PRESS RELEASE – FOR IMMEDIATE RELEASE
Citibank, N.A., Indonesia
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Citi Launches AI Capabilities in Indonesia, Pioneering a New Era of AI in Indonesia's Institutional Banking Landscape

Jakarta, June 11, 2026 — Citi has launched its AI tools in Indonesia, a pivotal move designed to unlock new levels of efficiency and productivity in the digital age.

With the launch in Indonesia, **Citi's AI tools are now available in 87 markets and jurisdictions, where around 180,000 Citi employees** can use them, with plans for continued AI adoption in Citi's ecosystem throughout the year.

Batara Sianturi, CEO of Citi Indonesia, said, "AI is central to our strategy for operations, client delivery, and the future of banking. With this launch, **Citi Indonesia is pioneering a new era of banking, being among the first in the country to harness the power of AI to modernize in how we operate.** This is a pivotal step in enhancing our agile, AI-enabled organizational capabilities and solidifying our position as the preeminent banking partner for institutions with cross-border needs. We are building the future, today."

Following the rollout of Citi's AI tools in Indonesia, employees now have access to a suite of AI tools to simplify work and increase productivity, consisting of **Citi Stylus Workspaces** and **Citi Assist**.

Citi Stylus Workspaces leverages conversational AI to streamline day-to-day tasks through various features, including document intelligence, prompt free presets, conversation history, start with a chat, browser summarization, Q&A, and more.

Citi Assist is a desktop assistant that helps employees search for Citi's policies and procedures, with plans to expand its content base over time. This tool provides quick access to critical information, ensuring compliance and minimizing risk.

"By pioneering AI in Indonesia's banking sector, we are equipping our colleagues to deliver enhanced services for our clients. This is about more than adaptability; it's about unlocking new growth opportunities and solving our clients' most complex challenges with greater speed and precision," concluded Batara.

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About Citi 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 more than 180 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 Indonesia now operates with a refined focus, maintaining four branches in four major cities in Indonesia, namely Jakarta, Bandung, Surabaya, and Medan.

Throughout 2025, Citi in Indonesia received a number of prestigious awards, one of which was from The Asset where Citi Indonesia was named *Best Corporate and Institutional Adviser*, *Best Bond Adviser – International*, *Best Commercial Bank*, *Best Social Loan*, *Best Bank Bond*, *Best Syndicated Loan – Mining*, *Best Syndicated Loan – Agriculture and Best Sellside for the Local Currency Bond*. In addition, Citi Indonesia also won awards from the Euromoney Awards for Excellence 2025, namely *Indonesia's Best International Bank, Indonesia's Best Bank for Large Corporates* and *Indonesia's Best Cash Management Bank*; and *Best M&A Deal* from FinanceAsia Achievement Awards 2025.

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

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