



# BankServis

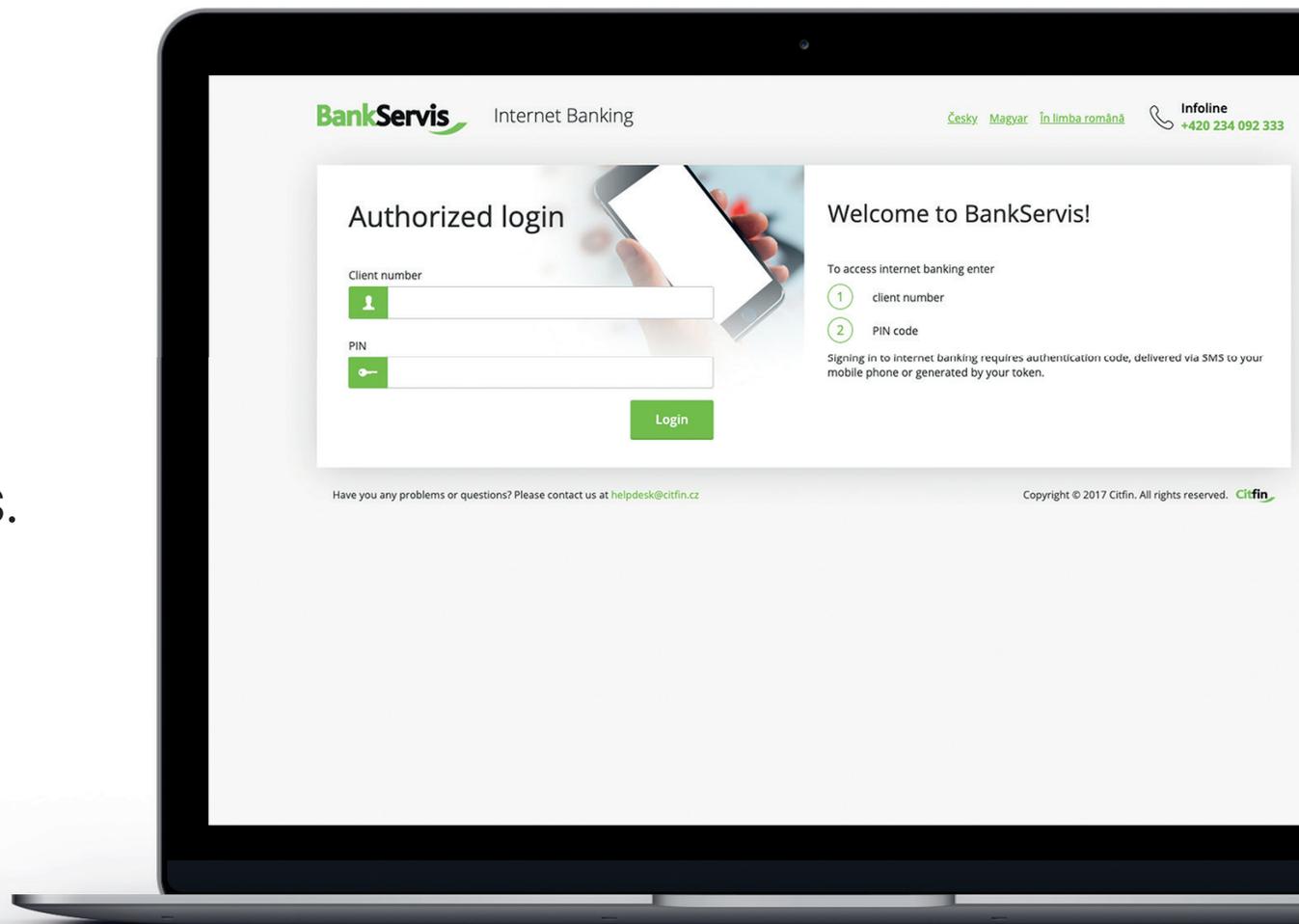
Citfin – Finanční trhy, a.s.

