



**For Immediate Release**  
**Citigroup Inc. (NYSE: C)**  
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## **Citibank Singapore Remains Fully Open for Business with Additional Precautionary Measures to Protect Clients and Employees**

[Singapore] Since the start of the COVID-19 situation, Citibank Singapore has progressively introduced a series of precautionary measures at its office and branch locations to protect the health and safety of its clients and employees, and serve its customers through digital platforms. In light of the recent announcement by the Singapore Government, Citi will support the measures being put in place by the banking industry announced a short while back by the Association of Banks in Singapore (ABS). To minimise social interactions in the community, Citibank Singapore will temporarily close four branches (Asia Square, Woodlands, Holland Village and Punggol) from 9th April 2020 to 4<sup>th</sup> May 2020. This is in addition to the four Instant Banking Centres (Bugis, Boon Lay, Tampines and Changi Business Park) which were temporarily closed since 27 March 2020.

Remaining branch locations will have revised operating hours, and vulnerable customers such as the elderly and pregnant women, will be provided with a dedicated branch hour from 9.30am to 10.30am and priority queues to enter these branches for their banking needs. While some branch locations remain open, the bank encourages customers to download and use the Citi Mobile® App or Citibank Online to manage their daily banking transactions including balance enquiry and payment, card applications, activation and locking, updating of personal information. PayNow is also encouraged for payments to various merchants across Singapore as well as peer-to-peer fund transfers. All ATMs and Cash Deposit Machines will still be accessible 24/7.

Brendan Carney, CEO of Citibank Singapore Limited and Global Consumer Banking ASEAN Cluster Head said, "In these extraordinary times of COVID-19, the well-being of our employees and clients remains our top priority. We continue to support our clients with their banking needs anytime, anywhere through our Citi Mobile® App and will offer special relief assistance to clients who may require additional help to get through this challenging period. At the same time, we ask for our customers' understanding as we are working round the clock to respond as quickly as possible to some of the queries that may have come through our Citiphone or other channels."

Other precautionary measures that Citi has taken since the start of the COVID-19 situation include increased cleaning and sanitation, as well as screening and temperature checks at all branch locations and offices, implementation of crowd control and safe distancing measures at all branches, including deploying of social distancing markers on furniture and floor strips for queues, restricting international business travel. Citi will continue to closely monitor the COVID-19 situation and take additional measures where necessary to safeguard the well-being of our clients and employees.

Full list of open branch locations and details are available on [www.citibank.com.sg](http://www.citibank.com.sg). Download Citi Mobile® App using the QR code below to bank at your convenience.



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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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