

October 21, 2020

# Continuity of business – secure connectivity with Bank

Solutions for Clients working in  
contingency situation

**150** years  
of progress

**citi handlowy**<sup>®</sup>

[www.citihandlowy.pl](http://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



CitiDirect BE®  
Aplikacja MobilePASS

## 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

## CitiDirect BE Mobile

Application allows to manage everyday transactions, directly from the smartphone or tablet. 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:

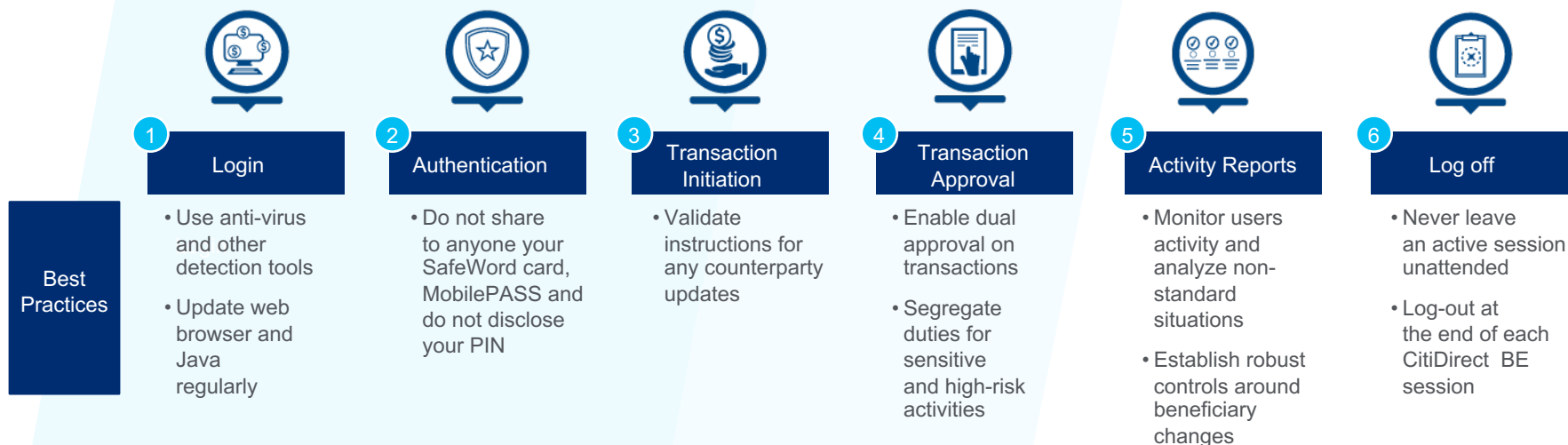
- You can submit requests to the Bank in a faster and simpler way
- The built-in hints will help you to fill out the form correctly and minimize the risk of making a mistake
- The Bank will be able to verify the correctness of the request you submit more efficiently
- You will be able to check the status 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 >>](#)

[The latest list of eForms >>](#)

[eForms activation form>>](#)

# 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 popular type of attack called BEC (Business E-mail Compromise).

[More details >>](#)

**IMPORTANT:** Beware of deceptive announcements related to the coronavirus epidemic (COVID-19) – [Statement of the General Police Headquarters and FinCERT.pl](#) (Polish version)

**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 and debit 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

### Contact details

- [Corporate Cards hotlines >>](#)
- eForms – electronic documents exchange platform; [details >>](#)

## Corporate Cards Cardholders

### CitiManager

Allows you to activate your credit card, view your PIN, send a complaint or request for a card replacement.

System 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 >>](#)





**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.**



**Sign documents electronically!**

Take advantage of simple solutions and use a **qualified electronic signature**.

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 >>](#)



# We issue audits through Confirmation.com Fast and safe.

Please send requests to prepare audits via [www.confirmation.com](http://www.confirmation.com) platform. Digitalization of the process will allow to accelerate and improve the efficiency of issuing.

Some of the key benefits of using Confirmation.com:

- **faster audit responses** (improvement of the auditor's work allowing to save their time by approx. 50%)
- **secure information flow** (financial data is sent between validated users within the platform, eliminating the risk of financial data being accessed or compromised by an unauthorized party)
- **reduced paper documentation**, thereby another step ahead for the environment
- **easy access** (no need to log in or register on the platform – your auditor will set up your client profile and authorized signers - all you'll need to do is provide digital authority)

[Information leaflet >>](#)

**Contact your auditor**  
and start using audits issued via Confirmation.com!



## 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**.

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