User manual

#### Need advice?

Call our info line  
or send us an e-mail to

+420 234 092 333  
[info@citfin.cz](mailto:info@citfin.cz)



BankServis Internet Banking

Česky Magyar În limba română Infoline +420 234 092 333

## Authorized login

Client number

PIN

Login

## Welcome to BankServis!

To access internet banking enter

- 1 client number
- 2 PIN code

Signing in to internet banking requires authentication code, delivered via SMS to your mobile phone or generated by your token.

Have you any problems or questions? Please contact us at [helpdesk@citfin.cz](mailto:helpdesk@citfin.cz)

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# Contents

<b>Accessing Internet Banking</b> .....	3
Logging into Internet Banking .....	3
Authentication .....	3
Successful login into BankServis .....	4
<b>Basic Menu</b> .....	5
<b>Accounts</b> .....	6
Turnovers .....	7
Orders overview .....	8
Domestic payment order .....	9
Foreign payment order .....	10
Exchange .....	12
<b>Settings</b> .....	15
<b>Documents</b> .....	16
<b>Communication</b> .....	17
Send message .....	17

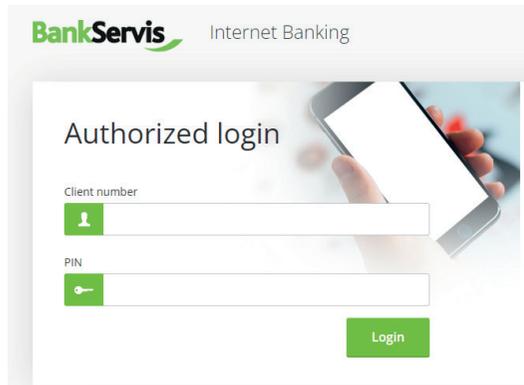
# Accessing Internet Banking

## Logging into Internet Banking

Access to Internet banking is secured via:

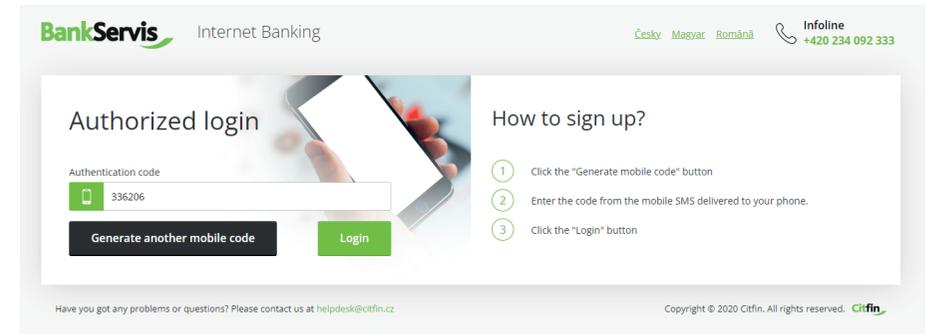
- ✓ **client number;**
- ✓ **PIN code.**

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.

The screenshot displays the BankServis internet banking interface. At the top left is the BankServis logo. The navigation menu includes Accounts, Settings, Documents, and Communication. On the right, there is an Info icon with the number +420 234 092 333 and a Logout icon. The main content area shows a green sidebar with menu items: ACCOUNTS, ORDERS OVERVIEW, DOMESTIC PAYMENTS, FOREIGN PAYMENTS, and EXCHANGE. The main content area displays the following information:

- Logged user: Bruce Willis Automatic logout: 19:17
- 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**.

At the bottom left, there is a link: [Have you got any problems or questions? Please contact us at helpdesk@citfin.cz](mailto:helpdesk@citfin.cz). At the bottom right, there is a copyright notice: Copyright © 2020 Citfin. All rights reserved.

