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**CitiService
News**

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together

Service Shortcuts

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Update of the Tariff of Commissions and Fees for Corporate Clients

We would like to remind you that as of November 1, 2025, we are updating the Tariff of Commissions and Fees for Corporate Clients. The changes result both from the need to adapt the price list to evolving service standards and market practices, as well as from the bank’s withdrawal from providing certain services. Citi Handlowy is investing in its infrastructure to further digitalize processes, thus constantly improving the quality, speed, and standard of services provided to our clients. At the same time, the bank is adapting to a number of new regulatory requirements.

Please read the new tariff, which is already available [on our website >>](#).

For detailed explanations, please contact your Relationship Manager or CitiService Representative. For your convenience, we present below the most important information.

The changes in the tariff cover the following items:

- **settlement account** (Chapter I, points 3 and 4) – the monthly account maintenance fee updated and a minimum fee threshold introduced (details below);
- **foreign payments** (Chapter III, point 1) – updated rates for foreign transfers;
- **cash products** (Chapter III, points 2 and 3) – updated fees for cash deposits and withdrawals due to rising external costs of these services;
- **payment cards** (Chapter IV) – removal of fees and commissions for Business Cards, as this category of fees is described in a separate document – the “Table of Fees and Commissions for Business Cards”, which is part of the “Agreement on the issuing of Business Cards and the handling of operations executed with such Cards”;
- **blocked deposit** (Chapter VI) – revised fee for opening and simplified fee structure;
- **providing information to auditors** (Chapter VII, point 1) – fee updated;
- **trade transaction services** (Chapter IX, subchapter 2) – a new fee for handling the cancellation of a payment demand related to a guarantee issued by another entity and changes to the fee for verification and confirmation of the authorization of persons signing a claim for payment under the guarantee.

Minimum fee threshold:

Please note a **new minimum fee threshold** has been introduced for the basic range of our bank’s products and services.

IMPORTANT: if the total amount of monthly fees for the specified set of services is lower than PLN 3,000.00, the bank reserves the right to debit the client’s account with the difference between the unit fees paid and the amount of PLN 3,000.00.

The set of fees that will be subject to monthly total amount verification:

Chapter I, point 2	Settlement account (current and auxiliary) – monthly fee for maintaining an account for a resident
Chapter I, point 3	Settlement account (current and auxiliary) – single fee for opening an account for a non-resident
Chapter I, point 4	Settlement account (current and auxiliary) – monthly fee for maintaining an account for a non-resident
Chapter I, point 5	Monthly fee for extended operational activities related to customer services (e.g., related to the KYC process or transaction monitoring)
Chapter I, point 21	Management fee
Chapter III, point 1.1.1	Electronic internal funds transfers
Chapter III, point 1.2.1.1	Outgoing domestic payments – electronic
Chapter III, point 1.4.3	SEPA international transfer
Chapter V, point 1.1	E-BANKING – CitiDirect – monthly fee
Chapter V, point 2.1	E-BANKING – CitiConnect API – monthly fee for an account covered by the CitiConnect service

NOTE: the introduction of the minimum fee threshold will not affect our clients who actively and regularly use various services we offer.

We therefore recommend reviewing activity on your accounts at Citi Handlowy and increasing your transaction volume. Your Relationship Manager remains at your disposal to answer any questions regarding the tariff changes. They will also help you ensure the optimal use of our products and services, given the new minimum fee threshold.

Introduction of the euro in Bulgaria as of January 1, 2026

Due to Bulgaria's announced intention to join the eurozone at the beginning of next year, the euro will become legal tender in Bulgaria, replacing the Bulgarian lev (BGN).

As of January 1, 2026, Citi Handlowy will stop processing payments and maintaining bank accounts in BGN.

Below are the cut-off times for the last BGN transactions processed by Citi Handlowy.

Outgoing BGN transactions:

December 29, 2025 – this is the last day on which transactions in BGN will be processed by the bank.

Incoming BGN transactions:

December 31, 2025 – the bank will accept incoming transactions in BGN until 4.30 pm; after this cut-off time, the bank will no longer accept transactions in BGN.

