS:

- In CitiDirect the *File Download* menu
- On www.citihandlowy.pl in the Corporate Banking section
- In electronic format together with your statement as of 1 June 2011

**FX rates** are available on <u>www.citihandlowy.pl</u> or in CitiDirect in the *File Download* menu.

Excerpt from the Fees & Commissions Schedule is available on www.citihandlowy.pl in the *Corporate Banking* section.

**CitiDirect Manuals** are available on the info page, after logging in to the system. **CitiDaily** – financial market updates are available on <u>www.citihandlowy.pl</u> - *In the* 

Analyst's Eye tab. **Citidirect Customer Academy** – a remote training session module: <u>www.citihandlowy.pl/akademiaklienta</u>

#### LONGER CUT-OFF TIMES FOR OUTGOING DOMESTIC TRANSFERS

To meet our Clients' expectations, we are changing **cut-off times for low-amount domestic transfers** delivered through the electronic banking channel.

The cut-off time for such orders will be **extended to 5:30 p.m.** The cut-off time for orders processed in **Sorbnet** is also to change **from 2:30 p.m.** (at present) to 3:00 p.m.

Those changes will come into effect from 13 June 2011 on.

Bank Handlowy w Warszawie S.A. with registered office in Warsaw, ul. Senatorska 16, 00-923 Warsaw, registered in the register of entrepreneurs of the National Court Register by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, under KRS No. 000 000 1538; NIP 526-030-02-91; fully paid-up capital amounts to PLN 522,638,400.

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ELOPMENTS IN

**CORPORATE CARDS** 



### Changes in Visa Business Debit Cards and Visa Business Guaranteed Cards.

1. Now you may remotely change your Individual Limit or Cash Withdrawal Limit without the need to send original documents.

• by telephone – an authorised representative may submit the order to the Customer Service Unit (tel. 22 692 24 36 or 800 120 078)

• by e-mail – an authorised representative may send the order to the Customer Service Unit mail box: <u>karty.obsluga.klienta@citi.com</u>

2. A request for a duplicate Card may now be submitted by telephone via the Customer Service Unit.

A duplicate Card may be issued by the Customer Service Unit if the original Card of the User was stolen or lost.

The above changes are implemented by the new Terms & Conditions

3. Debt on a Visa Business Guaranteed Card is now easier to repay with the use of Direct Debit.

This new functionality is to improve the process of Card repayment by the employee and its execution by the due date.

The new functionality is available after signing the relevant Agreement with the Client.

4. New editable documentation.

5. A secure, encrypted electronic communication channel - "Safe E-mail".

Now you may discuss all ongoing issues connected with the use of a Visa Business Card through a dedicated "Safe E-mail" box.

This change is implemented by the new Terms & Conditions and the Electronic Communication Consent Form.

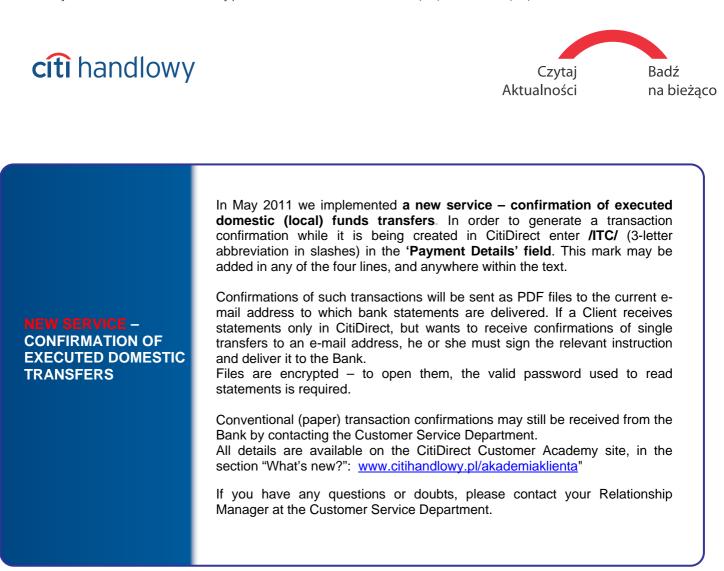
CITIDIRECT CUSTOMER ACADEMY INDIVIDUAL TRAINING WITH FACILITATOR We have the pleasure to announce that the users of the **CitiDirect Customer Academy** portal have now easier access to the **self-training module**. Registration is no longer required to use it.

Furthermore, a new additional functionality has been configured. From now on, users may enjoy **individual training sessions with a facilitator!** The Client may choose their dates and subjects. Such a flexible approach to those workshops enables CitiDirect users to make good use of the full potential of consultations with our facilitators.

Please visit: www.citihandlowy.pl/akademiaklienta

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