CURRENT ISSUE TOPICS

1. Cut-off times for funds transfers on 23rd and 30th December 2011
2. Changes to the process of annual balance confirmation - reminder
3. Confirmations of executed domestic transfers
4. List of Bank units closed from 27th to 31st December 2011
We kindly inform you that on 23rd December and 30th December 2011 our branches will be open as on a normal business day. Your orders will be accepted according to the following schedule:

23rd December 2011:
- normal business day - unchanged

30th December 2011:
1. Domestic, foreign and internal transfers:
   - domestic internal transfers submitted in a paper form – up to 2.00 pm
   - other transfers submitted in a paper form – up to 12.00 am
   - sent via keyed fax – up to 12.00 am
   - sent via electronic systems
     a) internal - up to 5.00 pm
     b) external:
       domestic – up to 12.00 am
       foreign – up to 1.00 pm
   Orders sent after the above mentioned times will be executed on 2nd January 2012.

2. Deposits:
   - made by phone – up to 1.00 pm
   - sent electronically or submitted in a paper form up to 12.00 am.

3. Foreign inflows:
   - received by our Bank up to 1.00 pm will be executed on the same day.

4. All inflows from the National Clearing House into Customers’ accounts will be credited according to NCH’s schedule of work for that day.

5. Resetting the balances for budgetary units – budgetary units which at the end of the year should have a reset account balance are kindly asked to immediately submit written instructions to reset the account balance.

6. Trade Services Products, i.e. Export and Import Letter of Credits, Collection and Guarantees:
   23rd December 2011 up to 10.00 am
   30th December 2011 up to 10.00 am

7. Trade Finance Orders – Factoring:
   23rd December 2011 up to 10.00 am
   30th December 2011 up to 10.00 am

At the same time, please be informed that on 23rd and 30th December 2011 CitiService will be available to you at standard times – from 08.00 am to 5.00 pm.

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Changes to the Process of Annual Balance Confirmation - Reminder

Please be reminded that confirmation of balances as at 31 December 2011 this year will be sent by the Bank to your correspondence addresses.

Please verify and, if necessary, update correspondence addresses.

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Confirmations of Executed Domestic Transfers

We would like to remind you that the confirmation of the executed outgoing domestic transfers service is available also for payments to Tax Offices. In order to generate such a confirmation, after opening a transaction in CitiDirect, you should enter a sequence of characters: -ITC (three-letter abbreviation preceded by a hyphen) in the “Payment details” field.

Transaction confirmations will be sent in the form of a PDF file, on the day of transfer execution, to the e-mail address to which bank statements are presently being sent.

If you obtain the statements only via CitiDirect and you would like to receive confirmations of individual transfers to your e-mail address, it is necessary that you sign and submit to the Bank a relevant instruction. Files are encrypted – to open them it is necessary to enter your current password for statements.

To activate the service, and in case you have any questions or doubts, please contact a CitiService Officer.

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Please be informed that from 27th to 30th December 2011 the following locations will be closed:

Warsaw Puławska 17
Gdańsk Słowackiego 35
Łódź Piotrkowska 115/119
Łódź Piotrkowska 70
Gdynia Władysława IV 21
Kalisz Św. Stanisława 11
Poznań Św. Marcina 46/50
Wrocław Kościuszki 20
Wrocław Powstańców Śląskich 143
Opole Krakowska 1
Wrocław Piłsudskiego 98

The information about the nearest working branch can be obtained from a CitiService Officer.

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