# Basic menu

The basic menu contains 4 main sections – top bar:



Map of BankServis website – clear navigation for the user:

## Accounts

### Accounts

- Account overview
- Turnovers
- Export
- Exports overview

### Orders overview

- To sign - overview
- Summary overview
- Batch order overview

### Domestic payments

- Payment order
- Templates
- Import

### Foreign payments

- Foreign payment order
- Templates
- Import

### Exchange

- Online trading
- Exchange overview

## Settings

### Settings

- User's profile
- Change PIN

### Information

- Basic information
- User information
- Disponents and their permissions

## Documents

### Statements and requests

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

## Communication

### Communication with Citfin

- General reports
- Send message
- Sent messages

# 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

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.

Turnovers

Currency

From date  To date

Minimum amount

Maximum amount

VS

Type of operation

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

Number	Counteraccount number	Amount	Text for beneficiary	Variable symbol Specific symbol Constant symbol	Due date Processing date	Type of operation
103431	11810852000 Payment -1	42.03 GBP	FXRN 304		14.08.2023 14.08.2023	Incoming domestic payment
103393	11811062060	335.37 GBP	IFK 207 8.990.76 CZK - 335.37 GBP 1 GBP = 26.8383 CZK Online smIna		12.08.2023 12.08.2023	Exchange transactions - purchase of currency
103382	11811062060	112.09 GBP	IFK 296 3.025.00 CZK - 112.09 GBP 1 GBP = 26.8088 CZK Online smIna		12.08.2023 12.08.2023	Exchange transactions - purchase of currency
103381	11811062060	-200.00 GBP	IFK 303 200.00 GBP - 216.07 EUR 1 EUR = 0.8847 GBP Online smIna		12.08.2023 12.08.2023	Exchange transactions - sale of currency

# 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.

BankServis Accounts Settings Documents Communication

Infoline +420 234 092 333 Logout

Citfin - FT: Auriga a.s.

Logged user: Bruce Willis Automatic logout: 15:08

### Summary overview

Currency:

Order type:

From date:  To date:

Minimum amount:

Maximum amount:

Variable symbol:

Number	Message type	Currency	Beneficiary's account	Amount	Processing date	Due date	Variable symbol	Status
<a href="#">838</a>	Foreign payment order	HUF	CZ2503000000000000000123	100 050.00	07.09.2023	07.09.2023		for signature

*Detailed information about the payment order will be displayed after clicking on the number of order.*

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



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# 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.

BankServis Accounts Settings Documents Communication

Infoline +420 234 092 333 Logout

Citfin - FT: Auriga a.s.

Logged user: Bruce Willis Automatic logout: 15:01

### Payment order - entry

Payment currency: CZK (36 125.00)

Payment type: Standard

Beneficiary's account - code:

Beneficiary's account:

Beneficiary's bank: (select from menu...)

Amount: 0.00

Due date: 07.09.2023

Variable symbol:

Specific symbol:

Text for beneficiary: Auriga a.s.

Sign Save for signing Save as a template

1 Click the "Sign" button to authenticate your payment order.  
1 Pressing the button "Save for signing" the assigned order is awaiting authorization.  
1 Click the "Save as a template" button to save payment order to "Templates" for further use.

## 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
<a href="#">Foreign payment order</a>	1

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

**BankServis** Accounts Settings Documents Communication Infoline +420 234 092 333 Citfin - FT: Auriga a.s. Logout

Logged user: Bruce Willis Automatic logout: 15:27 Citfin - FT: Auriga a.s.

### Foreign payment order - entry

Currency:

\*IBAN / Beneficiary's account number:

If you know the beneficiary account number in the IBAN format, prefer IBAN format to the classic format of the account.

#### Beneficiary

Enter the FULL name of the beneficiary according to instructions from your business partner. The name can be split into several lines.

\*Beneficiary 1:

\*Beneficiary 2:

Beneficiary 3:

Beneficiary 4:

\*Beneficiary's country:

#### Beneficiary's bank

SWIFT code / BIC:

\*Name:

City:

Street:

\*Country:

#### Payment details

\*Amount:

Fees:

Payment processing:

Due date:

#### Payment purpose

Payment purpose 1:

Payment purpose 2:

Payment purpose 3:

Payment purpose 4:

1 Click the "Sign" button to authenticate your foreign payment order.  
 2 Pressing the button "Save for signing" the assigned order is awaiting authorization.  
 3 Click the "Save as a template" button to save foreign payment order to "Templates" for further use.  
 4 BIC - Bank International code alias SWIFT code.

