BankServis

Citfin - Finanční trhy, a.s.

User manual

Contents

Accessing Internet Banking

Logging into Internet Banking

Access to Internet banking is secured via:

✔ **client number;**
✔ **PIN code.**

The next step is authentication via your mobile phone or token.
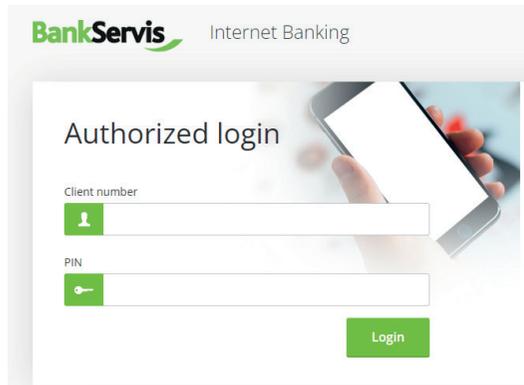
Authentication

Logging into Internet banking and performing all active operations always requires authentication via a numeric code. The authentication code is delivered as an SMS to your mobile phone or is generated using an assigned token.
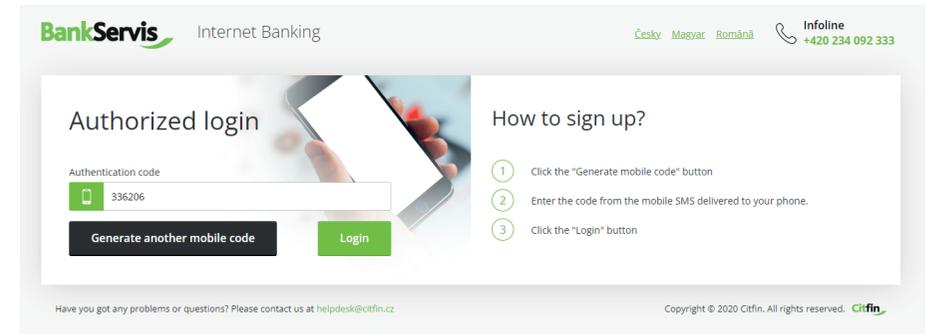
Successful login into BankServis

The message "Your login was successful." will appear after a successful login into Internet banking.

BankServis

Accounts   Settings   Documents   Communication

Info
+420 234 092 333

Logout

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ORDERS OVERVIEW	⌄
DOMESTIC PAYMENTS	⌄
FOREIGN PAYMENTS	⌄
EXCHANGE	⌄

Logged user: Bruce Willis ✉3 Automatic logout: **19:17**

Citfin - FT: Auriga a.s.

You have 3 new messages from bank. Click   here   to view.

✓ Your login was successful.
Welcome to Internetbanking.

PIN changed 20.06.2023. It will expire in **281 days**.

Have you got any problems or questions? Please contact us at helpdesk@citfin.cz

Basic menu

The basic menu contains 4 main sections – top bar:

BankServis   Accounts   Settings   Documents   Communication

Map of BankServis website – clear navigation for the user:

Accounts

Accounts
Account overview
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Communication

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Accounts

The Accounts section includes all overviews and turnovers,
order overviews and option for inputting active operations:

BankServis

Accounts   Settings   Documents   Communication

Infoline
+420 234 092 333

Logout

ACCOUNTS
> Account overview
> Turnovers
> Export
> Exports overview

ORDERS OVERVIEW

DOMESTIC PAYMENTS

FOREIGN PAYMENTS

EXCHANGE

Logged user: Bruce Willis   Automatic logout: **15:41**

Citfin - FT: Auriga a.s.

Current balance	Available balance	Currency	Update	Access	Valid from	Valid to	Name
0.00	0.00	TST	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
0.00	0.00	CNY	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
-2 700.00	-2 700.00	RON	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
0.00	0.00	RUB	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
134 616.00	134 616.00	HUF	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
0.00	0.00	PLN	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
0.00	0.00	NOK	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
1 000.00	1 000.00	AUD	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
300.00	300.00	JPY	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
2 500.00	2 500.00	DKK	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
0.00	0.00	SEK	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
2 000.00	2 000.00	CAD	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
1 359.45	1 359.45	GBP	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
- 900.00	- 900.00	CHF	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.
2 122.53	2 122.53	USD	06.09.2023	active	12.06.2023	31.12.3999	Auriga a.s.

