



BankServis

Citfin, spořitelní družstvo

User manual



Need advice?

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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.



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Basic menu

The basic menu contains 4 main sections - top bar:



Accounts

Settings Documents



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 Setting	s Documents C	ommunication					S +	nfoline ←420 234 092 333 Logout
ACCOUNTS Account overview	^	Logged user: Paymont Batovi	ic Automatic logout: 17:48							Citfin - SD: Paymont - B
 Turnovers Export 		Account number	Current balance	Available balance	Currency	Update	Access	Valid from	Valid to	Name Paymont - B
 Exports overview 		1181026	not updated	not updated	EUR	-	active	20.06.2023	31.12.3999	Paymont - B
ORDERS OVERVIEW	\sim	1181026	not updated	not updated	СZК		active	20.06.2023	31.12.3999	Paymont - B
		1180998	not updated	not updated	GBP	-	active	20.06.2023	31.12.3999	Paymont - B
DOMESTIC PAYMENTS	~	1180998	not updated	not updated	EUR	-	active	20.06.2023	31.12.3999	Paymont - B
FOREIGN PAYMENTS	\sim	1180998	not updated	not updated	CZK	-	active	20.06.2023	31.12.3999	Paymont - B
		1180963	not updated	not updated	GBP	-	active	20.06.2023	31.12.3999	Paymont - B
EXCHANGE	\sim	1180963	not updated	not updated	EUR	-	active	20.06.2023	31.12.3999	Paymont - B
STANDING ORDERS	\sim	1180963	not updated	not updated	CZK	-	active	20.06.2023	31.12.3999	Paymont - B
DIRECT DEBITING	~	 Current balance displays real money balance Available balance displays funds at client's displays funds	e on client's account. sposal, the real money balances red	uced by fees for bank services like pa	yment cards and others.					

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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.

Account	select account			~
From date	08.08.2023		To date 07.09.2023	
Minimum amount				
Maximum amount				
VS				
	• all O revenues O ex	penses		
Type of operation	(select from menu)			~

				Variable symbol Specific symbol Constant symbol		
103431	1181085/2060 Paymont - T	42.03 GBP	FXRN:304		14.08.2023 14.08.2023	Incoming domestic payment
103389	1181106/2060	335.37 GBP	IdFX:297 8,990.76 CZK - 335.37 GBP 1 GBP = 26.8088 CZK Online směna		12.08.2023 12.08.2023	Exchange transactions - purchase of currency
103387	1181106/2060	112.09 GBP	IdFX:296 3,005.00 CZK - 112.09 GBP 1 GBP = 26.8088 CZK Online směna		12.08.2023 12.08.2023	Exchange transactions - purchase of currency
103384	1181106/2060	- 200.00 GBP	IdFX:303 200.00 GBP - 226.07 EUR 1 EUR = 0.8847 GBP Online směne		12.08.2023 12.08.2023	Exchange transactions - sale of currency



Summary 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.

Summary	/ overview						
Account		all accounts			,	~	
Order type		all				~	
From date		08.08.2023	To date	07.10.2023	ĺ		
Minimum am	nount						
Maximum an	nount						
Variable sym	bol						
		Filter					
Number	Message type	Account	Beneficiary's account	Amount	Process Due dat	sing date Variable symbol te	Status
<u>824</u>	Payment order	1181085/2060 (EUR)	1181106/2060		42.03 14.08.2 14.08.2	1023 1023	received
823	Payment order	1181085/2060 (EUR)	1181106/2060		42.03 14.08.2 14.08.2	023 023	received

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.

BankServis	A	Accounts	Settings Do	cuments Communicati	ion	S Info	line 0 234 092 333	[→ Logou
ACCOUNTS	~ L	ogged user: Tes	tovač Paymont 🔊 A	utomatic logout: 16:12			Citfin - SD: Payı	mont - T
	~	Payment	order - entry					
DOMESTIC PAYMENTS	~							
 Payment order Templates Import 		Remitter's acc	count number	select account	~			
	\sim	Payment type		Standard	~			
EXCHANGE	\sim	Beneficiary's a	account - code					
		Beneficiary's a	account					
	\sim	Beneficiary's l	bank	(select from menu)	~			
DIRECT DEBITING	\sim	Amount		0.00				
		Due date		07.09.2023				
		Variable symb	ol					
		Constant sym	bol					
		Specific symb	ol					
		Text for bene	ficiary					
		Confirmin	g e-mail					
		Send e-mail o	onfirmation			Czech		~
		Sign	Save for signin	g Save as a template				
	0	Click the "Sign	" button to authenticate yo	our payment order.				
	0	Pressing the b Click the "Save	utton "Save for signing" th as a template" button to :	e assigned order is awaitting authorizations are payment order to "Templates" for fu	on. urther use.			
	0	In case of pay	ment in foreign currency o	utside Citfin please use the form "Foreign	n payment order".			

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Foreign payment order

Payment Order - Entry

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.