Cross-border transfers: SHA as the default charging option

Please be reminded that SHA is the default charging option for foreign payments to banks located in the European Economic Area, regardless of the currency of the transaction. This is in line with the guidelines of the Payment Services Act, which implements the PSD2 directive. The bank cannot interfere with your selected payment option. If you choose the OUR option, your payment will be processed accordingly. However, this may result in the beneficiary's bank rejecting the transaction, as they may not accept this cost option. At the same time, if no charging option is selected, the system will apply the default option – SHA (Shared), as prescribed by the rules mentioned above.

IMPORTANT NOTE: when ordering payments within the EEA, please pay special attention to selecting the SHA charging option. Choosing any other option may result in rejection of the payment.

KSeF – what you need to know and how it may impact Citi Handlowy solutions

National e-Invoicing System (KSeF)

Pursuant to the Act of 16 June 2023 amending the Value Added Tax Act and certain other acts (Journal of Laws, item 1598), an obligation has been introduced to issue VAT invoices via the centralised **National e-Invoicing System (KSeF)**.

As of **February 1, 2026**, this obligation will apply to large taxpayers, i.e., those whose gross sales value for 2024 exceeded PLN 200 million. As of **April 1, 2026**, the obligation will be extended to all remaining businesses. From **January 1, 2027**, payment instructions – such as credit transfers and direct debits – will also need to include the KSeF number.

As this change is primarily of a tax nature, we encourage you to follow the updates published by the Ministry of Finance: <https://www.podatki.gov.pl/ksef/>. Below is a brief summary of how KSeF will affect the solutions offered by Citi Handlowy.

The impact of KSeF on payments

No changes to payment messages – i.e., the payment information exchanged between banks – **are currently planned on the Polish market in connection with KSeF**. Accordingly, **Citi Handlowy does not plan to modify payment instruction templates/files or account statement specifications**. The KSeF number, or aggregate KSeF identifier, should be entered in the existing data fields, i.e.:

- for **VAT Split Payment: the invoice number** field (/INV/ tag, Tax/RefNb element),
- for **other transfers: in payment details** (RmtInf/Ustrd element).

We believe that information published by the Ministry of Finance will also be helpful: <https://ksef.podatki.gov.pl/informacje-ogolne-ksef-20/numer-ksef-i-zbiorczy-identyfikator/>.

Impact of KSeF on trade finance products

For trade finance products available via the Citi Trade Portal, **an additional field was added** to enable **entry of the KSeF number** for invoices submitted for financing.

The existing connection methods and supported file formats (extensions) will remain unchanged. However, as an additional field was added, we recommend updating your financial and accounting systems to ensure that the KSeF number of a registered invoice can be automatically provided to the bank, thus confirming compliance with applicable legal regulations effective from February 1, 2026.

Impact of KSeF on cash solutions

Some of the cash solutions offered by the bank are subject to VAT. For these services, **invoices will be issued via KSeF** starting February 1, 2026.

We encourage you to pay attention not only to the **accuracy** but also to the **completeness and level of detail of the data** provided when submitting payments. This is becoming increasingly important – not only in the context of KSeF, but also in connection with the upcoming ISO 20022 requirements and control processes resulting from sanctions regulations. Please continue to follow our communication in this area.

For more information on the impact of KSeF on the solutions offered by Citi Handlowy, please reach out to your Relationship Manager.

The announced migration of SORBNET (RTGS) payments to the ISO 20022 standard was successfully completed in September

On September 8, 2025, all Polish banks successfully migrated to the new SORBNET3 system launched by NBP, along with the ISO 20022 standard for SORBNET (RTGS) payments. This represents a major step towards the modernization of the Polish high-value payments system and the evolution of domestic payment infrastructure. This change is intended to ensure compliance with international trends and provide a higher level of security for financial operations.

New MX payment messages have been implemented to process SORBNET payments. These modern XML-based messages provide a large amount of highly structured data, far richer than the previously used MT format. This change will bring significant benefits to all market participants, as it enriches data sets, promotes comprehensive automation throughout the transaction lifecycle, and improves automatic data reading capabilities, enabling faster processing and greater compatibility across different countries and settlement systems. Therefore, the successful migration substantially contributes to increased efficiency and security of SORBNET payments.

