

## Citi Indonesia Wins Prestigious Award for “Best Foreign Bank” from Finance Asia

- The illustrious International Banking Awards held by Finance Asia once again present the award for “Best Foreign Bank” in Indonesia to Citi.
- With its strategy of “simpler, smaller, safer and stronger”, this victory reflects the focus and commitment of Citi Indonesia in serving customers in the consumer, commercial and institutional segments.

**Jakarta, 15 September 2016** – Citi has notched up yet another achievement by winning the prestigious award of "Best Foreign Bank" in Indonesia at the Finance Asia International Banking Awards. This awards ceremony is organized by the leading financial magazine Finance Asia, which gives an assessment of banking institutions in Asian countries based on their performance over the last 12 months.



On its official website, Finance Asia emphasizes that this year's competition was very tight, with all the financial institutions involved demonstrating notable resilience in the face of various challenges and a tough economy. By winning the award for the sixth time, Citi Indonesia has proven its real commitment to continue performing to the best of its ability using a holistic approach in the consumer, commercial and institutional segments.

In reaction to the achievement, **Chief Executive Officer of Citi Indonesia, Batara Sianturi** said, “Among increasingly competitive and challenging market conditions, we are really grateful to receive this award. This achievement shows our focus and commitment as a trusted global-scale bank that offers innovative and integrated financial solutions in our key pillars, namely the consumer, commercial, and institutional segments. To further improve our services, we will consistently strive to be a financial institution with a simpler, smaller, safer and stronger approach.”

In promoting its mission of enabling growth and progress, Citi is prioritizing integrated technology and solutions in providing financial services to its customers. This can be seen from the various successes achieved by Citi Indonesia over the course of 2015. In terms of financial performance, Citi earned a net profit of IDR 1,567 billion, with an increase in assets of 14.6% over the previous year. This positive performance continued into this year, with Citi Indonesia



recording a net profit of IDR 633 billion at the end of the 1st quarter of 2016, up 12% from the previous year's figure of IDR 567 billion.

In order to satisfy the needs of its customers who enjoy an ever higher level of mobility, Citi Indonesia has repositioned its corporate footprint by focusing on developing a complete set of digital facilities and services. As such, in 2015, Citi Indonesia launched 4 branches with the Smart Branch concept which offers extensive flexibility and comfort through increasingly efficient digital banking solutions.

Meanwhile, in order to capitalize on the power of mobile banking, Citi has also recently introduced **Global Mobile** which provides its users with a rewarding experience. Through **Global Mobile**, customers not only get to enjoy a wide range of benefits and conveniences in their banking transactions, but also experience breakthroughs in other services that to date could only be performed through branches, phone banking or online banking.

By means of a global network that spans more than 100 countries, as well as its presence in Indonesia of 48 years, Citi has managed to gain the trust of the Indonesian Government to become one of its most prominent partners in the banking sphere.

In 2015, Citi Indonesia was appointed as joint lead manager and joint bookrunner in the sale of series RI0125 and RI0145 US Dollar Denominated Government Securities (GS) to the value of US \$ 4 billion. Additionally, Citi was also chosen to be one of the bookrunners in the Pelindo II bond issuance worth US \$ 1.6 billion, which constitutes the largest bond issuance for a SOE in Indonesia.

In terms of offering corporate financial solutions, Citi has been entrusted by the largest airline in Indonesia, Garuda Indonesia, to provide a cash management solution. Earlier this year, Citi Indonesia also provided a similar service, along with Commercial Cards, to PT. Pelabuhan Tanjung Priok (Tanjung Priok Harbour Company). Citi excels at these solutions which have been used by more than 2,000 corporate customers in Indonesia, including 40 government institutions and State Owned Enterprises (SOEs).

Citi's various achievements were underscored by the number of awards it scooped in 2015. These included the Best Bank from The Asset, Best Foreign Bank 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, Best Wealth Management Bank in Indonesia from The Asian Banker, and Best Bank in Digital Services from Tempo Media.