You can look up and check the correctness of **SWIFT/BIC** codes using the internal database of all bank SWIFT and BIC codes. The database can be accessed by clicking the icon located at the end of the line in the form.

Search BIC cod				
O Search by SWIFT code)	/ BIC bank code	e (enter at least	8 characters of the SWIFT / BI	C
SWIFT / BIC code				
 Search by Bank n without diacritics 	ame (enter at l	east 3 letters of	the town and bank name	
Country		Czech Re	epublic CZ	~
City		prague		
Bank		citfin		
		Searc	ch	
BIC code	country	city	name	
CITFCZPPXXX	CZ	PRAGUE	CITFIN, SPORITELNI DRUZ	STVO
CIIHCZP1XXX	CZ	PRAGUE	CITFIN-FINANCNI TRHY, A.	S.

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

check and 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					
Foreign payment order	1				



BankServis		Accounts Settings Doc	uments Communication	S 1	foline 420 234 092 333	[→ Logout
ACCOUNTS		Logged user: Testovač Paymont 🔊 Au	utomatic logout: 16:12		Citfin - SD: Pay	mont - T
ORDERS OVERVIEW		Payment order - entry				
DOMESTIC PAYMENTS						
 Payment order Templates Import 		Remitter's account number 🧃	select account	~		
FOREIGN PAYMENTS		Payment type	Standard	~		
EXCHANGE		Beneficiary's account - code				
		Beneficiary's account				
STANDING ORDERS	~	Beneficiary's bank	(select from menu)	~		
DIRECT DEBITING		Amount	0.00			
		Due date	07.09.2023			
		Variable symbol				
		Constant symbol				
		Specific symbol				
		Text for beneficiary				
		Confirming e-mail				
		Send e-mail confirmation		Czech		~
		Sign Save for signing	Save as a template			
		Click the "Sign" button to authenticate you	ur payment order.			
		 Pressing the button "Save for signing" the Click the "Save as a template" button to sa 	assigned order is awaitting authorization. ave payment order to "Templates" for further use.			
		In case of payment in foreign currency ou	tside Citfin please use the form "Foreign payment order".			
Have you got any problems or q	uestions? Ple	ease contact us at helpdesk@citfin.cz		Copyright © 2020 Ci	tfin. All rights reserve	. Citfin

BankServis

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Exchange

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

Online trading

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.

Settlement date -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 16:30!

BankServis Accounts Settings Documents Communication

Logged user: Jméno333X příjmení333X Automatic logout: 19:47 Online Trading - Enter the store parameters. Currency - buy -- select from ---- select from --Online Trading Currency - sell Exchange - exchange rate lis
 Exchange overview
 Exchange rates in buying currency
 in sold currency Trade volume 0 TODAY (T+0) Settlement date 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)

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				
ACCOUNTS	Logged user: jméno333X přijmeni333X Automatic logout: 18:55				
	Online Tending Clasing the tends				
	Rate	24.9820 CHF/CZK			
	Currency - buy	CHF			
	Currency - sell	CZK			
 Online Trading Exchange - exchange rate list 	Trade volume in sold currency	3 000.00 CZK			
	Trade volume in buying currency	120.09 CHF			
	Settlement date	24.05.2023			
STANDING ORDERS	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.

BankServis _ Accounts Settings Documents Communication Logged user: Iméno333X příjmení333X Automatic logout: 18:16 Online Trading - Closing the trade. 24.9820 CHF/CZK Rate Currency - buy CHE CZK Currency - sell Online Trading Trade volume in sold currence 3 000.00 CZH 120.09 CH Trade volume in buying currence Settlement date 24.05.2023 No fee Transaction fee Conversion fee No fee Further details in the sense of legislation Ask for new price

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

Online Trading - Recapitulation of closed trade.

✓ The trade was made!					
Within a few minutes, you will receive a confide	ntial business confirmation.				
Currency - buy	CHF				
Currency - sell	CZK				
Rate	24.9820 CHF/CZK				
Trade volume in sold currency	3 000.00 CZK				
Trade volume in buying currency	120.09 CHF				
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.



Exchange overview

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 Docu	iments Communication	
ACCOUNTS	\sim	Logged user: Jméno333X příjmení333X Au	tomatic logout: 17:03	
	\sim	Exchange overview		
DOMESTIC PAYMENTS	\sim	2.0.0.0.00		
FOREIGN PAYMENTS	\sim	Account	select account	~
EXCHANGE	^	Status	all	~
Online Trading Exchange - exchange rate list Exchange overview			Filter	
		You have no exchange for selected account		
	\sim			
DIRECT DEBITING	\sim			



Standing orders

Entering a Standing Order

You can set up a standing payment order for periodic payments within the Czech Republic.

Standing orders in foreign currencies can only be done within Citfin.

After filling out a standing order, choose:

✓ **sign** - the standing order will be submitted immediately after entering the authentication code;

save for signing – used in case you have multiple standing orders and want to authenticate all of them at once.

Active payment orders can be edited or cancelled.

