

read CitiService News

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Service Shortcuts:

Contact with CitiService:

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Cut-off times for accepting orders for outgoing foreign transfers

We kindly inform you that the bank extended the hours of accepting orders as of **July 1, 2023** (cut-off times) for outgoing foreign transfers.

Below we present the new cut-off times of accepting orders.

Outgoing foreign transfers:

Currency	Value date DO (today)	Value date D+1, Value date D+2
SEPA (EUR)	3:00 pm	D+1 5:00 pm
USD	3:00 pm	5:00 pm
EUR	3:00 pm	5:00 pm
GBP	12:30 pm	5:00 pm
CHF	12:00 pm	5:00 pm
SEK	10:15 am	5:00 pm
DKK	12:30 pm	5:00 pm
NOK	12:30 pm	5:00 pm
AUD	we do not realize with DO	3:00 pm
JPY	we do not realize with DO	3:00 pm
CAD	12:30 pm	5:00 pm
KZT	we do not realize with DO	3:00 pm
CNY	we do not realize with DO	3:00 pm
CZK	10:00 am	5:00 pm
HUF	12:30 pm	5:00 pm
ZAR	12:00 pm	5:00 pm
RUB	10:20 am	5:00 pm
RON	10:00 am	5:00 pm
TRY	10:00 am	5:00 pm
BGN	12:45 pm	5:00 pm
PLN	13:00 pm	5:00 pm
Other currencies	we do not realize with DO	we do not realize with D+1 D+2 2:30 pm

Incoming foreign transfers are booked by the end of the business day for the bank. Actual information on the cut-off times of accepting orders can be found on our website, in the Client Zone tab.

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Security:

create secure passwords

Passwords have become an integral part of our lives. We use passwords when logging into a computer at work, social networking sites, e-mail and even a mobile phone. Password strength is a key to our online security.

Popular passwords:

Theoretically, there are infinitely many combinations of characters that can create passwords for Internet users. However, as research shows, the most common password is [123456](#). Next on the list are [qwerty](#), [qwe123](#), [password](#). The use of such passwords is pointless, they are not unique and should be not used.

Tips for creating a strong password:

- password should be at least 8 characters long
- use alternating uppercase and lowercase letters for example [PaSSworD](#)
- Replace letters with special characters and numbers , e.g. instead of Password select [P@sswOrD](#)

What to avoid:

- Keyboard strings
- The password should not be related to private information (names, places, date of birth)
- Do not add numbers at the end of popular passwords (e.g. [password1](#)) - this change does not make the password stronger
- Do not use the same password for multiple services
- Never write down your password
- Never share your passwords

[More information on our website >>](#)

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We stop processing settlements in RUB

Please be informed that Citi Handlowy will discontinue cross-border incoming and outgoing payments processing support for the Russian Ruble (RUB), **starting September 1, 2023.**

The last day for processing outgoing and incoming transactions in RUB is **August 30, 2023**, in accordance with the cut-off times for execution of orders at the bank.

After that cut-off time bank will not accept transactions in RUB.

We apologise for any inconvenience this may cause. If you have any questions, please contact your Relationship Manager or CitiService.

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Bank holidays: August and September 2023

Please note below the days in **August and September 2023** 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).

AUGUST	
1	CH
7	AU, CA, IE, IS
9	SG, ZA
11	JP
15	Assumption Day, AT, BE, CY, ES, FR, GR, HR, IT, LT, LU, PL, PT, RO, SI
24	UA
28	GB
29	SK
30	TR

SEPTEMBER	
1	SK
4	CA, US
6	BG
15	SK
18	JP
22	BG
25	ZA
28	AE, CZ
29	CN

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