



Press Release

For Immediate Release

Citibank N.A., Indonesia Posted Rp 596 Billion Net Income in the First Quarter of 2021

Jakarta, 20 May 2021 – In the first quarter of 2021, Citibank N.A., Indonesia (Citi Indonesia) posted a Net Income of Rp 596 billion and reported good performance ratios as reflected by its Return on Equity (ROE) and Return on Assets (ROA) of 14.1% and 3.5%, respectively.

Citi Indonesia is highly liquid with Lending to Deposit Ratio (LDR) at 62.5%, supported by 5% deposits growth in the first quarter this year. With prudent approach in managing the impact of COVID-19 pandemic, Citi Indonesia managed to improve its Gross NPL to 1.4% from 2.3% in the same period last year.

Citi Indonesia's Capital Adequacy Ratio (CAR) as of 31 March 2021 was 28.7%, an increase from 26.3% for the same period last year.

Citibank N.A., Indonesia CEO Batara Sianturi said, "In the midst of uncertainties due to the COVID-19 pandemic, we continued to maintain our liquidity and strengthen our capital. With a strong emphasis on risk management, we will continue to ensure adequacy of provision for impairment losses to anticipate potential losses from the COVID-19 pandemic."

In Retail Banking, Citi Indonesia proudly served as the distribution partner for Retail Sukuk SR014, which was sold online. This further enriched Citi's comprehensive product offerings, which also includes Mutual Funds and state bonds. With the downward trend of interest rates, we also actively encourage our customers to diversify their assets by investing in products that are able to protect their lives and long-term financial planning, among others, for retirement and children's education.

In Digital Banking, Citi Indonesia introduced a new interface to its mobile app and enhanced a series of mobile features to meet the needs of its customers. Among others are the PayAll feature that provides convenience for customers to transact. In addition, there is also LiveBank, which is a feature that increases customers' convenience to contact their respective Relationship Manager through the Citi Mobile App. These enhancements, along with the bank's effort to continuously educate customers of digital offerings, has led to a growth of 78% in Citi Mobile App users, when compared to the same period in the previous year.

Citi Indonesia juga terpilih sebagai "Digital Bank of the Year" untuk tahun ke empat secara berturut-turut oleh Majalah The Asset dalam acara Triple A Digital Awards pada bulan Maret lalu. Acara tahunan ini diadakan sebagai bentuk pengakuan terhadap institusi keuangan serta perusahaan teknologi yang telah berinovasi, serta mengembangkan pengalaman digital yang unik bagi para nasabahnya di wilayah Asia Pasifik dan Timur Tengah.



In Treasury and Trade Solutions (TTS), Citi Indonesia saw a robust growth in the number of clients in its web-based corporate banking platform, CitiDirects. The platform experienced a rise by 12%, a growth of mobile/tablet users by 53%, and a surge in the use of electronic documents by 66%, on an annual basis (from Q4 2019 to Q4 2020). In line with this, transactions to branch office and non-digital platforms were also reduced by 95%.

Citi's Global Transformation

Under the direction of **Citi CEO Jane Fraser**, Citi globally is pursuing a bold transformation of its business and will focus in achieving a state of excellence in our client service, operations and risk and controls.

Citi's transformation will position the bank to win in a new world that is being reshaped by consumers who want financial services to be simpler, smarter, and more personal and to operate at the speed of their increasingly digital lives.

By intensifying our focus on Citi's inherent strengths and championing a culture of excellence in all parts of our business, Citi will improve its financial performance, close the gap with our peers and transform into a digitally forward industry leader.

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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.