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August 2023 | edition No. 8



Contact with CitiService:

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We kindly inform you that the bank extended the hours of accepting orders as of **July 1, 2023** (cut-off times) for outgoing foreign transfers.

Below we present the new cut-off times of accepting orders.

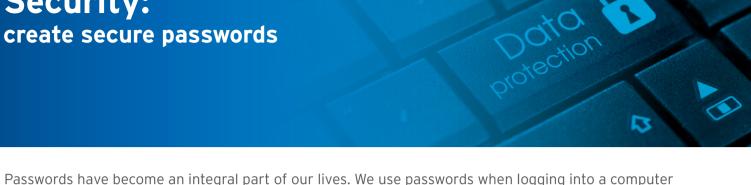
Outgoing foreign transfers:

Currency	Value date DO (today)	Value date D+1, Value date D+2
SEPA (EUR)	3:00 pm	D+1 5:00 pm
USD	3:00 pm	5:00 pm
EUR	3:00 pm	5:00 pm
GBP	12:30 pm	5:00 pm
CHF	12:00 pm	5:00 pm
SEK	10:15 am	5:00 pm
DKK	12:30 pm	5:00 pm
NOK	12:30 pm	5:00 pm
AUD	we do not realize with DO	3:00 pm
JPY	we do not realize with DO	3:00 pm
CAD	12:30 pm	5:00 pm
КZТ	we do not realize with DO	3:00 pm
CNY	we do not realize with DO	3:00 pm
CZK	10:00 am	5:00 pm
HUF	12:30 pm	5:00 pm
ZAR	12:00 pm	5:00 pm
RUB	10:20 am	5:00 pm
RON	10:00 am	5:00 pm
TRY	10:00 am	5:00 pm
BGN	12:45 pm	5:00 pm
PLN	13:00 pm	5:00 pm
Other currencies	we do not realize with DO	we do not realize with D+1 D+2 2:30 pm

Incoming foreign transfers are booked by the end of the business day for the bank. Actual information on the cut-off times of accepting orders can be found on our website, in the Client Zone tab.



Security:



at work, social networking sites, e-mail and even a mobile phone. Password strength is a key to our online security.

Popular passwords:

Theoretically, there are infinitely many combinations of characters that can create passwords for Internet users. However, as research shows, the most common password is 123456. Next on the list are gwerty, gwe123, password. The use of such passwords is pointless, they are not unique and should be not used.

Tips for creating a strong password:

- password should be at least 8 characters long
- use alternating uppercase and lowercase letters for example PaSSworD
- Replace letters with special characters and numbers , e.g. instead od Password select P@sswOrD

What to avoid:

- Keyboard strings
- The password should not be related to private information (names, places, date of birth)
- Do not add numbers at the end of popular passwords (e.g. password1) this change does not make the password stronger
- Do not use the same password for multiple services
- Never write down your password
- Never share your passwords

More information on our website >>



We stop processing settlements in RUB

Please be informed that Citi Handlowy will discontinue cross-border incoming and outgoing payments processing support for the Russian Ruble (RUB), **starting September 1, 2023.**

The last day for processing outgoing and incoming transactions in RUB is **August 30, 2023,** in accordance with the cut-off times for execution of orders at the bank.

After that cut-off time bank will not accept transactions in RUB.

We apologise for any inconvenience this may cause. If you have any questions, please contact your Relationship Manager or CitiService.



Bank holidays: August and September 2023

Please note below the days in **August and September 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 a given country).

AUGUST	
1	СН
7	AU, CA, IE, IS
9	SG, ZA
11	JP
15	Assumption Day, AT, BE, CY, ES, FR, GR, HR, IT, LT, LU, PL, PT, RO, SI
24	UA
28	GB
29	SK
30	TR

SEPTEMBER	
1	SK
4	CA, US
6	BG
15	SK
18	JP
22	BG
25	ZA
28	AE, CZ
29	CN