[Migration to ISO 20022 and its impact on Citi Handlowy's clients with respect to SORBNET \(RTGS\) payments >>](#)

This is the next step in the process of migrating the financial sector to the ISO 20022 standard.

Heads-up: upcoming changes to beneficiary address requirements (ISO 20022)

Key points

- Starting from November 2026, when entering beneficiary details, you will no longer be able to provide them as a single unstructured string.
- When providing the **beneficiary address**, you will be asked to break it down into more detailed fields. It is particularly critical to specify the town name and country code.
- To prepare for these changes, we recommend **reviewing – and, if necessary, updating – your counterparty database** now, so that address data can be labelled as precisely as possible (e.g., street name, building number, apartment numer, postal code, town, country).

Migration to a hybrid or structured address

Both the Polish and global payment markets are currently undergoing migration to the ISO 20022 standard. The aim of this change is to standardize and structure the data exchanged in payment messages, including assigning more precise labels to individual data elements.

Until now, in most payment messages, **beneficiary data** could be provided in an unstructured format:

Unstructured address

Beneficiary: [ABC Company, ul. Kwiatowa 5/7, 01-234 Warsaw](#)

Starting from November 2026, two acceptable methods of providing recipient details will be in use at Citi Handlowy:

Hybrid address (minimum version, i.e., with only town and country fields separated)

Beneficiary:

- Name: [ABC Company](#)
- Address: Unstructured address details: [ul. Kwiatowa 5/7, 01-234](#)
Town: [Warsaw](#)
Country: [PL](#)

Structured address

Beneficiary:

- Name: [ABC Company](#)
- Address: Street: [Kwiatowa](#)
Building number: [5](#)
Apartment number: [7](#)
Postal code: [01-234](#)
Town: [Warsaw](#)
Country: [PL](#)

This change is market-wide; therefore, our bank is also implementing these requirements. At present, we anticipate that the obligation will apply to various types of payments to varying extents. Transfers will require either a fully structured or hybrid address – the precise market approach is still being finalized.

Providing at least the town name and country code in separate fields will be particularly important for SEPA payments, other cross-border transfers, and domestic RTGS (SORBNET) payments. When submitting a payment order via CitiDirect, you will see a form with separate fields for each element of the beneficiary’s address. Some of these fields will be mandatory. If you use CitiConnect or file import, you will be required to provide the address in either a structured or hybrid format.

We will keep you informed about further details and implementation timelines. However, we strongly recommend reviewing whether you store beneficiary address data in sufficient detail to ensure that future requirements for initiating payments are met.

Changes to the Business Card Holders' helpline – coming soon

As announced in previous CitiService News (# 8 and # 10), our bank intends to change the way the helpline for Business Cardholders operates. We plan to launch the new service model soon. Below we describe the details and scope of the changes.

Scope	Today	Soon
Service time	Service: Monday to Friday (on business days), 9:00 a.m. – 5:00 p.m. Card blocking: 24/7.	Full service (also card blocking): 24/7, including weekends and public holidays.
Language	Polish and English	Polish, English, and several other Outside business hours (5:00 p.m. – 8:00 a.m.), as well as on weekends and public holidays, the main language of service will be English.

IMPORTANT: The contact number remains unchanged (as shown on the back of the card):
+48 (22) 692 26 62 or 800 120 111.

We would like to remind you that your employees have 24/7 access to the CitiManager system, also available as the CitiManager Mobile app. We particularly recommend using this channel to block a card if necessary.

This action can be performed in the system for:

- Cardholder – using the *Replace Card* option in the CitiManager system or in the CitiManager Mobile app,
- Card Program Administrator – using the edit option in the *Manage Users* tab in the CitiManager system.

The changes to the helpline operating model are possible through the use of Citi resources. As a result, you will benefit from greater availability of consultants supporting Cardholders. Leveraging global processes will enable us to adapt our services more efficiently to Citi's latest standards and future market requirements.

