



Press Release

For Immediate Release

Citi Indonesia Provides Update to Sale of Consumer Bank Business in Indonesia

Jakarta, 30 April 2021 – Citi Indonesia is assuring all of its local customers that its consumer banking business operations and offices will continue to operate as normal, to serve and support clients.

As recently announced, Citi Indonesia is commencing the sale process of its consumer bank business following the global announcement that it will pursue exits from Consumer franchises in 13 markets, including Indonesia.

Commenting on the progress of the sale, **Citi Indonesia CEO Batara Sianturi** noted that, “The decision to exit the Indonesia consumer bank business has only just been taken. In Indonesia, currently there are already many inbound expressions of interest for our consumer business. As with deals of this nature, the likely transaction process will customarily take place over a number of months and will require interaction with a wide range of potential interested buyers.”

Batara added that, “The criteria for selection of a preferred buyer for the consumer business, will need to take into account a number of quantitative and qualitative factors. Amongst those, we will look to ensure continuation of the same level of service that our customers have been accustomed to, and the interests and future prospects of our employees, when we assess the merits and suitability of potential buyers.”

As such, Batara reminded all Citi Indonesia customers that they can continue to conduct transactions or service inquiries through the Citibank Mobile App, Citibank Online, CitiPhone and branches. This will remain the case until Citi Indonesia notify its customers of any changes in the future.

Citi Consumer Banking operations in Indonesia encompass credit card, personal loan, retail branch banking, wealth management, individual banking services which consist of Citigold, Citi Priority and Citi Banking, digital banking services, bancassurance, phone banking services/CitiPhone and consumer operations.

Citi has been in Indonesia since 1968 and the bank reaffirms its long-term commitment to growing in the country through the Institutional Clients Group (ICG) where it offers TTS (Treasury and Trade Solutions), MSS (Markets and Securities Services/Custodian), BCMA (Banking Capital Market Advisory) which comprise of local corporations, government and state-owned enterprises, financial institutions and multinational corporations, CCB (Citi Commercial Bank), and Capital Markets Services through PT. CSI (Citigroup Sekuritas Indonesia).



“We would like thank our customers for their continued patronage and we look forward to serving them,” closed Batara.

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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 2020, Citibank Indonesia received a prestigious award as Best International Bank in Indonesia from Finance Asia, while in 2019 the bank was named as **Best International Bank in Indonesia** from Asiamoney, **Best Corporate/Institutional Digital Bank in Indonesia** from Global Finance and **Wealth Management Platform of the Year in Indonesia** from Asian Banking and Finance.

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.