

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Bank Handlowy w Warszawie S.A.
ul. Senatorska 16
Warszawa
00-923
Poland

Holds Certificate No:

ITMS 561645

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.

For and on behalf of BSI:

Matt Page, Senior Vice President, EMEA Assurance

Original Registration Date: 2010-07-01

Latest Revision Date: 2025-03-03

Effective Date: 2025-03-14

Expiry Date: 2028-03-13

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Certificate No: **ITMS 561645**

Location	Registered Activities
Bank Handlowy w Warszawie S.A. ul. Senatorska 16 Warszawa 00-923 Poland	The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.
Bank Handlowy w Warszawie S.A. ul. Goleszowska 6 Warszawa 01-260 Poland	The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.
Bank Handlowy w Warszawie S.A. ul. Pstrowskiego 16 Olsztyn 10-602 Poland	The service management system supporting provision of IT infrastructure and application maintenance services for internal customers and Citi legal vehicles in Poland, in accordance with the IT Service Catalogue.

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000

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