



CitiService News

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Service Shortcuts



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Foreign Exchange Rates



CitiService News



Market Analyses



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CitiDirect BE - User Access Management

We are happy to inform, that newly designed package of CitiDirect BE User Access Management functionalities which makes users management faster and more efficient is available.

What's new?

- Installation of Java software is no more required
- Copy entitlement from existing user
- Consolidated access controls
- Single interface

Thanks to the reduction of necessary activities, user profiles management is now easier and consumes less time. Detailed information about the new functionality are available under the link:

[Quick Reference Guide >>](#)

Don't you have an access to this functionality?

[Designate CitiDirect BE Security Manager >>](#)

We encourage You to use new, advanced CitiDirect BE features.

Annual confirmation of balances

On 17 January 2020, we have sent you the documents with annual balances confirmation.

Please remember to send us back the second copy of the received document with your signature, within 14 days of receipt, to the below address:

Bank Handlowy w Warszawie S.A.

Biuro Obsługi Rachunków Klientów Korporacyjnych
(Account Support Office, Corporate Customers)

ZODRK

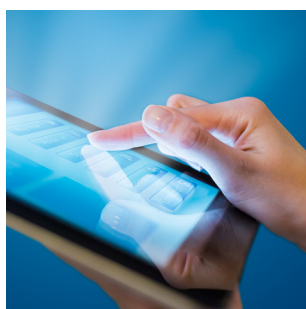
ul. Senatorska 16

00-923 Warszawa



BREXIT - important information

We would like to inform that after the United Kingdom leaves the European Union, SEPA settlements and payments in GBP currency are processed without any changes.



CitiDirect BE Mobile application with biometric authentication feature is available!

We are pleased to inform that CitiDirect BE Mobile application (as a new alternative to the already operating mobile version for web browsers) is available! It offers advanced features, including the possibility of biometric authentication.

CitiDirect BE Mobile application allows to manage everyday transactions directly from the smartphone or tablet. It is easy-to-use, secure and feature rich.

Thanks to it users with an access to new CitiDirect BE Mobile are able to authenticate login to the system using fingerprint scanning or face recognition mechanisms, and soon also during the login to the CitiDirect BE desktop version.

This solution is available for the users who have a mobile device with the APPLE IOS or ANDROID operating system, that support biometric technologies.

[More details >>](#)



Important security information

We want to draw your attention to the following very important security issue.

We have seen an increase in the activity of criminals, who impersonate a known business contact and send a fake e-mail asking for a payment.

It is popular type of the social engineering attack called BEC (Business E-mail Compromise). We invite you to read the practical tips that will help you protect yourself from fraud.

[More details >>](#)

Please be especially vigilant!



Bank holidays in March and April 2020

Please note below the days in **March and April 2020** 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).

MARCH	
2	CY, GR
3	BG
9	RU, UA
11	LT
17	IE
20	JP
25	CY, GR

APRIL	
1	CY
6	CN
9	DK, ES, IS, NO
10	AU, BE, CA, CH, CZ, DE, DK, EE, ES, EU, FI, FR, GB, HK, HU, IE, IS, IT, LU, NL, NO, PT, SE, SG, SK, ZA
12	Easter Sunday
13	Easter Monday, AT, AU, BE, CH, CZ, DE, DK, EU, FI, FR, GB, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, PT, SE, SK, SI, ZA
17	BG, CY, GR, RO
20	BG, CY, GR, RO, UA
21	CY
23	IS, TR
27	NL, SI, ZA
29	JP
30	HK