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Simplified Business Card offer



As announced in the 8th edition of CitiService News, in line with the latest market trends and needs, we are simplifying our Credit Business Card offer and unifying the designs of Credit and Debit Business Cards.

In the first quarter of 2026, instead of the currently available three card types – Blue, Silver, and Gold – we will introduce a single type of Credit Card and one design of Business Card, aligned with Citi standards.

This change will:

- streamline your business processes for Credit Cards:
 - one card type for all employees,
 - unified monthly fee rates,
 - card information consolidated into one account statement (for cards that are settled automatically),
- improve security: sensitive card data (card number, expiry date, and security code) will be placed on the back of the card,
- Debit Cards will include a printed currency symbol.

Despite the introduction of a single type of Credit Card, the cards will continue to provide a comprehensive insurance package. Based on the frequency and value of insurance claims in the past, from January 2026, all current card types and the new card will be covered by the package previously offered with the Silver card. This package includes Assistance, Accident Insurance, and Medical Cost coverage and addresses the most common incidents such as baggage delays, travel delays, or cancellations.

Finally, we are also changing how the cards are produced. The plastic used for every card will now be made entirely from recycled plastic. These changes will be explained in detail in the FAQ section on our bank's website.



New menu features in CitiDirect® replace old system options

We would like to remind you that the new version of CitiDirect offers more intuitive menu options (they are marked with a green “i” sign). These new options gradually replace the old menu functions. During the transition period, users can perform a given action using either the new or old system functions. In the next step, we gradually disable the old menu options, which means the older system screens are turned off. Users may see changes at different times.

We would like to draw your attention to two additional screens being turned off:

- On October 22, 2025, **we disabled the *Submit/Modify* screen.** Users may use the new *Modify Payments* feature, available in the *Manage Payments* menu. This feature allows users to more easily manage payments in the system, including modifying, completing, and correcting payment orders ([client instructions >>](#)).
- On November 5, 2025, **we will remove the *Quick Entry from Templates* screen.** We encourage users to use the enhanced *Quick Pay Using Templates* feature. This option makes initiating payments much easier.

We plan to make new versions of additional modules available in the near future and will keep you updated.

For more information, please join our [online trainings >>](#) or refer to [manuals >>](#) or [video instructions >>](#)

If you have any questions, please [contact the CitiDirect Helpdesk >>](#)

CitiDirect® Digital Onboarding – managing the list of authorized account users

We would like to remind you that CitiDirect Digital Onboarding supports our clients in opening additional accounts using the *Universal Onboarding Form*. Currently, in Phase 1, the bank partially completes the form using the data we already have, and sends it to you for completion and signature. At this stage, the process is already digital but still initiated by a bank representative. [Click here to see how you can open an incremental account in 3 easy steps >>](#)

In the target model (phase 2), CitiDirect Digital Onboarding will allow you to self-initiate additional account requests at your convenience. You will also be able to manage transaction banking products and update the list of individuals authorized to operate the account – all directly on our CitiDirect platform.

Importantly, thanks to the module in CitiDirect – *Digital Signer Management* (which we plan to expand later this year) – you will have direct access to information about individuals authorized to operate on the account (Signers) and the ability to submit online documentation to add, change, or remove them. The bank will verify the documents and automatically update the Central Database of Signers. Since the process relies on electronic document exchange, it is crucial that all changes are submitted in a strictly defined manner to ensure timely updates.

NOTE: to update the list of Signers, it is necessary to provide full details of authorized persons. To do this:

- use the [Universal Maintenance Form](#)
- provide all AML Act-required data indicated in the form
- indicate individual business e-mail addresses of authorized persons (with the company domain)

IMPORTANT: submitting only registration documents without the required data does not constitute the designation of a Signer for banking matters.

Categories of people authorized to operate on the account – Signers:

Corporate – signers authorized per Board Resolutions, Powers of Attorney, Commercial Registers, or other similar authority documents to act on behalf of the Customer in opening, closing, and maintaining accounts.

Operating – signers authorized to credit, debit, or otherwise operate any account on behalf of the Customer for any service provided by bank, subject to any restrictions specified next to their name. Transactional signing authority is outlined in the Board Resolution or other similar authority documents, specifying who can transact on accounts and how.

