



PRESS RELEASE

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## **Citi Indonesia Wins “The Best Bank in Digital Services” Award at Indonesia Banking Award 2015**

**Jakarta, 18 September 2015** - Citi Indonesia won "The Best Bank in Digital Services" award at Indonesia Banking Award 2015 organized by Tempo Media. This is the second achievement for Citibank in the same category after being voted the **Best Consumer Digital Banking for Indonesia** by *Global Finance* magazine.

The Indonesia Banking Award (IBA) is an annual event organized by Tempo Media Group to recognize the best performances of financial institutions in Indonesia in each area of assessment. Now in its 8<sup>th</sup> consecutive year, IBA 2015 was held in collaboration with the Indonesia Banking School and Tempo Media.

The award is given to banking institutions that have proven capable of developing and maximizing Digital Financial Services (DFS) for the general public. The winner in this category is selected based on the following criteria to identify and categorize banks with DFS standard facilities: ATM, Phone Banking, SMS Banking, Internet Banking and Mobile Banking.

"This award underlined our commitment as a financial institution that continues to provide innovative digital banking services to facilitate financial transactions of our customers," said Citi Indonesia Chief Executive Officer **Batara Sianturi**. "This accomplishment strengthened our commitment to maintaining our achievements as one of the financial institutions with the best digital services in Indonesia."

Nowadays, DFS is one of the strategies to draw interests in financial transactions, as well as to facilitate customers' financial transactions. Citi Indonesia Country Business Manager, Global Consumer Banking **Lauren Sulistiawati** said, "Digital Technology has helped simplify the most complex financial transactions for banking customers. At Citi, we always strive to bring innovative digital banking products and services that are relevant to our customers' needs and adheres to the highest standard of safety system."

Throughout 2015, Citi has been recognized nationally and internationally with a series of awards such as **Best Bank for Indonesia** from Alpha Southeast Asia, **Best Transaction Bank for Indonesia** from *The Asset*, **Best Global Bank** from *Euromoney*, **Best Consumer Digital Banking for Indonesia** from *Global Finance*, and **Best Wealth Management Bank in Indonesia** from *The Asian Banker*.



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## **About Citi**

Citi, the leading global bank, has approximately 200 million customer accounts and does business in more than 140 countries. Through Citicorp and Citi Holdings, Citi offers various financial products and services to consumers, corporates, governments and institutions. These products include consumer banking and credit, corporate and investment banking, securities brokerages, transaction services and wealth management. Citi has been in Indonesia since 1968. We have around 20 branches in most major cities in the country, namely Jakarta, Bandung, Surabaya, Semarang, Medan and Denpasar. Citi also has more than 33.000 payment networks and over 4.800 corporate distribution networks in 34 provinces.

In 2015 Citi has received various recognitions including Best Foreign Bank in Indonesia from Global Banking & Finance Review, Best Tax Payment Bank in Indonesia from KPPN VII Tax office Indonesia, Best Service Provider - Transaction Bank from The Asset Magazine, Service Quality Awards 2015 from Service Excellence Magazine in partnership with Carre – Center for Customer Satisfaction & Loyalty (Carre CCSL), Best Consumer Digital Bank 2015 (Indonesia) from Global Finance Magazine.

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### **For further information, please contact:**

#### **Elvera N. Makki**

SVP, Head of Corporate Affairs

Citi Indonesia

021 – 52908327/29

[elvera.makki@citi.com](mailto:elvera.makki@citi.com)