



## **Citibank N.A., Indonesia Posted Rp 2 Trillion Net Profit, Increased by 5% in the Third Quarter of 2017**

**Jakarta, 6 November 2017** - Citibank N.A., Indonesia (Citibank) recorded a positive result at the end of third quarter of 2017. Citibank's net profit of Rp 2 Trillion, increased by 5%, compared to that in the same period of last year of Rp 1.9 Trillion.

Citibank's net profit increase was driven by 7.6% growth of Net Interest Income to Rp 3.3 Trillion at the end of the third quarter 2017. The proportion of Net Interest Income was equally balanced from every business line, where Institutional Banking contributes 53% while Consumer Banking contributes 47%. These positive results contributed to an increase in Return on Asset (ROA) of 4.65% and Return on Equity (ROE) of 16.45%.

**Chief Executive Officer Citibank N.A., Indonesia Batara Sianturi** said, "Citibank's positive results in both Institutional and Consumer Banking reflected a strong momentum of our business. Our total assets increased by 9.4% to Rp 80.5 Trillion and our Total Third Party Funds increased by 4.2% to Rp 54.7 Trillion. Current and saving accounts contributed to 70% of the overall Third Party Funds as of September 30, 2017.

Furthermore Batara added, "We continue to manage our credit quality with prudential banking principle. Gross and Net NPLs at the end of September 2017 were 1.92% and 0.63%, respectively better than that in the same period last year of 2.91% and 1.12%. Our capital level is strong with the Capital Adequacy Ratio of 27.57% as of September 30, 2017."

In Institutional Banking, Citibank has successfully supported and launched The Bank Indonesia National Clearing System (SKNBI) Direct Debit (Central Bank Direct Debit) capabilities with 12 pilot banks. For better customer experience, we have migrated our commercial customers' internet banking platform into CitiDirect BE integral platform. In this period we also have launched Chinese Yuan (CNY) capabilities, enabling customers to do CNY exchange with us.

In Consumer Banking, Citibank has launched Citigold "On Your Terms", a new campaign which offers wealth management services through digital banking services and financial solutions tailored specifically to meet our customer aspirations in the areas of wealth, education and retirement. The launch was held in Jakarta and several key cities in Indonesia such as Medan and Bandung.

In line with our mission to provide remarkable mobile banking experience, we have started shifting activities that are previously only available in Citi Branches, CitiPhone and Citibank Online into our Citi Mobile. One of the capabilities is to activate dormant and inactive accounts via Citi Mobile. Customers are able to activate their accounts via their smartphone, without the need to visit a branch or call CitiPhone. Furthermore, customers are able to access and download Citi Credit Card and Ready Credit e-Statements up to the past 7 years through Citi Mobile. In addition to that, Mobile OTP which is incorporated into Citi Mobile Token enables customers to adopt the Citi Mobile App with a seamless customer experience.

In Citizenship programs, Citibank through its Corporate Social Responsibility (CSR) umbrella program, Citi Peka ("Peduli dan Berkarya" or caring and creating something meaningful), has announced the distribution of USD 725,000 in grants from the Citi Foundation to three selected nonprofit organizations, namely Indonesia Business Links, Mercy Corps Indonesia and Junior Achievement Indonesia. The funds are used to implement CSR programs for the 2017-2018 period, focusing on financial education and literacy, economic opportunities for the young generation, as well as empowerment and appreciation for micro-entrepreneurs and microfinance institutions. This milestone is followed by the launch of a community for young people, Citi



Indonesia Young Investors, aimed to expand economic opportunities through educational, literacy and financial inclusion, as well as networking development and volunteerism collaboration.

Meanwhile, awards received by Citibank from August to October 2017 were **“Best Corporate/Institutional Digital Bank”** and **“Best Consumer Digital Bank”** from Global Finance Magazine, **“Most Admired CEO”** for CEO Citi Indonesia Batara Sianturi, **“The Most Informative Credit Card Company Campaign”** from Warta Ekonomi Magazine, and **“The Best Social PR Program 2017”** for Citi Microentrepreneurship Awards (CMA) during Indonesia’s PR of The Year 2017 held by Mix Magazine.

"Our good performance in the third quarter of 2017 will become a baseline for us in entering the fourth quarter of 2017 to always develop the quality of service in enabling growth and progress for our clients, customers and stakeholders. We believe that Citibank will always be a trusted banking partner in Indonesia." concluded Batara.

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#### **About Citibank N.A., Indonesia**

Citibank N.A., Indonesia is a fully-owned subsidiary of Citigroup, Inc. – New York, USA. Citibank 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 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. Citibank N.A., Indonesia is part of ATM Bersama networks with more than 70,000 ATM terminals throughout Indonesia.

In 2017, Citibank N.A., Indonesia has received various awards, including from Global Finance Magazine as both **“Best Corporate/Institutional Digital Bank”** and **“Best Consumer Digital Bank”**, **“Best of the Best Philanthropy”**, **“Best Employee Volunteering”** and **“Best Social PR Program”** from Mix Magazine, **“Best Foreign Bank in Indonesia”** from Finance Asia, **“Best Bank in Compliance Reporting of Foreign Exchange Flows (LLD = Lalu Lintas Devisa) and Export Proceeds (DHE = Devisa Hasil Ekspor)”** by the Indonesia Central Bank, **“Best Bank in Indonesia”**, **“Best e-Bank in Indonesia”**, **“Best Corporate and Institutional Bank – Global in Indonesia”**, **“Best Corporate Bond in Indonesia”**, **“Best Liability Management in Indonesia”** from The Asset magazine and **“Best Perform in Custodian Bank”** along with **“Indonesia’s Digital Innovation Award 2017 in Foreign Bank category”** from Warta Ekonomi magazine. In 2016 Citibank N.A., Indonesia earned various awards from The Asset Triple-A Awards as **“Best e-Bank in Indonesia”** 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 co-winner 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”**. PT Citigroup Sekuritas Indonesia (PT CSI) won **“Best Securities 2016”** in the category of assets above IDR 1 Trillion by Investor Magazine. Over the course of 2015, Citi also received various awards including **“Best Bank in Indonesia”** 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: @citi | YouTube: [www.youtube.com/citi](http://www.youtube.com/citi) | Blog: <http://blog.citigroup.com> | Facebook: [www.facebook.com/citiindonesia](http://www.facebook.com/citiindonesia) | LinkedIn: [www.linkedin.com/company/citi](http://www.linkedin.com/company/citi)  
To enjoy a digital banking experience, please visit [www.citibank.co.id](http://www.citibank.co.id).

**GALLERY PHOTO**



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