



FOR IMMEDIATE RELEASE

Citi Indonesia

June 15, 2023

Citi Named “Digital Bank of the Year” by The Asset

Jakarta, June 15, 2023 – Citi named Asia Pacific and Indonesia’s Digital Bank of the Year at The Asset Magazine’s Triple A Digital Awards 2023. The Asset also named Citi Digital Bank of the Year in Hong Kong, India, Thailand, and Sri Lanka.

The award is a testament to Citi's longstanding performance in the banking industry, particularly in providing outstanding innovative financial solutions and excellent customer service.

Batara Sianturi, Chief Executive Officer of Citi Indonesia, said “We are honored to be recognized as the leading digital bank in Indonesia by The Asset magazine. Our banking network is highly adaptable to the needs of our clients. It evolves with the changing demands and dynamics, including the emergence of new technologies. This award demonstrates our continuous efforts to provide innovative digital banking solutions.”

Long before the pandemic, Citi Indonesia has been at the forefront of advocating digital change to our clients. Citi Indonesia delivers a seamless client experience to its institutional clients, enabling real-time, instant capabilities across its solutions. The company continues to build a borderless transaction network with solutions such as 24/7 clearing of USD payments, instant cross-border payments into digital wallets, on-demand sweeps, 7 day sweeps and electronic trade loans.

In Indonesia, the Digital Banking of our consumer business has been transformed into a simpler, faster, and far more digital model. Citi Indonesia’s digital platforms provide remarkable customer experience from account opening to servicing including card activation, e-statement view, lock card/change PIN, temporary credit limit increase, conversion to installment (EazyPay), QRIS (Quick Response Indonesia Standard) Payments and taking a loan through Citi Quick Cash.

“This award recognizes our innovative and digital banking solutions. Through these digital channels, we are able to offer a simpler, more convenient, and easily accessible services to our customers,” Batara added.

Innovation and adoption of our digital solutions are key. This focus has resulted in significant growth in Citi Mobile’s active user which grew three times higher in the first quarter of 2023. The digital share transaction for investment product increased by 3% in the first quarter of 2023. During the same

period, the digital loan portfolio share has increased by 2%, followed by sales growth of 8%. The digital channel has proven to be one of company's main factors in growing the business and to achieve our mission in supporting digital inclusion.

The Asset Magazine cited Citi's leading technology offering and client experience focus. "Clients have commended its reliable digital banking services with one corporate customer appreciative of the bank's automated solutions for its liquidity structure. Citi has leveraged technology to come up with real-time liquidity solutions," the publication stated.

In 2023, Citi Indonesia received prestigious awards as Best Bank for Sustainable Finance, Best Bond Adviser, Best Social Loan and Digital Bank of The Year from The Asset Magazine. Citibank also named the Best Credit Card, Best Debit Card, Best Wealth Management, and 2nd Best Saving Account for Foreign Bank categories by Infobank magazine. Citi Indonesia is also honored to be named The Best Foreign Bank by Bisnis Indonesia.

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About Citibank N.A., Indonesia

Citibank, N.A., Indonesia (Citi Indonesia) is a full branch of Citibank, N.A., a wholly owned subsidiary of Citigroup, Inc., which is based in New York, United States of America. Citi is a preeminent banking partner for institutions with cross-border needs, a global leader in wealth management and a valued personal bank in its home market of the United States. Citi does business in nearly 160 countries and jurisdictions, providing corporations, governments, investors, institutions and individuals with a broad range of financial products and services.

In Indonesia, Citi was established since 1968 and is one of the country's largest foreign banks. Citi operates 9 branches in four major cities – Jakarta, Bandung, Surabaya, and Medan. In Indonesia, Citi has a corporate distribution network of around 776 locations in 38 provinces. Citibank N.A., Indonesia is connected to the ATM Bersama and ATM Prima network with more than 197,000 ATM terminals spread across various locations throughout Indonesia.

In 2022, Citi Indonesia received prestigious awards as **Best Global Bank in Indonesia**, **Best Bond in Indonesia** and **Digital Bank of the Year in Indonesia** from The Asset Magazine, and one of the Best Bank in Indonesia from Forbes Magazine.

Additional information may be found at www.citigroup.com | Twitter: @Citi | YouTube: www.youtube.com/citi | Blog: <http://blog.citigroup.com> | Facebook: www.facebook.com/citi | LinkedIn: www.linkedin.com/company/citi. To enjoy a digital banking experience, please visit www.citibank.co.id.

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

For further information, please contact:

Puni A. Anjungsari

Country Head of Public Affairs

Citi Indonesia (Citibank N.A., Indonesia)

Email: corporateaffairs.indonesia@citi.com