Continuity of business – secure connectivity with Bank
Solutions for Clients working in contingency situation

www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.
We care about our and your readiness to maintain business continuity.

Please read this material and use the CitiDirect BE and CitiManager functionalities that will help you while working in flexible locations.
CitiDirect BE useful features which help to keep continuity of business

MobilePASS
It guarantees an access to CitiDirect BE using dynamic passwords generated on a smartphone. Thanks to MobilePASS, there are no risks associated with the delivery of a hardware token and there is no need for physical contact e.g. with the supplier. When logging in, you do not need to have an additional device with you - just a smartphone.

MobilePASS leaflet >>
Enabling Users for MobilePASS >>
User guide >>
Frequently Asked Questions >>

CitiDirect BE Mobile
Application allows to manage everyday transactions, directly from the smartphone or tablet. It is easy-to-use, secure and feature rich. First of all it is a remote access to account information and authorization of transactions – without dependency on the location, office, computer in the office. All CitiDirect BE users are entitled to use mobile app.

CitiDirect BE Mobile leaflet >>
More details >>

Security Manager
This function is given to designated employees in your company. Security Manager is allowed to manage users profiles, their entitlements and authentication tools (token, MobilePASS) – independently, quickly, without any additional documentation and any contact with the Bank. Bank requires a minimum of two Security Managers, but recommends three to ensure adequate backup.

Security manager leaflet >>
Designate CitiDirect BE Security Manager >>
Platform for electronic document circulation

**eForms**

This is an electronic documents exchange platform, available for Clients of Citi Handlowy through CitiDirect BE. eForms platform has been designed to limit the exchange of standard and non-standard paper documents with the Bank to the minimum necessary.

Thanks to the platform:

- You can submit requests to the Bank in a faster and simpler way
- The built-in hints will help you to fill out the form correctly and minimize the risk of making a mistake
- The Bank will be able to verify the correctness of the request you submit more efficiently
- You will be able to check the status of your case on the platform; additionally, you will receive a request status notification in the form of an e-mail alert or text message
- You can check historical eForms and get a report

More details >> eForms activation form>>

The latest list of eForms >>
You would like to **apply for a subsidy** under the PFR Financial Shield? Check how to do it with us.

By cooperating with the Polish Development Fund (Polski Fundusz Rozwoju - PFR), Citi Handlowy enables its Clients to submit applications for subsidies under a support programme for businesses affected by COVID-19 pandemic. If your company falls under the category of SME (**click here to find out >>**), you may file an application for a subsidy through CitiDirect BE – eForms module. **Click and see how to apply for a subsidy in 3 steps via eForms >>** (Polish ver only).

Detailed information on the PFR Financial Shield is available on [our website >>](#) and on [www.pfr.pl/tarcza](https://www.pfr.pl/tarcza) (Polish ver only).
Staying Secure on our Digital Channels

Irrespective of the multi-level security scheme implemented by the Bank, a User should always be aware of threats. We want to draw your attention, that criminals may use social engineering to effectively attack to withdraw funds from bank accounts. It is a popular type of attack called BEC (Business E-mail Compromise). More details >>


Please be especially vigilant!

More information about security >> More information about security on Citi web pages >>
Beware of cyber threats!
Check if Your Home Network is safe.

Work during COVID-19 is often remote, surrounded by family, using mobile devices and home appliances. We draw your attention to an important area of cybersecurity concerning Securing Your Home Networks:

• Securing Your Home Network Guide >>
• Checklist to Secure Your Home Network >>

More >>
Beware of cyber threats! Check if your procurement process is safe.

Change in habits and current work standards creates temptation for hackers who may try to exploit our lack of attention or caution. We draw your attention to an important area of cybersecurity concerning secure procurement and cooperation with suppliers:

• Time Critical Procurement Due Diligence Checklist >>
• Case Study >>

More >>
Useful information for Clients using Citi Handlowy Corporate Cards

Corporate Cards Program Administrators

CitiManager
Allows you to view current transactions made by credit cards by your employees.
Registration and login method >>
(login code for Administrators: 236460).

Kartybiznes.pl
• Program Administrator Zone – current documentation including template of Proxies’ Specimen Signature Card, document which allows to setup Administrator (we recommend to setup more Card Administrators)
• Credit/Debit Card applications with instructions on electronic submission
• Insurance – detailed information about packages and how to report on damages

Corporate Cards Cardholders

CitiManager
Allows you to activate your credit card, view your PIN and send a complaint. System works on mobile browsers and is available in a mobile version
CitiManager Mobile (details >>).
Registration and login method >>
(login code according to instructions on screen).

Kartybiznes.pl
• Insurance – details of insurance packages and how to report on damages with instructions for contacting the insurer
• Blocking/Losing the card – contains instructions how to contact with Bank with these case
• ATM finder – section directs to dedicated VISA website enabling ATM location

Contact details:
• Corporate Cards hotlines >>
• eForms – electronic documents exchange platform; details >>
Please be advised that the Bank has changed the contactless payment limits for Debit and Credit Visa Business Cards and Prepaid Mastercard Payment Cards.

Limit applicable to non-PIN contactless transactions has been raised from PLN 50 to PLN 100.

This change is effective at all POS terminals which have been updated appropriately to accept the raised limit.

Payment without entering a PIN code is safer due to sanitary reasons.
A qualified electronic signature, in accordance with the requirements of the Civil Code and the EU eIDAS Regulation, is equivalent to a handwritten signature. **Electronic documentation workflow based on a qualified electronic signature** will allow you to maintain easy access to our services, without having to send paper documents and personal contacts.

Information leaflet >>
Contact

For detailed information concerning the product functionalities, fees and commissions for the use of the product, requirements and terms of use of the product, and the risks involved, contact your Relationship Manager or CitiService.