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CitiService
News

April 2025 | edition No. 4

EUROMONEY


CASH
MANAGEMENT
2025

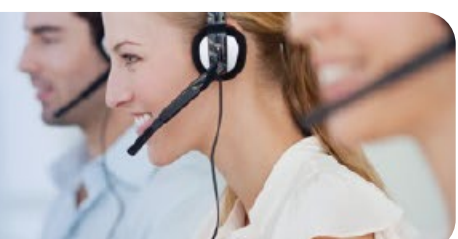
Euromoney's Cash Management Survey 2025

NOTE: one of the world's most comprehensive transaction banking benchmarks starts in mid-April.

Service Shortcuts

Contact with CitiService:

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



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Macroeconomic webinar with Piotr Kalisz



We invite you to an online conference with Piotr Kalisz, Head of CEE Economics at Citi Handlowy. During the session, current macroeconomic trends will be discussed. We encourage you to register.

Registration link:

https://citi.zoom.us/webinar/register/WN_SO7XCecCQ6aifNEXYTIvwA

CitiDirect® Digital Onboarding - managing the list of authorized account users

We would like to remind you that CitiDirect Digital Onboarding supports our clients in opening additional accounts using the Universal Onboarding Form. Currently, in Phase 1, the bank partially completes the form using the data we already have, and sends it to you for completion and signature. At this stage, the process is already digital but still initiated by a bank representative. [Click here to see how you can open an incremental account in 3 easy steps >>](#)

In the target model (phase 2), CitiDirect Digital Onboarding will allow you to self-initiate additional account requests at your convenience. You will also be able to manage transaction banking products and update the list of individuals authorized to operate the account – all directly on our CitiDirect platform.

Importantly, thanks to the module in CitiDirect - Digital Signer Management (which we plan to expand later this year) - you will have direct access to information about individuals authorized to operate on the account (Signers) and the ability to submit online documentation to add, change, or remove them. The bank will verify the documents and automatically update the Central Database of Signers. Since the process relies on electronic document exchange, it is crucial that all changes are submitted in a strictly defined manner to ensure timely updates.

NOTE: to update the list of Signers, it is necessary to provide full details of authorized persons. To do this:

- use the [Universal Maintenance Form](#)
- provide all AML Act-required data indicated in the form
- indicate individual business e-mail addresses of authorized persons (with the company domain)

IMPORTANT: submitting only registration documents without the required data does not constitute the designation of a Signer for banking matters.

Categories of people authorized to operate on the account – Signers:

Corporate – signers authorized per Board Resolutions, Powers of Attorney, Commercial Registers, or other similar authority documents to act on behalf of the Customer in opening, closing, and maintaining accounts.

Operating – signers authorized to credit, debit, or otherwise operate any account on behalf of the Customer for any service provided by bank, subject to any restrictions specified next to their name. Transactional signing authority is outlined in the Board Resolution or other similar authority documents, specifying who can transact on accounts and how.

Initiators – individuals authorized to initiate and confirm fund transfers by manual means (as well as amend, recall, or cancel previous instructions).

Confirmers – to ensure the security of funds, the Bank reserves the right to confirm over the phone instructions that result in debiting the account. For confirmation, the Bank will contact one of the authorized persons listed in this section.

Standardization and Global Consistency

This digital onboarding process aligns with Citi's global approach, enabling us to deliver a globally consistent client experience. As part of this effort, we are adopting standardized documents across Citi that outline the terms and conditions of service provision, including: [the Master Account & Service Terms](#), [the Confidentiality and Data Privacy Terms](#), [the Security Procedures](#), and [the Country Addendum for Bank Handlowy w Warszawie S.A.](#) These will replace the current documentation, primarily the General Terms and Conditions of Co-operation with Clients, after you sign the [Universal Onboarding Form](#). Please note that this standardization of documentation will not alter your existing terms of service with Citi Handlowy but will ensure a consistent documentation structure across our entire Group.

We believe these enhancements will significantly improve your experience with Citi Handlowy, providing more efficient service.



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Copy Payment is now available in CitiDirect

The *Copy Payment* in the *Manage Payments* module is now available to all entitled users.

This new functionality allows users to conveniently copy the details of previously initiated payment (regardless of its status) and submit a new payment with those same details pre-filled – except for the Payment Amount and Transaction Reference Number.

By clicking the *Copy payment* button (in the *Actions* column on the *Manage Payments* screen) for a specific payment, users are automatically redirected to the *Make a Payment* screen, where they can submit the payment with the copied details.

The *Copy Payment* option enhances efficiency and user convenience while reducing the risk of manual entry errors.

More details in our [instruction >>](#)



Payment Sub-statuses across CitiDirect

We understand how important it is to stay informed about the status of your payments.

That's why, starting in April, we will introduce sub-statuses for all entitled users, providing more detailed and consistently presented payment information across CitiDirect.

While a payment status gives a general overview of a payment at a specific moment, a sub-status will provide more detailed and frequently updated information about where the payment is in the process.

The introduction of sub-statuses does not affect how payments are processed.

You can view sub-statuses when checking payment status information on the following CitiDirect screens:

- *Manage Payments*
- *To Submit, Modify*
- *Transaction Initiation Summary Report, Transaction Initiation Detail Report*

The logo for Citi Handlowy, featuring the word "citi" in a lowercase sans-serif font with a red arc above the "i", followed by "handlowy" in a lowercase sans-serif font. The background of the top section is a photograph of two business professionals in a modern office setting, with one person pointing at a laptop screen displaying the CitiDirect login page.

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CitiDirect Login page and Home page

We value user feedback and are continuously working to simplify the homepage view.