Turnovers

Fill in the required filter parameters and submit by pressing the Filter button.

The command filters out all transactions that do not meet the criteria. View the details of a transaction by clicking on the report number.

Orders overview

The tab shows all orders you performed – both signed and unsigned and those waiting to be processed.

Fill in the required filter parameters and submit by pressing the Filter button.

View the details of a transaction by clicking on the report number.

Domestic Payment Order

Payment Order - Entry
Enter a domestic payment order by filling out all items in the form.

After filling out, decide what to do next with the order:

✔ **sign** – the payment order will be submitted immediately after entering the authentication code;

✔ **save for signing** – used in case you have multiple payment orders and want to authenticate all of them at once or leave their authentication for later;

✔ **save as a template** – used in case you want to use the payment order as a template for the future as well. In that case, you can find all unsigned orders in the Orders overview section – To sign - overview tab.

Foreign payment order

Entering a foreign payment order includes all the standard items necessary for performing a foreign payment, including a choice of payment type. Items highlighted in bold are required.

If you are unsure whether you filled out your foreign payment order correctly, you can have its correctness checked by clicking the question mark button.

After correctly filling out the payment form, you can choose as needed from:

✔ **sign**– the payment order will be submitted immediately after entering the authentication code;

✔ **save for signing**– used in case you have multiple payment orders and want to authenticate all of them at once later;

✔ **save as a template**– choose in case you want to use the payment order as a template for the future as well. In that case, you can find all unsigned orders in the **Orders overview section – To sign - overview** tab.

Overview of the orders for signature by account and forms

Currency HUF	Number of orders
Foreign payment order	1

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Overview of the orders for signature by account and forms	
Currency HUF	**Number of orders**
Foreign payment order	1

Exchange

Online trading is only accessible to clients with a signed contract for using this service in BankServis.

Fill out the Online trading - enter the store parameters form with all the necessary information for online trade. Tick (mark) whether you are entering the volume in the currency you are buying or selling. Then fill out trade volume.

Currency - buy: Select from the list of currencies

Purchased Currency - Settlement method: Select from three options.

Transfer to my account

If you check this option, the form in the drop-down menu will list all of your contracted active Citfin FT accounts held in the currency you are purchasing.

Purchase on the Citfin sub-account

With Citfin FT The purchased currency will be converted to your payment account with Citifn FT.

Send a payment order to a third party

The purchased currency will be deposited in your payment account at Citfin. To transfer it to another account (to a third party), enter a new payment order in the BankServis menu - Domestic or Foreign Payment.

Currency-sell: Select from the list of currencies

I will send the currency sold to Citfin - Drop-down menu will be displayed with a list of banks from which you can make a deposit in that currency into Citfin FT. The values in the drop-down menu correspond to list of Citfin FT Separate Bank Accounts. In the drop-down menu "I will send the currency sold to..." you will only ever see a selection of separate Citfin FT bank accounts according to your choice of "Currency-sell".

Amount - Check (mark) whether you are entering the amount in the currency being bought or sold. Then fill in the amount.

Settlement date - Exchange via Online trading can be done within T+0 (the same day) to T+2 (trade is done the second following work day). You can choose T+0 provided the trade is submitted before 14:30!

After filling out all the trade parameters, press the **Ask for price** button and you will see the individual rate on offer.

If the offered rate is satisfactory, press the **Confirm trade** button to perform the trade. If you do not press the button within five seconds, the trade will not be performed. The time limit of five seconds is counted in the bracket, since we trade online on the foreign exchange market and the exchange rates are constantly changing.

If you do not manage to perform the trade within the set time limit, no matter! We will offer you a new rate after pressing the **Ask for new price** button.

Pressing **Refuse price** terminates the online trade if you find the exchange rate on offer unsatisfactory. The exchange will not be performed.

The **Back** button will allow you to go back a step in the **Online trading – enter store parameters** form, where you can adjust the entered trade parameters.

