



Press Release

For immediate release

Citi Named Digital Bank of the Year in Asia Pacific by The Asset Magazine

Citi was also named Digital Bank of the Year in select markets in the region, including Indonesia in the publication's Digital Awards 2022.

Jakarta, 17 May 2022 - Citi has been named Digital Bank of the Year in Asia Pacific by The Asset Magazine in the publication's annual Digital Awards 2022. In addition to the Asia Pacific win, Citi was recognized as Digital Bank of the Year in Indonesia, Hong Kong, India, and Thailand. The bank also won Best Retail Social Media Banking Experience in Hong Kong and Best Retail Online Banking Experience in Singapore.

For our corporate, commercial and institutional clients, Citi opened over 7,500 accounts digitally in 2021, 80% more than in the previous year. We also processed close to 183 million Application Program Interfacing [API] calls last year, enabling our transaction banking clients to offer real-time services to their end consumers. As we expand our Instant Payments network for corporates in the region, we have also seen a 1.5 times increase in Instant Payments volumes between April 2021 - March 2022 and April 2020 - March 2021.

For our affluent to high-net worth clients in the region, we are using our digital tools to complement the quality of advisory we offer while making it simpler for clients to engage with Citi through our digital channels. As we build out capabilities on our digital, including mobile banking platforms, we recorded a 75% year-on-year increase in digital mutual funds sales in 2021. A majority of products are now bought digitally, and one in two clients are acquired through digital channels.

In Indonesia, Digital Banking services are also increasingly in demand, including the enhancement of service features on the Citi Mobile App by focusing on better customer experience and streamlining processes, which resulted the increment of the number of active mobile users by 18%. In the Institutional Banking line, Citi Indonesia saw robust growth in the number of clients on its web-based corporate banking platform, CitiDirects. Based on our data, since February 2021 CitiDirect platform users have grown by 12%, while the growth of mobile/tablet users was 8%.

Peter Babej, Citi Asia Pacific Chief Executive Officer, said, "These wins are testament to Citi's ongoing investments in digital banking and technology across our franchise to deliver pioneering products and exceptional client experiences. Digital banking is an important differentiator for Citi and we remain committed to advancing our progress in this area as we continue to grow our franchise in Asia Pacific."



Chief Executive Officer Citi Indonesia, Batara Sianturi expressed pride in this achievement, especially regarding the Indonesian market. "Citi Indonesia is proud to be recognized as Digital Bank of the Year by The Asset magazine. We are also proud to see the significant development of these services in Asia Pacific. We are committed to continue to invest in developing cutting edge digital solutions for our clients."

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About Citi Indonesia

Citibank, N.A., Indonesia (Citi Indonesia) is a branch of Citibank, N.A, New York, USA. Citibank, N.A., Indonesia has been in Indonesia since 1968 and is one of the country's largest foreign banks. Citibank operates 10 branches in six major cities in Indonesia - Jakarta, Bandung, Surabaya, Semarang, Medan and Denpasar. Citibank has consumer transaction networks of around 33,000 payment points and corporate distribution networks of around 6,000 locations in 34 provinces. Citibank, N.A., Indonesia is connected to ATM Bersama networks with more than 70,000 ATM terminals throughout Indonesia.

In 2021, Citibank Indonesia received the prestigious award as **Best International Bank in Indonesia** from Finance Asia and also as **Digital Bank of the Year** during The Asset Triple A Digital Awards 2021.

Further information can be obtained at Website: www.citigroup.com | Twitter: @citi | YouTube: www.youtube.com/citi | Blog: <http://blog.citigroup.com> | Facebook: www.facebook.com/citiindonesia | LinkedIn: www.linkedin.com/company/citi. To enjoy a digital banking experience, please visit www.citibank.co.id.

Citibank N.A., Indonesia is a bank that is licensed, registered and supervised by the Indonesia Financial Services Authority (OJK).

Citibank N.A., Indonesia an insured member of Deposit Insurance Corporation.