



CitiService News

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CitiService News



Market Analyses



Contact with CitiService:
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eForms - Electronic Document Exchange Platform



In an effort to increase our availability, we are developing new solutions that make it easier for you to contact the Bank and save the time you need to handle everyday bank orders. As a result, we have already provided you with almost **50 online application forms**, which may be submitted through our electronic document exchange platform - **eForms**.

The eForms platform is a digital channel for exchanging documents between the Client and the Bank. It enables you to **submit applications to the Bank more quickly and easily**. The hints offered by the platform will help you fill in the application correctly, minimizing the risk of mistakes. This will streamline the process of verifying the correctness of your application by the Bank. You will be able to check the status of the case on the platform, and you will be also notified about the application status with e-mail or SMS alerts.

In the near future, this solution will almost completely eliminate paper documentation from the banking product handling process.

[Learn more about the eForms platform >>>](#)

At present, you can submit electronic applications for services related to: CitiDirect BE electronic banking, bank account and corporate cards. With the eForms platform you can do things such as:

- set the statement delivery method to email,
- open a new sub-account,
- change debit card settings,
- add or delete permissions in your profile in the CitiDirect BE system.

Additionally, we will gradually introduce new functionalities and product groups to be supported in this channel. With the **eForms** platform you can request, free of charge, changes in the CitiDirect BE system which are not covered by **Security Manager Entitlements**.

[See how you can get access to the eForms platform >>>](#)

We also invite you to use our new innovative solution: the MobilePASS app. Its advantages include:

- **More convenient, "on the spot" log-in process** using your smartphone.
- Friendly and **secure log-in process** using app-generated numeric passwords.
- Possibility to use **additional security features** protecting the smartphone against unauthorized access, e.g. using PIN, password, pattern or fingerprint.
- **Possibility to add new users quickly** without the need to wait for the delivery of new physical tokens.

[Find out more about mobile access with the MobilePASS app >>>](#)

Should you have any queries, please contact your Relationship Manager.



Annual balance confirmations

We kindly inform you that the Bank will send balance confirmations as of 31 December 2017 to your correspondence addresses.

Please check them and - if needed - also update your correspondence addresses.



Certificates for the Auditor

The time is coming when you will be ordering audit certificates in connection with your business activities. In order to meet your expectations as regards the contents of audit documents prepared by Citi Handlowy, we want to present the scope of information included in particular types of certificates:

- **Standard audit** (fee as per the Fee and Commission Tarif - PLN 200), time to prepare: not longer than 3 business days - the certificate shows balances of all your bank accounts.
- **Non-standard audit** (fee as per the Fee and Commission Tarif - PLN 1,000), time to prepare: not longer than 5 business days - the certificate includes replies to all questions asked by the auditor, in accordance with the audit request.

If you have any questions, please contact CitiService Relationship Managers.



Changes of the rules of payment of contributions for Polish Social Insurance Institution (ZUS)

From the 1st January 2018, the rules of payment of contributions for Polish Social Insurance Institution (ZUS) are going to change.

ZUS payments are going to be conducted as one regular domestic bank transfer to the individual account number which you are going to obtain in the registered letter from ZUS.

Instead of three or four transfers a month, there will be just one, sent altogether for:

- social insurance,
- health insurance,
- the Labour Fund,
- the Fund of Guaranteed Employee Benefits
- the Bridging Pension Fund.

Foregoing accounts will be closed on 31st December 2017.

New individual number of contributions account is going to be made up of 26 numerical digits. In this number, the ZUS identification number and your NIP number (the last 10 digits) are going to be contained.

2 digits	11 digits	3 digits	10 digits
XX	60000002026	XXX	XXXXXXXXXX
Control number	Permanet number	Complementary number	Your NIP

From 1st January 2018, the only information that is going to be obligatory in order to complete the bank transfer to ZUS will be the contribution amount, sender and recipient of the payment and yours new number of contribution account.



Clearing balances for Budgetary Units

Please be advised that budgetary units, which should have their account balance cleared at the end of the year, are requested to provide a written order to the bank **no later than on 8 December 2017**.

Please send your orders to the following address:

**Strefa Dokumentacji Klienta,
ul. Senatorska 16,
00-923 Warszawa**

In order to ensure efficient service, we ask you to sign the orders in accordance with the Specimen Signature Card submitted to and available in the bank. If your order consists of multiple pages, please affix the **required signatures** on each page.



Cut off Times for import (outgoing) transfers in foreign currency

Import transfers (ordered, outgoing) - realization of transfer based on available funds on client's account:

Currency	COT VDO	COT VD1, VD2
SEPA (EUR)	15:00	VD1 17:00
USD	15:00	17:00
EUR	15:00	17:00
GBP	12:30	17:00
CHF	12:00	14:30
SEK	10:15	14:30
DKK	12:30	14:30
NOK	12:30	14:30
AUD	we do not realize with VDO	14:30
JPY	we do not realize with VDO	VD1 12:45, VD2 14:30
CAD	12:30	14:30
KZT	we do not realize with VDO	VD1 12:45, VD2 14:30
CNY	we do not realize with VDO	VD1 12:45, 14:30
HRK	11:00	14:30
CZK	10:00	14:30
HUF	12:30	14:30
ZAR	12:00	14:30
RUB	10:20	14:30
RON	10:00	14:30
TRY	10:00	14:30
BGN	12:45	14:30
PLN	13:00	14:30

Cut off Times for export (incoming) transfers in foreign currency

Export transfers (received) - execution on the same business day provided that the payment instruction message and confirmation of credit on Nostro account are received:

For USD, EUR, CHF, DKK, GBP, HUF, NOK, RON, CZK currency	15:30
For HRK currency	12:20
For RUB currency	10:20
For SEK currency	11:20
For BGN currency	12:45
For USD, EUR currency meeting the STP criteria	16:30
For other currencies	13:00



Bank holidays in November and December 2017

Please note below the days in November and December 2017 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).

NOVEMBER	
3	JP
6	RU
13	CA
17	CZ, SK
23	JP, US
30	AE, RO

DECEMBER	
1	AE, PT, RO
6	ES, FI
8	AT, ES, IT, PT
25	AT, AU, BE, BG, CA, CH, CY, CZ, DE, DK, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, PT, RO, SE, SG, SI, SK, US, ZA
26	AT, AU, BE, BG, CA, CH, CY, CZ, DE, DK, EE, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, RO, SE, SK, SI, ZA