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## 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 Citfin 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!

BankServis Accounts Settings Documents Communication

Logged user: Štěpán Záruba Automatic logout: 17:08

Online Trading - Enter the store parameters.

Currency - buy --select from --

Purchased currency - Settlement method  Transfer to my account  Purchase on the Citfin sub-account  Send a payment order to a third party

Transfer to account --select from --

Currency - sell --select from --

I will send the currency sold to Citfin --select from --

from

Trade volume  In buying currency  In sold currency 0

Settlement date TODAY (T+0)

Ask for price

The minimum trade volume is 1000 CZK (or equivalent in another currency).  
The maximum trade limit is 2,000,000 CZK (or equivalent in another currency).  
The maximum daily limit is 5,000,000 CZK (or equivalent in another currency).

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

BankServis Accounts Settings Documents Communication

Logged user: Štěpán Záruba Automatic logout: 14:19

Online Trading - Closing the trade.

<b>Rate</b>	<b>27.1994 EUR/CZK</b>
Currency - buy	EUR
Purchased currency - Settlement method	Transfer to my account at another bank: Fio banka, a.s. [CZ5220100000000000000123]
Currency - sell	CZK
I will send the currency sold to Citfin from	Česká spořitelna, a.s. (CZ)
Trade volume in buying currency	3 000.00 EUR
Trade volume in sold currency	81 598.20 CZK
Settlement date	24.05.2023
Transaction fee	No fee
Conversion fee	No fee

[Further details in the sense of legislation](#)

Confirm trade (0:02) Refuse price

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.

BankServis Accounts Settings Documents Communication

Logged user: Štěpán Záruba Automatic logout: 7:50

Online Trading - Closing the trade.

<b>Rate</b>	<b>27.1994 EUR/CZK</b>
Currency - buy	EUR
Purchased currency - Settlement method	Transfer to my account at another bank: Fio banka, a.s. [CZ5220100000000000000123]
Currency - sell	CZK
I will send the currency sold to Citfin from	Česká spořitelna, a.s. (CZ)
Trade volume in buying currency	3 000.00 EUR
Trade volume in sold currency	81 598.20 CZK
Settlement date	24.05.2023
Transaction fee	No fee
Conversion fee	No fee

[Further details in the sense of legislation](#)

Ask for new price Back

**The trade was made!**

Within a few minutes, you will receive a confidential business confirmation.

Currency - buy	EUR
Purchased currency - Settlement method	Transfer to my account at another bank: Fio banka, a.s. [CZ5220100000000000000123]
Currency - sell	CZK
I will send the currency sold to Citfin from	Česká spořitelna, a.s. (CZ)
Rate	27.1994 EUR/CZK
Trade volume in buying currency	3 000.00 EUR
Trade volume in sold currency	81 598.20 CZK
Settlement date	24.05.2023
Transaction fee	No fee
Conversion fee	No fee

OK Print

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.

BankServis Accounts Settings Documents Communication

Logged user: Štěpán Záruba Automatic logout: 0:11

Exchange overview

Currency: select currency ...

Status: all

Filter

**i** You have no exchange for selected account.

Have you got any problems or questions? Please contact us at [helpdesk@citfin.cz](mailto:helpdesk@citfin.cz)

# 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.

The screenshot shows the 'Change of PIN' form in the BankServis settings section. The form includes three input fields: 'Old PIN', 'New PIN', and 'Retype new PIN'. A green 'Save change' button is located below the fields. A notification at the bottom of the form states: 'PIN changed 20.06.2023, it will expire in 281 days' and 'The PIN should contain 4 characters at least, 15 characters at maximum. It cannot contain repeating characters or sequence of characters. Lower-case and upper-case letters are distinguished.' The top navigation bar includes 'Accounts', 'Settings', 'Documents', and 'Communication'. The user is logged in as 'Bruce Willis' with an automatic logout time of 14:50. The footer contains the text: 'Have you got any problems or questions? Please contact us at helpdesk@citfin.cz' and 'Copyright © 2020 Citfin. All rights reserved. Citfin'.