Here's what we're planning:

- new and improved homepage widgets,
- more intuitive navigation,
- refreshed user assistance/support features,
- split-screen functionality for a customizable homepage layout, etc.

IMPORTANT: please ensure you are using the correct CitiDirect login page in your records. The old login page will no longer be available, and redirection will not work. You can always find the correct link here [here >>](#)




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Please join our dedicated, short training sessions on the new functionality of CitiDirect!

During the upcoming workshop, we will present the latest CitiDirect features implemented in the last quarter. The training lasts only 30 minutes and will be conducted in Polish. Participation is free of charge.

Please choose a date and add the event to your calendar.

 [April 8 \(Tuesday\), 2025 from 11:00 am](#)

or

 [April 10 \(Thursday\), 2025 from 2:00 pm](#)

Join us via ZOOM:

Meeting URL: <https://citi.zoom.us/j/97625174672?pwd=YU1epuaHCUwjCTbwOtDZhqjJe433AA.1>

Meeting ID: 976 2517 4672

Password: 032103

The background of the top section features a blurred image of a city at night with bokeh light effects. Overlaid on this are various financial data points and graphics: a 'citi handlowy' logo in the top left, a line graph with square markers, a bar chart on the right, and several numerical values including '2865 2970', '11126.98', '2535 +134 +2.4%', '878', 'BANKING', and 'MARKET 428'. A stack of gold coins is visible on the right side of the image.

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Change in ISO Currency Code for Curaçao and Sint Maarten

The existing ISO currency code ANG (Netherlands Antillean Guilder) has been replaced by the new ISO currency code XCG (Caribbean Guilder), effective March 31, 2025. The ISO currency code for Curaçao and Sint Maarten has changed according to the guidance of the Centrale Bank van Curaçao en Sint Maarten (CBCS).

NOTE: electronic payments in ANG are no longer accepted. Please choose Caribbean Guilder (ISO XCG) for Curaçao and Sint Maarten.



Mongolia IBAN Mandatory


We would like to inform you of an important regulatory mandate issued by The Bank of Mongolia regarding the implementation of the International Bank Account Number (IBAN).

Effective April 1, 2025, the use of IBAN is mandatory for MNT (Mongolian Tugrik) currency funds transfers to accounts in Mongolia. The IBAN for Mongolia consists now of 20 characters, composed of a 2-character country code + 2-digit check digit + 4-digit bank code + 12-digit bank account number (most domestic major banks have a 10-digit account number. Please add two additional zeros ("00") at the front of the account number to make it a 12-digit number).

Sample: **MN580050099123456789**

Failure to comply with this mandate will result in payment rejections. It is recommended that you reach out to your beneficiaries to obtain and verify their IBANs to avoid any payment disruptions.

Payments to beneficiaries covered by the Indian FCRA

A photograph of a man in a light blue shirt and a dark blue tie with white polka dots, holding a white tablet. He is looking at the tablet and gesturing with his right hand. The background is blurred, showing what appears to be an office or business setting.

New guidelines regarding grant and donation payments in INR to beneficiaries registered under the Foreign Contribution (Regulation) Act, 2010 (FCRA) have come into force.

The processing of previously suspended payments to FCRA beneficiaries has resumed. However, significant modifications to the payment requirements have been introduced.

Key Changes:

Funds Transfer Enabled: We are now facilitating funds transfers for FCRA beneficiaries.

Automated Clearing House (ACH) Payments Not Supported: Please note that ACH payments are not supported for FCRA transactions.

Mandatory Payment Format: To ensure smooth payment processing, all FCRA payments must adhere to a specific format within the remittance information field (field 70).

Mandatory Payment Format:

The remittance information field (field 70) must include the following details in a specific format:

Line 1: "FCRA/P1303" or "FCRA/P1304" (without any spaces). This code is essential for identifying the payment as an FCRA transaction.

Line 2: Complete Donor Address. This information is crucial for compliance and accurate record-keeping.

Line 3: Donor Name followed by "P1303". This ensures proper identification of the donor and links the payment to the relevant FCRA registration.

Line 4: Donor Country, Foreign ISO Currency Code, and Payment Amount. This information is vital for currency conversion and accurate disbursement of funds.

Importance of Compliance:

Adhering to this new payment format is mandatory for all FCRA-related transactions. Failure to comply with these instructions may result in:

Payment rejection: Incorrectly formatted, non-compliant payments will be rejected.

Compliance issues: Accurate and complete information is crucial for compliance with FCRA regulations.

Bank Holiday: April and May 2025

Please note the following days in **April an May 2025** when orders received will be processed on the following business day due to currency exchange holidays (i.e., public holidays in the respective countries).

APRIL	
1	TRY
4	CNY
17	NOK
18	AUD, BGN, CAD, CHF, CZK, DKK, GBP, HUF, NOK, RON, SEK, ZAR
20	Easter Sunday
21	Easter Monday, AUD, BGN, CHF, CZK, DKK, EUR, GBP, HUF, NOK, RON, SEK, UAH, ZAR, PLN
23	TRY
25	AUD
25	ZAR
29	JPY

MAY	
1	Labour Day: BGN, CHF, CNY, CZK, EUR, HUF, ILS, KZT, NOK, RON, SEK, TRY, UAH, ZAR, PLN
2	CNY, HUF, KZT
3	Constitution Day
5	CNY, GBP, JPY
6	BGN, JPY
7	KZT
8	CZK, KZT, UAH
9	KZT, UAH
19	CAD, TRY
26	BGN, GBP, USD
29	CHF, DKK, NOK, SEK
30	DKK