



Press Release

For Immediate Release

CitiDirect® and CitiConnect® Dominate in First Round of Global Finance's 2021 World's Best Corporate/Institutional Banks

Jakarta, October 8, 2021 – CitiDirect and CitiConnect dominated the first round of *Global Finance's* 2021 Awards for the Best Corporate/Institutional Digital Bank by winning 130 awards across 75 markets, including in Indonesia and in 55 sub-categories.

CitiDirect and CitiConnect are a part of Citi Treasury and Trade Solutions' omnichannel digital banking product suite. CitiDirect is an institutional digital banking platform comprised of CitiDirect online and CitiDirect Mobile. Meanwhile, CitiConnect is Citi's industry leading suite of institutional connectivity options, including CitiConnect Application Programming Interface (API) and CitiConnect API Developer Portal.

Yoanna P. Darwin, Citi Indonesia Treasury and Trade Solutions (TTS) Head explained that the two solutions work together in providing consistent interoperability and security for Citi clients. She said, "Our ultimate goal is to deliver an exceptional client experience that is fully digitized. The solutions provided through these products, are prove that we are a global bank that fully understand the need of our local clients, especially those that have global footprints." In Indonesia, as Citi continues to provide digital offerings to its clients. This is demonstrated through the rapid growth in the number of clients utilizing CitiDirect Mobile to facilitate their financial activities which saw an increase by 33%. "We also observed high usage of a more advanced feature such as Biometric access to online corporate banking platform, which increased six times than previous year" she further added.

This is the 22nd year for the awards. Winners were selected in Africa, Asia-Pacific, Central & Eastern Europe, Latin America, the Middle East, North America and Western Europe. Also announced were Regional winners in Sub-Categories which include Best Information Security and Fraud Management, Best in Mobile Banking, Most Innovative Digital Bank and others.

These awards are highly recognized in the industry, and reflect Citi's ability to address the digitization and innovation trend and our commitment to Be the Best for our clients.

Winning banks were selected based on the following criteria: strength of strategy for attracting and servicing digital customers, success in getting clients to use digital offerings, growth of digital customers, breadth of product offerings, evidence of tangible benefits gained from digital initiatives, and web/mobile site design and functionality.

"With significant wins in all regions Citi has once again proved its worth in providing the tools needed for the subsidiaries of large international corporations and mid-size companies to enjoy local specialized solutions on a globally consistent platform," said **Joseph D. Giarraputo, Publisher and President of Global Finance**. "A significant increase in API calls proves that Citi is helping clients with on-demand business models, while continued investment in cutting edge technologies has ensured CitiDirect empowers clients across the globe."



Shahmir Khaliq, Citi Global Head of Treasury and Trade Solutions said, “At Citi, our aspiration is to be our client’s global financial partner for digital commerce, providing innovative solutions and services while helping them along their digital transformation journey. With our relentless focus on delivering exceptional client experience, and a commitment to investing in our state-of-the-art omni-channel delivery platforms, such as CitiDirect, and CitiConnect API, Citi’s Application Programming Interface (API) connectivity platform, we are ensuring we can be the very best banking provider of digital treasury services.”

Citi Dominates in 75 Markets	
Best Corporate/Institutional Digital Bank	
Africa	14
Asia Pacific	15
Central and Eastern Europe	7
Latin America	14
Middle East	6
North America	2
Western Europe	17
Total Awards	75

[Click here](#) for full list of awards. The Overall Regional and Global winners and Global Sub-Category winners will be published in the December issue of *Global Finance*.

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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.