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BANK HOLIDAYS IN MARCH AND APRIL 2014

Due to currency holidays (bank holidays in specific countries), customer instructions placed on the following days in March and April 2014 will be processed on subsequent business days:

MARCH

03 - ANG, ARS, BGN, BRL, MWK, VEF
04 - ARS, BRL, VEF
05 - IMD
10 - RUB
11 - LTL
12 - MUR, ZMW
14 - ALL
17 - MXN
19 - VEF

20 - TND

21 - JPY, ZAR
24 - ARS, COP
25 - LBP
31 - IDR, MUR

APRIL

01 - INR
02 - ARS
04 - TWD
07 - THB
09 - PHP, TND
14 - THB
15 - ILS, THB
17 - ARS, COP, DKK, ISK, MXN, NOK, PEN, PHP, VEF
18 - ANG, ARS, AUD, BGN, BRL, BWP, CAD, CHF, CLP, CNY, COP, DKK, EUR, GBP, HKD, IDR, INR, ISK, JMD, KES, LBP, LVL, MKD, MXN, MWK, NOK, NZD, PEN, PHP, SCR, SEK, SGD, UGX, VEF, XOF, ZAR, ZMW, ZWL
21 - ANG, AUD, BGN, BRL, BWP, CHF, CNY, CZK, DKK, EGP, EUR, GBP, HKD, HRK, HUF, ILS, ISK, JMD, KES, LBP, LTL, LVL, MKD, MWK, NOK, NZD, PLN, RON, SEK, UGX, XOF, ZAR, ZMW, ZWL
23 - TRY
24 - ISK
25 - AUD, EGP, NZD
28 - ZAR
29 - JPY
30 - ANG



Business without limits: Maciej Żurawek, Head of Citiservice Customer Department, shares his thoughts on Citiservice's role in helping businesses grow and expand



Biznes
bez granic
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Polish companies are more and more eager to expand to foreign markets but they have to deal with many obstacles, writes *Rzeczpospolita* daily.

While a decade or so ago all they dreamed of was a strong position in their home market, today Polish businesses dream bigger. CCC, LPP, Famur, Kopex, KGHM, PKN Orlen, Seco Warwick, Maspex, Polpharma or Grupa Azoty are just a few of the best known Polish companies that have decided to expand internationally.

"The New Year has seen the global economy in a

somewhat better state. We expect a clear pickup in the developed economies," says Piotr Kalisz, Chief Economist at Citi Handlowy.

Yet there are certain obstacles on the path to dynamic international expansion. The first is the difficulty to find workers with appropriate skills and competences, as companies that want to expand have to deal with different legal regulations, payment systems or exchange rate differences. Entering a new market also means that the current accounting and finance departments in a company have to handle new tasks such as foreign clearing or handling accounts receivable. The lack of specialists in the home market, high salary expectations or training needs of the staff significantly increase a company's operating costs. *"One of the most significant barriers reported by Polish companies is lack of proper analysis of the local market and local contacts. Polish expansion also needs a good system of financing investments and export operations,"* adds Monika Piątkowska from PAIIZ (Polish Information and Foreign Investment Agency).

***Rzeczpospolita* published an expert comment of Maciej Żurawek, Head of CitiService Customer Department:** *"Companies that want to go global focus on centralization of key processes, but also seek integrated service. Undoubtedly, managing businesses on multiple markets requires quick reaction time as well as easy access to information. That is why standards such as Single Point of Contact, or dedicated service of a country advisor, and services provided in all markets where a company has presence, are so important in banking customer service,"* says Maciej Żurawek, adding that: *"Integrated service is efficient not only because it saves time but also for reasons of better cost management. This is possible because of integration of a company's payment handling functions, which eliminates the need to have financial offices in each country."*

Maciej Żurawek talks about customer service at Citi Handlowy

Watch our channel on YouTube, where Maciej Żurawek, Head of CitiService Customer Department, talks about the important aspects of relationship with business clients.

http://www.youtube.com/watch?v=sRM3WIUq-7E&feature=em-upload_owner

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CitiDirect Product Information: Current Forms



Dear Clients, we kindly remind you that on our website:

<http://www.citihandlowy.pl/poland/citidirect/polish/>

we published currently valid bank forms which allow to add or modify current settings in CitiDirect. Using the most updated forms will be helpful in avoiding delays in processing of electronic banking documentation.

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