

CitiDirect – access via CitiDirect BESM portal

Frequently Asked Questions

What does it mean the access via CitiDirect BESM portal?

This means that the new look & improved navigation of CitiDirect to which you will be upgraded in the coming weeks will be available by using the new log in link to the system that is the CitiDirect BESM portal log in page <https://portal.citidirect.com>.

We will continue to keep you updated in the near future as your upgrade approaches, thus updating CitiDirect log in instructions and log in link from our Bank web pages.

What is CitiDirect BESM portal?

CitiDirect BESM portal is the new way of access for you to CitiDirect® Online Banking (CitiDirect), an evolution of your electronic banking experience. In the future, such way of access will allow us to introduce new features more easily thus leveraging a single-entry portal access.

CitiDirect BESM portal provides clients with a newly designed contemporary user interface. The enhanced user experience of CitiDirect BESM portal is the result of the joint collaboration of multiple application design firms, online banking Subject Matter Experts, User Interface subject matter experts as well as several current CitiDirect Users.

What's new?

An easy-to-use, contemporary navigation model as a new way of access to your core transaction and reporting functionality.

New log in address <https://portal.citidirect.com>

Is my current functionality and set up in the system going to change?

All your existing CitiDirect services will be available upon login.

Current system set-up for your client profile and user entitlements in CitiDirect will be applied to the new look of CitiDirect accessible via the CitiDirect BESM portal.

Do I need a new Safeword Card to log into CitiDirect via CitiDirect BESM portal?

You will be able to log into Citidirect via CitiDirect BESM using your existing Safeword Card. If you are a Challenge Response user, once you have received confirmation that you have been granted access to CitiDirect BESM portal, you can log in using the serial number on the back of your card and your Safeword Card PIN to log in. Challenge Response users will keep to log in using host 9.

Where can I access additional information on the upcoming changes?

We will continue to keep you updated as your upgrade approaches. We will be sending important upgrade information via email – we advise you to verify if your email address in your User Profile in CitiDirect is available and up-to-date to receive such upgrade email communication. Also, please refer to our regular informational webpage www.citidirect.pl for future communication on the new look of CitiDirect.

Is there anything I need to do before using CitiDirect via CitiDirect BESM portal?

Please ensure that your e-mail address in your User Profile screen is accurate. We will need to send you important information about the upgrade via e-mail.

How do I use the improved navigation?

A contemporary navigation utilizing a dynamic Menu has been deployed to allow users to launch their services with fewer clicks. You can now navigate to your CitiDirect screens by moving your mouse over the heading, then clicking on a menu item, or you can click on the heading to display the new menu over the whole window.

Note that you will only see navigation links for the screens you are entitled to, just as CitiDirect behaves today.

1. After you log in via CitiDirect BESM, and click on CitiDirect Services, the CitiDirect applet will appear.
2. Mouse over or click on the following applet Headings to explore which navigation items are available:
 - Home
 - My Transactions & Services: Includes payment initiation, payment services
 - Inquiries & Searches: Allows users to access all existing Inquiry pages
 - Reports: Access to all CitiDirect Reports
 - Tools & Preferences: Includes User Preferences & Maintenance Functions
 - User Administration: For entitled individuals, this includes Security Manager screens

The menu structure seems to have changed.

Based on client feedback, we have grouped functionality into a more user-intuitive set of menus.

How do I find the menu items I need?

You can search the new menu to locate the screens you need. On the upper right-hand corner of the screen, in the Search CitiDirect Menu field, enter the partial or complete screen names you are looking for, and then press the Enter button on your keyboard or click on the magnifying glass icon within the field. Results will be returned indicating where the item is located, along with a hyperlink directly to the screen.

What is Quick Help?

Quick Help has been added to provide easy answers to the most common inquiries our service teams hear. On the upper right-hand corner of the page, click on the "I would like to..." drop-down button to see the list of frequently used functions. Click on the items you are interested in learning more about, and the response will populate your screen. Please be sure to save your work before loading this screen.

Do I need to provide additional documents for being upgraded to log in via CitiDirect BESM portal?

No, your existing documents on file with Citi Handlowy will be used.

Existing documentation relating to accounts and electronic banking will extend and all current capabilities including client definition(s) and user entitlements/profile(s) used in CitiDirect will be replicated when accessed via the CitiDirect BESM portal log on page.

How do I access additional information on the CitiDirect Online Banking informational website?	On the upper right-hand corner, click on Support Website
Do I need to leave the Portal Home page open while working in the CitiDirect screen?	Yes. Closing the Portal Home page will cause your CitiDirect session to end. Please keep the Portal Home Page open while working in CitiDirect.
Why doesn't the CitiDirect Services launch immediately?	As we continue to enhance our offering to you, important information and new features will be available at the portal level. Access through CitiDirect BE SM portal allows us to provide you with a contemporary user interface.
Will my current access to CitiDirect be disabled with the introduction of log in via the CitiDirect BESM portal?	Please ensure just after your upgrade that you can log into the CitiDirect BESM portal to access CitiDirect successfully. If you experience any issues logging via the CitiDirect BESM portal, please contact your Citi Service Representative. With the aim to ensure continued access to day-to-day operations you will be granted dual access to CitiDirect and via the portal CitiDirect BESM, though for a short period of time. We will keep you updated when the current log in link to CitiDirect will be disabled, thus leaving https://portal.citidirect.com as the only one link available for log in to CitiDirect.
How can I resolve "Page Cannot Be Displayed" errors?	This may be resolved by attempting the following: • Type the address into your browser rather than relying on your bookmark: https://portal.citidirect.com • Delete your temporary browser files and cookies. If the error persists, please contact your Service Representative
Whom can I contact for support on CitiDirect?	Please contact: Customer Service Department CitiDirect Helpdesk Phone No.: 0 801-343-978, +48 (22) 690-15-21 Monday to Friday, 8:00 a.m. - 5:00 p.m. helpdesk.ebs@citi.com

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

Citi Handlowy is a registered trademark of Citigroup Inc. companies.

This advertising material is for information purposes only and does not constitute an offer in the meaning of article 66 of the Civil Code. Bank Handlowy w Warszawie S.A. with registered office in Warsaw, 16 Senatorska Street, 00-923 Warsaw, registered in the register of entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw in Warsaw, 12th Business Division of the National Court Register under No. KRS 000 000 1538; Tax Identification Number NIP 526-030-02-91; with share capital of PLN 522,638,400, fully paid-up.