

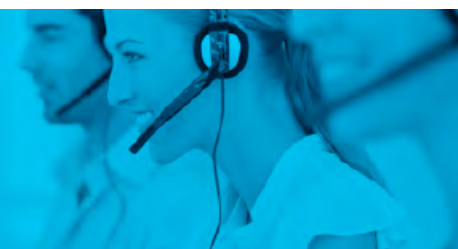
read CitiService News

September 2022 | edition No. 9

Service Shortcuts:

Contact with CitiService:

 tel.: 801 24 84 24; 22 690 19 81



Electronic Banking: chat with HelpDesk CitiDirect BE® Technical Support today!

Starting from August 16th all CitiDirect BE users who require technical advice may use a new, interactive way to contact Technical Support. **CitiDirect BE® Chat** allows online consultation with an experienced Helpdesk representative. The additional option of co-browse screensharing during chat makes the communication easier and speeds up the resolution of your inquiries.

How it works?

- Once logged into CitiDirect BE, the chat icon is located on the right side of the screen.
- Upon clicking the icon, a chat window pops-up providing a system greeting and an inquiry reference number.
- Using the co-browse icon, the user if desired can share their CitiDirect BE screen.

Benefits:

- Your queries are acknowledged and addressed on a real-time basis. No need to pick up the phone or draft an email, a HelpDesk representative is “one click” away.
- You can initiate co-browsing allowing the HelpDesk representative to see the exact CitiDirect BE screen you are viewing.

If you have any system related questions, please click the icon and chat with us! Our Technical Support is available Monday-Friday, 8:00 am - 5:00 pm CET.

[More details >>](#)

[BACK >>](#)

Valid identity documents: important due to the amendment of the AML Act

With the change of the AML Act, we would like to remind you of the obligation to update the identity documents (ID) with the bank in the event that the validity period has expired or there has been a change for other reasons. Details below.

In connection with the amendment to the Act on anti-money laundering and terrorist financing of March 1, 2018 ("AML Act"), new obligations have been imposed on obliged institutions, including banks, starting from October 31, 2021. These obligations are related to the application of financial security measures in a situation where there has been a change to the previously determined customer data, including persons authorized to act on behalf of the customer or ultimate beneficiary owner. Please be reminded that, banks are required to identify the customer and verify its identity on the basis of identity documents on a constant basis. Citi Handlowy performs these activities in particular towards persons authorized to act on behalf of the customer, i.e. persons indicated in the signature specimen card or entitled to authorize payments in electronic banking, program administrators and corporate card holders. The obligations imposed by the amended AML Act require ensuring that customer data, including those from ID of persons authorized to act on behalf of the customer, is valid. We would like to draw your attention to this as **lack of current data may result in blocking the possibility of performing a transaction by a person whose data is not up-to-date**, and this may result in the delay or even suspension of your company's transaction.

[BACK >>](#)

Execution of foreign payments: AUD, JPY, KZT and CNY



Please be advised that foreign outgoing payments in **AUD, JPY, KZT** and **CNY** are not settled with the value date **VDO** due to time differences.

We kindly ask do not indicate the option "VDO" in the bank's system in the field "Additional instructions" for the above-mentioned currencies.

Detailed information on the cut-off times and order execution time on [Client Zone >>](#)

BACK >>

Bank holidays: September and October 2022

Please note below the days in **September and October 2022** 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 Poland).

SEPTEMBER	
1	SK
5	CA, US
12	CN
15	SK
19	JP
22	BG
23	JP
28	CZ
30	CA

OCTOBER	
3	AU, CN, DE
4	CN, HK
5	CN
8	CN
7	CN
10	CA, JP, US
12	ES
14	UA
24	SG
26	AT
28	CY, CZ, GR
31	HU, IE, SL

[BACK >>](#)