## 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.

The screenshot shows the 'User profile settings' form. It includes four settings: 'Personal greeting' (text input), 'Preferred currency' (dropdown menu with 'none' selected), 'Preferred page' (dropdown menu with 'none' selected), and 'Sort mode' (dropdown menu with 'DESC' selected). A green 'Send' button is located at the bottom of the form.

# Documents

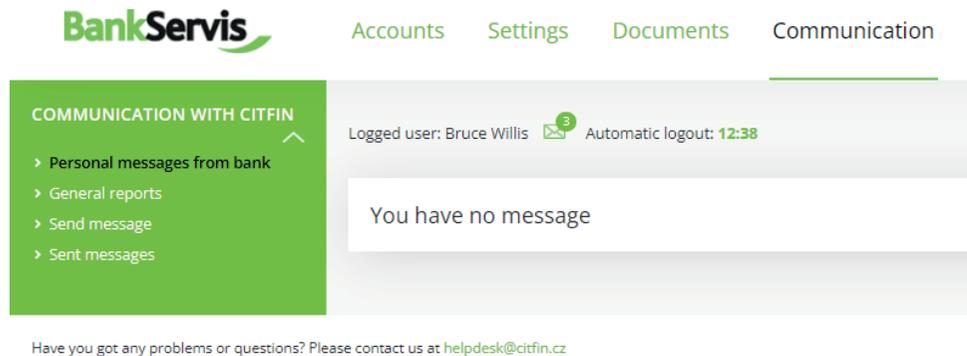
The **Documents** section contains statements, confirmations and overviews of open forward trades.

The screenshot displays the BankServis web application interface. At the top left is the BankServis logo. A navigation bar contains the following items: Accounts, Settings, Documents (which is highlighted with a green underline), and Communication. On the left side, there is a green sidebar menu titled "STATEMENTS AND REQUESTS" with a chevron icon. The menu items are: > Statements, > Open forward trades, > Confirmations, > Payment documentation, > Reconciliation portfolios - EMIR, and > MIFID. The main content area shows the user information: "Logged user: Bruce Willis" followed by an envelope icon with a notification bubble containing the number 3, and "Automatic logout: 13:26".

Have you got any problems or questions? Please contact us at [helpdesk@citfin.cz](mailto:helpdesk@citfin.cz)

# Communication

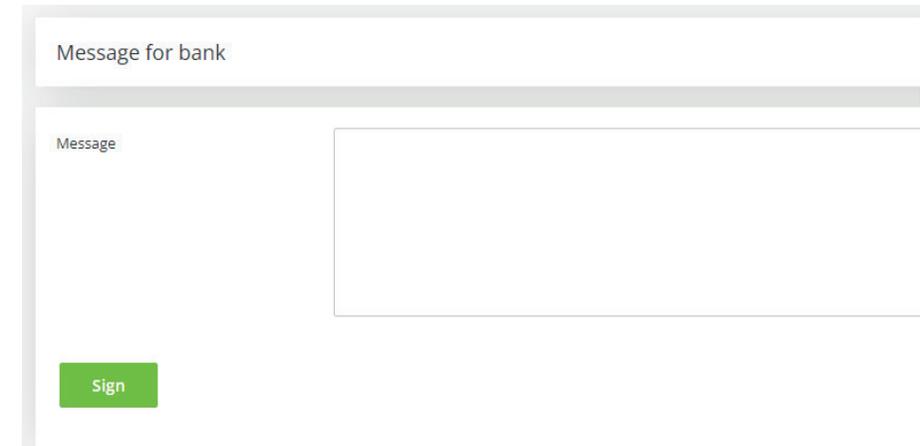
This section is used for active communication with Citfin. You can find all messages sent and received in one place.



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?**

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