Initiators – individuals authorized to initiate and confirm fund transfers by manual means (as well as amend, recall, or cancel previous instructions).

Confirmers – to ensure the security of funds, the Bank reserves the right to confirm over the phone instructions that result in debiting the account. For confirmation, the Bank will contact one of the authorized persons listed in this section.

This worldwide deployment by Citi was recognized with the *2025 Digital Banker Global Transaction and Innovation Awards* in August.

Standardization and Global Consistency

This digital onboarding process aligns with Citi’s global approach, enabling us to deliver a globally consistent client experience. As part of this effort, we are adopting standardized documents across Citi that outline the terms and conditions of service provision, including: [the Master Account & Service Terms](#), [the Confidentiality and Data Privacy Terms](#), [the Security Procedures](#), and [the Country Addendum for Bank Handlowy w Warszawie S.A.](#) and [the Cash Management User Guide \(Poland\) for Bank Handlowy w Warszawie S.A.](#) These will replace the current documentation, primarily the General Terms and Conditions of Co-operation with Clients, after you sign the [Universal Onboarding Form](#). Please note that this standardization of documentation will not alter your existing terms of service with Citi Handlowy but will ensure a consistent documentation structure across our entire group.

We believe these enhancements will significantly improve your experience with Citi Handlowy, providing more efficient service.

Audits – responding to the Auditor’s request



For most of you, the beginning of the year is a period of increased activity due to year-end closing and requests for financial statements as at December 31, 2025. To prepare for efficiently handling the demand for audits in response to auditors’ inquiries, we would like to remind you of the rules related to this process.

Scope of information provided in response to auditors’ requests.

1. Standard audit:

- standard response to the auditor
- provides general information on balances of all bank accounts, deposits, guarantees, letters of credit, and cards – not a response to every auditor’s question
- fee in accordance with the Fees and Commissions Table for Clients – PLN 400
- certificate prepared within 3 working days.

2. Custom audit:

- custom response to the auditor
- includes answers to all the auditor’s questions resulting from the application submitted to the bank
- fee in accordance with the Fees and Commissions Table for Clients – PLN 1,200
- audit prepared within 5 working days

We would like to remind you that the application must be signed in accordance with the company’s representation and the documentation submitted to the bank (qualified electronic signature or signature according to the signature specimen card).

The application can be sent to the bank in four ways:

- by post in the original (hand-signed) to the address:
Citi Handlowy
Bank Handlowy w Warszawie S.A.
16 Senatorska Street
Client Documentation Zone
- by email to the Relationship Manager with a qualified electronic signature
- via the confirmation.com platform – the auditor attaches an appropriate authorization signed by the client
- as a scan attached to an email, hand-signed in accordance with the company’s representation and signature specimens available at the bank

We also encourage you to use the confirmation.com platform – digitalization of the process will allow faster and more efficient issuance of bank audits while maintaining high data security standards.

Instructions for auditors submitting applications via the confirmation.com platform are available here:
<https://www.citibank.pl/poland/corporate/polish/pdf/instrukcja-confirmation.pdf>

Additionally, please note that if the domain of the auditor’s email address to which the bank is to send the prepared audit does not appear on the MTLS list, the audit will be sent via encrypted *secure email*.

Bank Holiday: November and December 2025

Please note the following days in **November and December 2025** when orders received will be processed on the following business day due to currency exchange holidays (i.e., public holidays in the respective countries).

NOVEMBER	
3	JPY
11	CAD, USD, PLN
17	CZK
24	JPY
27	USD

DECEMBER	
1	RON
15	KZT
16	KZT, ZAR
24	BGN, CZK, DKK, HUF, NOK, SEK, PLN
25	AUD, BGN, CAD, CHF, CZK, DKK, EUR, GBP, HUF, NOK, RON, SEK, UAH, USD, ZAR, PLN
26	AUD, BGN, CAD, CHF, CZK, DKK, EUR, GBP, HUF, NOK, RON, SEK, ZAR, PLN
31	DKK, JPY, SEK