

Aktualności CitiService

19 December 2016, Issue No 13

W numerze

- Hours for acceptance of orders on 23 and 30 December 2016
- Hours of operation of CitiService

Special issue – Bank's operation hours on 23 and 30 December 2016

1. Please be informed that the day 23 December 2016 is a regular working day at Bank Handlowy w Warszawie S.A., all bank's outlets work at usual hours, orders are accepted and executed in usual time.

2. Please be informed that on 30 December 2016 all outlets at Bank Handlowy work at usual hours, while the hours for order acceptance will be changed according to the following schedule:

a) Foreign and domestic, internal and external transfers:

- internal domestic transfers provided in a paper form **until 02:00 p.m.**
- external domestic transfers and foreign transfers provided in a paper form – **until 12:00 p.m.**
- provided via encrypted fax – **until 12:00 p.m.**
- Express Elixir transfers remain unchanged
- sent via electronic banking systems:
 - i) **Internal domestic transfers – until 05:30 p.m.**
 - ii) **External domestic transfers – until 05:30 p.m.***
 - iii) **Domestic transfers Sorbnet – until 01:30 p.m.**
 - iiii) **External foreign transfers – until 12:00 p.m.**
 - v) **Internal foreign transfers – until 05:00 p.m.**

* External domestic transfers sent between 12:30 a.m. and 05:30 p.m. will charge an account on 30.12.2016 and will be settled at the 1st Elixir session on 02.01.2017.

Orders sent beyond the above-mentioned hours will be executed on **02 January 2017.**

Serwisy na skróty



Wyciąg z Taryfy Prowizji i Opłat Bankowych



Tabela kursów



Aktualności CitiService



Analizy rynkowe



b) Deposits

- made via phone – **until 01:00 p.m.**
- sent by electronic means or provided in a paper form - **until 12:00 p.m.**

c) Foreign credits

- received by our bank **until 12:00 p.m.** will be executed **on the same day**
- received via EuroElixir system will be recorded **on the same day.**

d) Domestic credits from Krajowa Izba Rozliczeniowa (National Clearing House) to accounts of Customers will be recorded **on the same day.**

e) Trade Services products i.e. Export Letter of Credit, Import Letter of Credit, Payment Collections and Guarantees – **until 10:00 a.m.**

f) Trade Finance orders – Factoring - **until 10:00 a.m.**

g) Availability of electronic files in the Citidirect system:

Please be informed that we expect the files related to debt collection services (namely SpeedCollect, Direct Debit and statements in the form of MT940 and PRGSTA files) to be available from 08:00 a.m. **on 1 January 2017**

h) Availability of electronic PDF statements in the Citidirect system:

Please be informed that we expect the electronic PDF statements to be available from 07:00 a.m. on **2 January 2017**

We would also like to remind you that this year the Bank will send the **confirmation of balances as at 30.12.2016** to your correspondence addresses. Please verify and **update your correspondence addresses**, if needed.



Hours of operation of CitiService – special issue

Please be informed that on **23 and 30 December 2016** the Staff of the Customer Service Department CitiService are at your disposal between 08:00 a.m. and 05:00 p.m.



www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.

Best wishes
for happy and joyful Christmas,
may this coming year
bring you success and happiness!

