



PRESS RELEASE

For Immediate Release

Citi Indonesia Wins Both Best Corporate/Institutional Digital Bank and Best Consumer Digital Bank from Global Finance Magazine

Jakarta, 7 September 2017 – Citi Indonesia has been awarded by Global Finance Magazine as “Best Corporate/Institutional Digital Bank” and “Best Consumer Digital Bank” during the 18th Global Finance Award this year. Winners of these prestigious awards were chosen among entries which were evaluated by world-class panel judges at Infosys, a global leader in consulting, technology and outsourcing, and Global Finance editors. Citi Indonesia was chosen to be “The Best Digital Bank in Indonesia” in both Corporate/Institutional and Consumer categories 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.

Chief Executive Officer of Citi Indonesia Batara Sianturi remarks, “Both awards that we have received demonstrate Citi's commitment which emphasizes on innovation. In an environment where technological development and digitization are constantly changing the way we meet the needs and aspirations of our customers, we continuously enhance our digital services by using the highest security standards, at the same time providing the best digital experience to our clients and customers, whenever and wherever they are.”

In Corporate/Institutional business, Treasury & Trade Solutions (TTS) business posted a strong growth which has been mainly driven by innovative banking services that answer client's challenges and needs in this digital era. The offers include the launch of MobilePASS, a new digital solution which removes the need for corporate/institutional clients to use a token when accessing their online banking accounts on desktop, mobile, or tablet. In addition to that, there is Citi Virtual Card Accounts - a next-generation payment tool that increases transaction security and control for organizational expenses.

Head of Treasury and Trade Solutions Citi Indonesia Vincent C. Soegianto explains, “Being truly digital is fundamental to our strategy. We continuously invest in the next generation of technology, intuitive user interfaces and advanced online analytics, and are early adopters in exciting areas such as robotics, predictive analytics, block chain distributed ledger technologies, and digital identity solutions. Winning this award would not have been possible without our clients, as we have a very client-centric approach to innovation and actively engage with our clients to co-create innovative and differentiated solutions that are relevant to them.”



In Consumer Banking, the digital platform now enables Citi's clients to switch, top up, and redeem mutual fund straight through via the e-mutual fund functionality, including update their risk profile and monitor their portfolio/ NAV. Furthermore, we also offer digital advisory and digital access to more than 400 analysts and Citi's financial global experts through webinars. In Credit Cards business, the Digital Balance Conversion via Citi Mobile was launched to provide customer flexibility in managing their card balance, even after their statement cycle date. Citi Mobile application was also enriched with functionalities enabling tax payment (excluding Housing and Land Tax) and feature to increase credit card limit.

Head of Consumers Bank Citi Indonesia Bea Tan adds, "It is our goal to be the world's leading digital bank and deliver remarkable banking experiences to our clients wherever they are. We have accelerated efforts to transform our model to be simpler, more nimble, highly relevant, scalable and far more digital. We are honored that this transformation has been recognized by Global Finance Magazine."

"It is our priority and commitment to develop digital-based services, especially with mobile-first capabilities. Through the number of functions and conveniences that we offer, Citi clients and customers can perform financial transactions in accordance to their needs and preferences in a secure environment from the palm of their hands. By winning both of Best Corporate/Institutional Digital Bank and Best Consumer Digital Bank, Citi Indonesia is delighted for being recognized as consistently deliver expectations on digital products and services." Batara concludes.

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About Citibank Indonesia

Citibank 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 Indonesia has received various awards, including from Finance Asia as **"Best Foreign Bank in Indonesia"**, **"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 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 | Twitter: @citi | YouTube: www.youtube.com/citi | Blog: <http://blog.citigroup.com> | Facebook: www.facebook.com/citiindonesia | LinkedIn: www.linkedin.com/company/citi

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