

Press Release

For Immediate Distribution

Garuda Indonesia Group Launches Multi-Currency Pricing (MCP) feature for Website and Mobile Channels with Citi® InstantFX Solution

- *In the future, the collaboration between Garuda Indonesia Group and Citi® InstantFX Solution will also be implemented by the joint operations management partner of Garuda Indonesia Group - Sriwijaya Air Group*

Jakarta, April 11, 2019 - Garuda Indonesia, the national airline of Indonesia and rated as a 5-star airline by the international airline review firm Skytrax, has launched the localized pricing feature to further enhance the booking experience for its passengers.

The enhancement personalizes booking experience as passengers may now pay for their flight tickets and other purchases made via the website and mobile app in the currency of their choice. For the initial phase: International passengers (outside Indonesia) may select any of the following currencies to complete their booking: THB, EUR, JPY, HKD, GBP, SGD, USD and AUD. By enabling its passengers to select their preferred currency, passengers are now able to confirm and see the final billing amount without having to wait for the credit card statement. Garuda Indonesia-Sriwijaya Group will be rolling out additional currencies throughout this year.

This initiative is powered by Citi® InstantFX foreign exchange management solution. InstantFX supports over 70 currencies and is widely used by clients in various industries including Online Travel Agencies, Payment Service Providers and Online Marketplaces.

CEO Citi Indonesia Batara Sianturi commented, "We are honored to be trusted by the country's flag-carrier Garuda Indonesia-Sriwijaya Group in regard to utilizing Citi® InstantFX solution. We are confident that Citi's global network and solutions will support the airline to bring an even more seamless experience to their customers."

Meanwhile, **CEO of Garuda Indonesia Ari Askhara** stated "As part of companies drive to improve customer satisfaction, we continuously strive to provide our passengers with a convenient and seamless booking experience. The presence of Citi® InstantFX become significant value for Garuda Indonesia's continuously improvement in online booking experience, as form of our commitment in bringing the new flight experience towards our passengers through digital and technology innovation".

"In the future, the collaboration between Garuda Indonesia Group and Citi® InstantFX Solution will also be implemented by the joint operations management partner of Garuda Indonesia Group - Sriwijaya Air Group".

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About Citibank Indonesia

Citibank, N.A., 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 2018, Citibank Indonesia received awards as **Best International Bank in Indonesia from Finance Asia**, **Best Bank-Global in Indonesia**, **Best Bond Adviser-Global in Indonesia**, **Best Digital Bank in Indonesia**, **Best Retail Mobile Banking Experience** from the Asset, **Digital Banking Initiative of the Year** from Asian Banking and Finance, as well as **Innovative Company in Digital Services** in the category of **Foreign Bank** from Warta Ekonomi. In 2017, Citibank Indonesia has received various awards, including from Global Finance Magazine as both "**Best Corporate/Institutional Digital Bank**" and "**Best Consumer Digital Bank**", "**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.

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).

About Garuda Indonesia

Garuda Indonesia – Indonesia flag carrier - currently serves 90 destinations worldwide and various exotic locations in Indonesia. With the number of flights reaching 600 per day, Garuda Indonesia provides the best services through the concept of "Garuda Indonesia Experience" which features hospitality and cultural richness of Indonesia.

Some recognition of the success of the Garuda Indonesia transformation program "among others is the achievement as" Five Star / 5-Star Airline ", and the first airline in the world to win the title " The World's Best Cabin Crew for five consecutive years, from 2014 – 2018 from London-based independent flight rating agency SkyTrax. Also in 2019, Garuda Indonesia has also recently been re-named the "TripAdvisor Travelers Choice Awards" hosted by TripAdvisor.

Garuda Indonesia is a member of SkyTeam, a global airline alliance with 20 member airlines offering a global network of more than 16,609 daily flights to 1,074 destinations in 177 countries.

PHOTO GALLERY



CEO Citi Indonesia Batara Sianturi (6th from left) and **CEO Garuda Indonesia Ari Askhara** (3rd from right) on the signing ceremony of Multi-Currency Pricing (MCP) launch feature for website and mobile channels with Citi® InstantFX Solution.



CEO Garuda Indonesia Ari Askhara (6th from right) and **CEO Citi Indonesia Batara Sianturi** (6th from left) together with **Head of Markets and Securities Services Citi Indonesia Franziska Wagju** (3rd from left); **Global Head of Foreign Exchange Corporate Sales and EMEA Head of Corporate Sales and Solutions, Citi Markets, Flavio Figueiredo** (5th from left); **APAC Head of Foreign Exchange Corporate Sales, Tushar Gundecha** (4th from left); **President Director Citilink Indonesia Juliandra Nurtjahjo** (5th from right) and **President Director Sriwijaya Air Josep Saul** (4th from right) on the launch of Multi-Currency Pricing (MCP) feature for website and mobile channels with Citi® InstantFX Solution.



Left-right: *APAC Head of Foreign Exchange Corporate Sales Tushar Gundecha, Global Head of Foreign Exchange Corporate Sales and EMEA Head of Corporate Sales and Solutions, Citi Markets Flavio Figueiredo, CEO Citi Indonesia Batara Sianturi, CEO Garuda Indonesia Ari Askhara, Director, Head of Corporate Sales and Solutions Citi Indonesia Suhadi Mustopo and Head of Markets and Securities Services Citi Indonesia Franziska Wagiu* after the launch of Multi-Currency Pricing (MCP) feature for website and mobile channels with Citi® InstantFX Solution.