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CitiService News


Czytaj Aktualności Bądź na bieżąco

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TABELA KURSÓW



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NEW NAME OF THE CUSTOMER SERVICE DEPARTMENT

This August 1, 2011 we are changing the name of our **Customer Service Department** to **CitiService**.

Over the years, the Customer Service Department has cemented its strong position among corporate clients. It has been 16 years since we started supporting our corporate clients in solving their operational and transactional issues.

Our unique structure in which all matters are reported in one place is an effective and proved mechanism. Personalized approach to each company and good knowledge of your needs help us build long-lasting relationships.

With the new name, we will be able to position our corporate service as a place in which both the **existing and potential clients** can receive any information they need in a quick and professional manner. For this purpose we give you access to one CitiService phone number, 801 2484 24, and one e-mail address. Our customer service standards remain unchanged. We make customer satisfaction our top priority so that each client sees CitiService as his or her trusted adviser.

Quality is one of the main strategic assumptions of Citi Handlowy for the coming years and the new **CitiService** with its principles certainly fits into this strategy.

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CITI HANDLOWY – 123% OF GROWTH IN FACTORING

Factoring volumes of Citi Handlowy (or, the value of invoices acquired by the Bank) over the first six months of the year totaled PLN 2.6 billion compared with PLN 1.2 billion in the first half of 2010. With that result Citi Handlowy increased its share in the factoring market. **Citi Handlowy took the second place among banks in terms of factoring volumes** with a share of 19% (up by 4% from last quarter), and was ranked on **the fifth place among all factoring institutions** (banks and other institutions that provide factoring services) with a share of 7.6% (up by 1.2% from last quarter).

The success was possible because of the dynamic growth in the number of signed agreements – 110 agreements from January to June compared with a total of 144 throughout the entire last year. In particular, clients valued structured transactions, which combine a number of existing products adjusted to suit the needs of the company, and which allow for financing both the accounts receivable and accounts payable.

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**HOW TO CREATE
ELECTRONIC
TRANSFER ORDERS
TO SOCIAL SECURITY
INSTITUTION
REMINDER**

How to make an electronic transfer order to the Social Security Institution fast and hassle-free?

Most frequently encountered problems:

- NIP – in the field concerning the NIP number enter the 10-digit NIP of the payer (without any separators such as the dash '-', space, etc.!).
- Identifier Type – the following values selected from the menu are permitted: REGON (R), PESEL (P), personal identity card number (1), passport number (2).
- Number – in this field you need to enter the number of the Payer Identifier you selected; depending on the type of the identifier, the number consists of:

- Personal identity card number – 3 letters + 6 digits,
- Passport number – the length of the passport number is not standardized,
- PESEL number – 11 digits,
- REGON number – 9 or 14 digits,

- Declaration type – choose the right declaration type from the list:

- A** – additional payment, private individual;
- B** – additional payment, institution;
- D** – additional payment determined by the Social Security Institution;
- E** – enforcement costs;
- T** – deferred payment date;
- U** – installment scheme;
- M** – period longer than one month;
- S** – contribution for one month.

- Date – enter the date according to the YYYYMM format (year – 4 digits, month – 2 digits) for all Declaration Types, e.g. 200503.
- Declaration Number – enter two-digit declaration number.

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**NEW SERVICE –
CONFIRMATION OF
SUCCESSFUL
DOMESTIC
TRANSFERS –
REMINDER**

Please be reminded that **a new service called confirmation of successful domestic transfers** was launched in May 2011. To generate a transaction confirmation, you need to enter **the right sequence of characters in the field "Payment Details"** in CitiDirect.

The confirmations of such transactions will be sent on the transfer execution date as a PDF file to the email address which is currently used for receiving bank account statements. Where the client downloads account statements only via CitiDirect, and wishes to receive confirmations of individual transfers to his/her email address, he or she needs to sign an instruction to that effect and deliver it to the Bank.

The files are encrypted – to open them, you need to give your current password used for opening the account statements.

You may still obtain traditional transaction confirmation (on paper) for the Bank by contacting the CitiService.

For further details please go to "What's New" section on the CitiDirect Customer Academy website at www.citihandlowy.pl/akademiaklienta

Please contact your CitiService if you want to activate the service or have any doubts or queries.

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