If the offered rate is satisfactory, press the **Confirm trade** button to perform the trade. The message **The trade was made!** will appear.

End the process by pressing **OK**, or print out an overview of the trade you just performed.

The **exchange overview** shows you all your performed trades. The trades can be filtered by the account on which the exchange was performed or by the status of the exchange. You can view detailed information about the trade by clicking the report number.

Settings

The **Settings** section allows you to edit your user profile in BankServis or to change your login PIN.

Change PIN – contains information about the expiration date of your PIN.

User's profile

✔ **Personal greeting** allows you to change the text that will appear upon successful login.

✔ **Preferred account** - if you own multiple accounts, you can choose which account will always be offered first.

✔ If you use certain information more frequently, you can set your **Preferred page** that will be offered in your browser immediately after login.

✔ Choosing a **Code page** allows you to change the encoding after logging into Internet banking.

Documents

The **Documents** section contains statements, confirmations and overviews of open forward trades.

BankServis

Accounts   Settings   **Documents**   Communication

STATEMENTS AND REQUESTS ⌃

Logged user: Bruce Willis ✉3   Automatic logout: **13:26**

> Statements
> Open forward trades
> Confirmations
> Payment documentation
> Reconciliation portfolios - EMIR
> MIFID

Have you got any problems or questions? Please contact us at helpdesk@citfin.cz
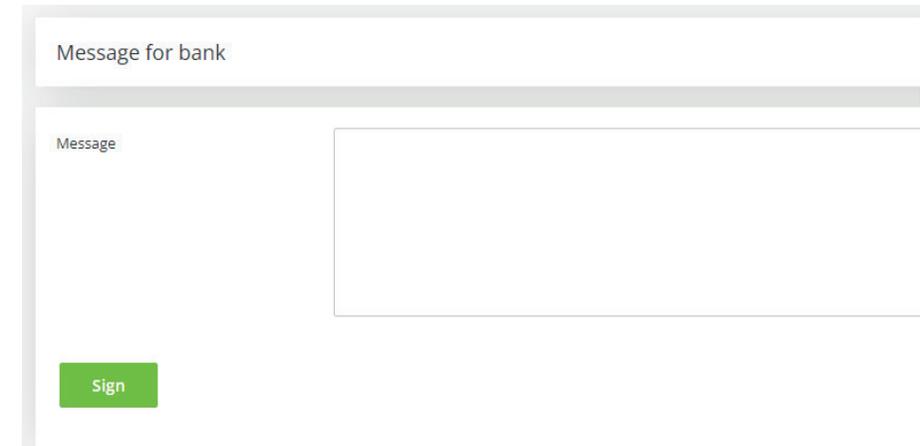
Communication

This section is used for active communication with Citfin.
You can find all messages sent and received in one place.
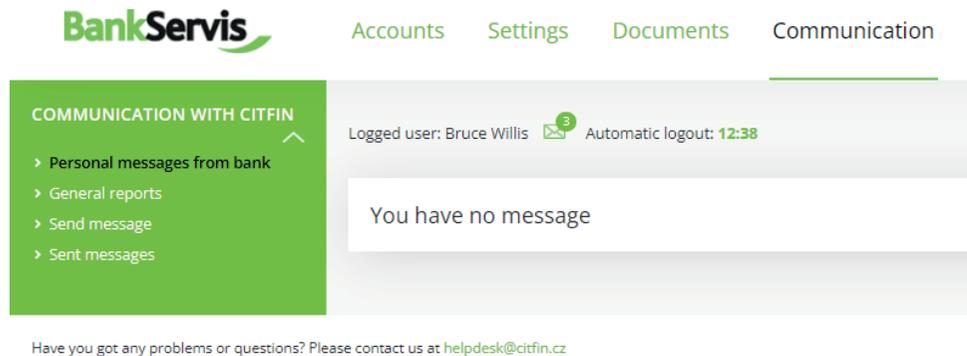
Should you have any questions, do not hesitate to contact us via:

✔ the **Send message** link
✔ e-mail to **info@citfin.cz**
✔ phone number **+420 234 092 333**

Press the **Sign** button to continue to message authentication.

Did not find what you were looking for?

Call us at: **+420 234 092 333**

Citfin