Citi also received a certain amount of appreciation and trust from the Indonesian Government, as demonstrated by its selection as one of the banks to manage accounts belonging to state ministries/state agencies/budgetary work units from the Ministry of Finance.



Furthermore, Citi received an award as the Top Bank Persepsi (government-appointed tax payment bank) from the Head Office of State Revenue, processing approximately Rp 60 trillion in state revenues. This figure is the largest for any internationally-networked bank operating in Indonesia.

“I would like to express my deepest appreciation to all the employees, business partners, customers and stakeholders of Citi Indonesia for the confidence and cooperation they have always given to us. Hopefully, Citi will continue to serve as the leading and most trusted international-scale banking partner in Indonesia,” said **Batara** in closing.

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#### **Overview of Citi Indonesia**

Citi Indonesia is a fully-owned subsidiary of Citigroup, Inc – New York, USA. Citi has been in Indonesia since 1968 and is one of the country’s largest foreign banks. Citi operates 11 branches in six major cities in Indonesia - Jakarta, Bandung, Surabaya, Semarang, Medan and Denpasar. Citi also has one of the largest consumer transaction networks with 33,000 payment points and one of the largest corporate distribution networks with 4,800 locations in 34 provinces.

Established in 1998, *Citi Peka* (Citi Cares and Creates) acts as an umbrella for all Citi Indonesia community activities funded by the Citi Foundation. *Citi Peka* focuses on empowerment programs and the presentation of awards to and microfinance institutions. It also seeks to enhance the abilities of young , as well as to develop the financial capacities of school-age children, farmers and mature aged women in the operational areas of Citi Indonesia. For more than 17 years, *Citi Peka* has partnered with over 31 organizations to implement 23 programs with funding of more than U\$ 8 million which has reached more than 800,000 individuals. Guided by the principle of "More than Philanthropy", *Citi Peka* involves more than 90% of Citi employees as volunteers in various community activities.

In 2016, Citi Indonesia has received various awards, including in the Triple-A Asset Awards and from Global Finance as **The Best Digital Bank**, from Finance Asia and Alpha Southeast Asia as the **Best Foreign Bank in Indonesia**, from SWA Magazine as one of the **Best Companies in Creating Leaders from Within**, from Warta Ekonomi magazine for **Best Digital Innovation Award for Banking in the Category of Top 1 Foreign Bank**, from Global Finance as **Best Digital Corporate/Institutional Bank**, from Euromoney at the Asian level of **Best Bank for Transaction Services in Asia**, as well as from Mix magazine in the Best Corporate Social Initiative 2016 as **Best Employee Volunteering**. Over the course of 2015, Citi also received various awards including **Best Foreign Bank** in the Triple-A Asset Awards, **Best Tax Payment Bank** in Indonesia from Treasury Office VII of the Indonesian Tax Office, **Best Service**



**Provider - Transaction Bank** from The Asset Magazine, **2015 Service Quality Award** from Service Excellence Magazine in collaboration with Carre – the Centre for Customer Satisfaction & Loyalty (Carre CCSL), **Best Foreign Bank in Indonesia** from Global Banking & Finance Review, and **Best Consumer Digital Bank in 2015 (Indonesia)** from Global Finance Magazine.

Further information can be obtained at: Website: [www.citigroup.com](http://www.citigroup.com) | Twitter: [Youtubeciti](https://twitter.com/Youtubeciti): [www.youtube.com/citi](https://www.youtube.com/citi) | Blog: <http://new.citi.com> | Facebook: [www.facebook.com/citi](https://www.facebook.com/citi) | LinkedIn: [www.linkedin.com/company/citi](https://www.linkedin.com/company/citi)

To enjoy a digital banking experience, please visit [www.citibank.co.id](http://www.citibank.co.id).

## PHOTO GALLERY



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