



Press Release

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## **Citibank N.A, Indonesia Posted Rp 1 Trillion Net Income In The First Quarter of 2020**

Jakarta, May 18, 2020 - Citibank N.A., Indonesia (Citibank) posted a Net Income of Rp 1 Trillion in the first quarter of 2020. The bank also recorded a Return on Equity (ROE) of 22.5% and a Return on Assets (ROA) of 5.6% during the same period.

Citibank continues to remain well capitalized and highly liquid, with a Capital Adequacy Ratio (CAR) at 26.3% and RIM at 62.4%. In addition, Citibank continues to maintain its asset quality, with gross and net NPL reported at 2.3% and 0.2%, respectively.

In Consumer Banking, Citibank hosted its first Citigold client series event, themed "Investing in A Disruptive Era", to deliver insights and projections for the investment climate in 2020. In Digital Banking, Citibank received the "Digital Bank of the Year in Indonesia" award from the Asset magazine, for its efforts in innovating and developing a unique digital experience for customers in Indonesia. Now more than half of Citibank's customers engage with the company digitally, with around 69% year-on-year growth on Citi Mobile App usage. In Cards and Loans, Citibank collaborated with BMW Indonesia to introduce a program, in which customers can convert their transactions easily through 0% instalment program.

In Institutional Banking, The Asset Magazine awarded Citibank as "The Best Bond Adviser-Global in Indonesia" for the third consecutive year. Meanwhile, the Treasury and Trade Solutions business held a series of webinars to help instill business confidence within its wide range of clients in dealing with implications from the COVID-19 pandemic.

"While no one knows the severity or longevity of the virus' impact on the local economy, we have the resources we need to serve our clients without jeopardizing our safety and soundness. We remain committed to serve them, and navigating these challenging times together. At the same time, I also would like to thank our Citibank Indonesia employees who have supported our clients and communities and delivered the best possible support and solutions to them," said **Citibank N.A., Indonesia CEO Batara Sianturi**.

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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 2019 Citibank Indonesia received a prestigious award as **Best International Bank in Indonesia** from Asia money, **Best Corporate/Institutional Digital Bank in Indonesia** from Global Finance and **Wealth Management Platform of the Year in Indonesia** from Asian Banking and Finance. 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.

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).

Citibank N.A., Indonesia is a bank that is licensed, registered and supervised by the Indonesia Financial Services Authority (OJK).

Citibank N.A., Indonesia an insured member of Deposit Insurance Corporation