



For Immediate Release
Citigroup Inc. (NYSE: C)
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Citi Launches Digital Credit Cards First in Singapore

In a first for Citi globally, new cardholders in Singapore will receive digital credit cards for immediate use.

Singapore – In a first for Citi globally, new credit card customers in Singapore will have access to digital versions of their plastic for immediate use before receiving their physical credit cards.

Live in Singapore, the digital credit card enables a new Citi credit cardholder to:

- Make online payments
- Enroll their cards into Apple, Google and Samsung Pay
- Set up recurring payments including payments for subscription-based services

The digital credit card was first introduced in 2020 to Citi's existing credit card customer base, facilitating the delivery of lost or replacement cards in multiple markets where lockdowns due to COVID-19 had restricted movement and impacted logistics around the world.

Vikas Kumar, Head of Cards and Personal Loans, Citibank Singapore added, "Customers in Singapore are digitally savvy and appreciate the simple and seamless experience that our mobile app brings especially for quick payments online or offline. As a key market for Citi credit cards in Asia, we are proud to offer our digital credit card to customers in Singapore first."

New credit customers in Singapore will receive their digital credit cards through Citi Mobile® App – Citi's mobile banking app. Upon approval of a credit card application, a cardholder receives a notification through either e-mail or SMS to create an online banking account. Once the online banking account is created, the digital credit card is immediately provisioned on the app, giving the cardholder a credit card number, expiry date as well as a temporary CVV number.

Once the physical card is received and activated, the temporary CVV on the app is automatically replaced with the one stated on the physical credit card.

This new feature has been launched for Citi Mobile® App users on Android and will be made available to iOS users later this month.

Citi's Cards business continues to see an increasing share of digitally active customers, driven by the launch of new products and services and partnerships with leading digital platforms in the region including Grab and Lazada in Singapore. Currently, 95% of all new credit card acquisitions are acquired digitally and over the past year, Citi's share of lending acquired through digital channels has also increased, reaching 61% in 2020 up from 49% in the previous year.

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About Citi

Citi, the leading global bank, has approximately 200 million customer accounts and does business in more than 160 countries and jurisdictions. Citi provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services and wealth management

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