

read CitiService News

December 2022 | edition No. 12

Service Shortcuts:

Contact with CitiService:

 tel.: 801 24 84 24; 22 690 19 81



CitiDirect MobileToken: Enhanced Login Experience

On November 12th, Citi Handlowy enabled the new version of mobile token to the first group of clients. CitiDirect Mobile Token allows organization's users to simply authenticate their identity to securely access CitiDirect on their computer or mobile app. Combined with **biometric authentication**, it offers a convenient way to login to CitiDirect.

Gradually, CitiDirect Mobile Token will be rolled out to the further group of clients and eventually it will replace existing mobile tokens (MobilePASS) and hard tokens. We encourage you to activate and use it as the leading login method. The existing security procedures will continue to apply.

More information can be found in the following resources:

- [video material](#) (click CC to select the language)
- [Security Manager guide](#)
- [FAQs](#)

BACK >>

SLIM VAT 3

We would like to inform you **that another amendment to the Banking Law is planned, included in the draft act amending the act on tax on goods and services and some other acts - the so-called slim VAT3.**

The purpose of the proposed solutions is to further simplify the settlement of VAT by taxpayers.

It is planned to expand catalog of payments that can be made from the VAT account by:

- tax on the extraction of certain minerals and interest for late payment of the tax on the extraction of certain minerals,
- retail sales tax and late payment interest on retail sales tax,
- fee on foodstuffs and interest for late payment on this fee,
- flat-rate tax on the value of production sold and interest for late payment of tax on the value of production sold,
- tonnage tax and late payment interest on tonnage tax,
- the fee referred to in Art. 92 sec. 11 of the Act of 26 October 1982 on Upbringing in Sobriety and Counteracting Alcoholism (Journal of Laws of 2021, items 1119 and 2469 and of 2022, items 24 and 218) and late payment interest on this fee

The proposed amendments to the Banking Act are to enter into force on 1.01.2023.

[BACK >>](#)

Temporary change of the bank's correspondence address: from November 28, 2022

In connection with the planned renovation of the headquarters of Citi Handlowy at 16 Senatorska Street in Warsaw, we would like to inform you that from Monday, November 28, 2022, **our correspondence address changes until further notice.**

Please send all documents and shipments to the address:

Citi Handlowy
Bank Handlowy w Warszawie S.A.

Client Documentation Zone

ul. Golezowska 6
01-249 Warszawa

The phone numbers and email addresses will remain unchanged. If you have any questions, please contact the CitiService Representative.

[BACK >>](#)

Migration of SWIFT messages to ISO 20022 standard: moved to March 2023

We would like to inform you that, in accordance with the SWIFT guidelines, **starting March 2023, the requirement for banks to accept payment messages (MT1XX, MT2XX) in a format compliant with the ISO 20022 standard (XML format), enters into force.** According to the SWIFT decision ISO 20022 migration was delayed by 4 months (previously migration was requested to November 2022).

Citi Handlowy will continue tests and will be ready for this change at the time indicated.

At the same time, the bank is working on migrating all other SWIFT messages to the ISO 20022 standard in XML format. The ISO 20022 standard for all messages (sending + accepting) will become mandatory in 2025. As SORBNET (Polish RTGS) payments are executed using SWIFT network, Citi Handlowy expects for this type of payment to be also migrated to XML format in 2025. Until then, if SORBNET payments are received in XML format, Citi Handlowy will process them using the MTXXX format. The format for Elixir (ACH) payments remains unchanged for now.

[BACK >>](#)

Introduction of the euro in Croatia as of January 1, 2023: cut-off times of last transactions in HRK in December, 2022

Due to Croatia's announced intention to join the eurozone at the beginning of next year, the euro will become legal tender in Croatia, replacing the kuna. As of January 1, 2023, Citi Handlowy will cease settlements and maintain bank accounts in the Croatian kuna.

As per above, we present cut-off times when Citi Handlowy will proceed last transactions in HRK.

Outgoing HRK transactions:

28th December of 2022 - this is last day when transactions in HRK will be proceed by bank

Incoming HRK transaction:

30th of December of 2022 - bank will accept incoming transactions in HRK till 5 pm, after that cut-off time bank will not accept transactions in HRK.

[BACK >>](#)

Hours of accepting orders by KIR on December 30, 2022

Please see below the hours of accepting orders by KIR on December 30, 2022:

- In the ELIXIR system, the 1st and 2nd clearing sessions will be held according to the standard hours of the National Clearing House.
- In the Euro Elixir system, there will be six clearing sessions according to the standard hours of the National Clearing House.
- Express Elixir transfers will be executed without any changes.

Hours of accepting orders for execution by Citi Hnadlowy will be provided to you in a special edition of the Newsletter in December 2022.

[BACK >>](#)

Valid identity documents: important due to the amendment of the AML Act



With the change of the AML Act, we would like to remind you of the obligation to update the identity documents (ID) with the bank in the event that the validity period has expired or there has been a change for other reasons. Details below.

In connection with the amendment to the Act on anti-money laundering and terrorist financing of March 1, 2018 (“AML Act”), new obligations have been imposed on obliged institutions, including banks, starting from October 31, 2021. These obligations are related to the application of financial security measures in a situation where there has been a change to the previously determined customer data, including persons authorized to act on behalf of the customer or ultimate beneficiary owner. Please be reminded that, banks are required to identify the customer and verify its identity on the basis of identity documents on a constant basis. Citi Handlowy performs these activities in particular towards persons authorized to act on behalf of the customer, i.e. persons indicated in the signature specimen card or entitled to authorize payments in electronic banking, program administrators and corporate card holders. The obligations imposed by the amended AML Act require ensuring that customer data, including those from ID of persons authorized to act on behalf of the customer, is valid.

We would like to draw your attention to this as **lack of current data soon will result in blocking the possibility of performing a transaction by a person whose data is not up-to-date**, and this may result in the delay or even suspension of your company’s transaction.

[BACK >>](#)

Bank holidays: December 2022 and January 2023

Please note below the days in **December 2022 and January 2023** 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 Poland).

DECEMBER	
1	AE, PT, RO
2	AE
6	ES, FI
8	AT, ES, IT, PT
16	ZA
23	JP
25	Christmas
26	Christmas AT, AU, BE, BG, CA, CH, CY, CZ, DE, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, LV, NL, NO, PL, RO, SE, SG, SK, SL, US, ZA
27	AU, BG, CA, GB, HK, IE
28	BG, IE

JANUARY	
2	AU, CA, CH, GB, HK, IS, JP, RO, RU, SG, UA, US, ZA
3	AU, CA, GB, IE, JP, RU, UA
4	RU
5	RU
6	AT, CY, ES, FI, GR, HR, IT, PL, RU, SE, SK
7	RU, UA
9	JP, UA
10	RU
16	US
23	HK
24	HK, RO
25	HK
26	AU

[BACK >>](#)