BankServis	Accounts	Settings	Document	s Commun	ication		S Info	line 0 234 092 333	[→ Logout
accounts ~	Logged user: Test	ovač Paymont	Automatic lo	gout: 10:49				Citfin - SD: Payr	nont - T
	Standing n	avment or	der - entry						
DOMESTIC PAYMENTS	, Standing p	ayment or	der - entry						
	Remitter's acco	ount number	select	account		~			
exchange ~	Beneficiary's a	ccount - code							
	Beneficiary's a	ank	(· ·					
 Standing payment order Standing order overview 	Amount		(selec	t from menu)		_			
	Variable symbo	bl							
	Constant symb	ol							
	Specific symbo	I							
	Due date		07.09	2023					
	Effective from		07.09	2023					
	Expiration date	2	07.09	2023					
	Periodicity		mont	ly		~			
	Text for benefi	ciary							
	Sign	Save for	signing						
	Click the "Sign"	button to authen	iticate your standing	payment order.					
	Pressing the but	tton "Save for sig	ning" the assigned o	rder is awaitting autho	prization.				

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Standing order overview

You can view an overview of all standing payments made via these standing orders in the Standing orders

Standing order overview tab.

Standing payment	Standing payment order overview							
Account	all accounts		\checkmark					
Status	all		~					
	Filter							
	Date from	Beneficiary's account	Variable symbol					
Number	Date to Last processing date Next processing date	Amount Periodicity Status	Constant symbol Specific symbol Text for beneficiary					
102752	07.09.2023 07.09.2023	123-123/2060 600 GBP						
102722	07.09.2023	monthly Active						
102752	07.09.2023 07.09.2023	123/2060 3000 GBP	123 123					

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



Direct debiting

Direct Debiting Order

Direct debiting orders can be entered only for Czech banks and only in CZK.

Foreign currencies can be used for direct debiting only within Citfin.

The transaction is contingent upon the other party's account having submitted a **Debiting agreement.**

Similarly to other payment orders, you can choose to:

- ✓ sign and submit directly for processing;
- save for signing;
- or use the order to save as a template.

BankServis	•	Accounts Settings Do	ocuments Communication		Infoline +420 234 092 333	[→ Logout
ACCOUNTS		Logged user: Testovač Paymont 🥵	Automatic logout: 18:18		Citfin - SD: Pay	mont - T
		Direct debiting order ont	24			
DOMESTIC PAYMENTS		Direct debiting order - ent	'y			
		Beneficiary's account number	select account	~		
EXCHANGE		Payer's account number - code				
		Payer's account number				
DIRECT DEBITING		Payer's bank code	(select from menu)	~		
 Direct debiting order Direct debiting order overview 		Amount	0.00			
		Due date	07.09.2023			
		Variable symbol				
		Constant symbol				
		Specific symbol				
		Text				
		Sign Save for signir	ng Save as a template			
		Click the "Sign" button to authenticate y	your direct debiting order.			
		 Pressing the button "Save for signing" the Click the "Save as a template" button to 	he assigned order is awaitting authorization. save direct debiting order to "Templates" for further us	e.		

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Direct debiting - entry

Here you can find all direct debiting orders you submitted in the past. Direct debiting orders that are still in effect can be edited. Expired direct debiting orders can only be viewed.

BankServis		Accounts Settings Docu	ments Communication	S Infoline +420 234 092 333 Logou
ACCOUNTS	~	Logged user: Testovač Paymont 🔊 Aut	omatic logout: 17:02	Citfin - SD: Paymont - T
ORDERS OVERVIEW		Direct debiting - entry		
DOMESTIC PAYMENTS				
FOREIGN PAYMENTS		Payer's account number	select account	~
EXCHANGE		Beneficiary's account - code		
		Beneficiary's account		
STANDING ORDERS		Beneficiary's bank	(select from menu)	~
DIRECT DEBITING		Effective from	07.09.2023	
 Direct debiting order Direct debiting order overvie 		Expiration date	07.09.2023	
Templates		Text for beneficiary		
Direct debiting		Limit type	none	$\overline{}$
 Direct debiting overview 		Limit	0	
		Sign Save for signing	drect debtrig.	



Settings

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

Change PIN

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

BankServis		Accounts Settings Do	cuments Communication	S +420 234 092 333	[→ Logout
SETTINGS User's profile Change PIN	^	Logged user: Testovač Paymont 🦃 . Change of PIN	vdomatic logour: 14.62	Citfin - SD: Payr	mont - T
		Clid PIN New PIN Retype new PIN	Sive charge		
		 PIN changed 20.06.2023, it will expire in The PIN should contain 4 characters at 	28 days. sat, 15 duracters at maximum, it cannot contain repeating characters or sequence of characters. Lower-case and upper-case letters are distinguished.		
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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.

Personal greeting		
Preferred currency	none	Y
Preferred page	none	*
Sort mode	DESC	~

Documents

The **Documents** section contains statements, money transfer confirmations, notifications, etc.



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Communication

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



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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

Send message

Message for bank		
Message		
Sign		

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



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