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St. Petersburg

### Citibank makes one more step towards bank of future

#### ZAO Citibank Opens Innovative Sales and Service Center in St. Petersburg

Citibank has inaugurated today its first sales and service center in St. Petersburg. The center, located at the Galeria — the city's biggest shopping mall, will provide access to all major banking services, as well as to professional advice right during the shopping visit of the bank's clients.

Amit Sah, Head of Consumer Banking at ZAO Citibank, says: "We are focused on creating high technology banking solutions for our Russian clients, leveraging our global expertise and experience. The concept of sales and service center is an innovative and flexible tool that, on the one hand, enables us to provide timely and efficient service to our one million retail clients, and, on the other hand, helps the bank operate in a cost-efficient way. In April, we successfully launched three centers of this type in Moscow. We will be gradually expanding this network to Russian regions in future."

Citibank's fully operational sales and service center will have interactive equipment — such as multifunctional ATM, Internet booth, CitiPhone, sensor screen and information plasma.

Customers will be able to perform such essential functions as submitting application for [credit cards](#) and [consumer loans](#); quickly and effectively liaising with [CitiPhone](#); getting access to [Citibank Online](#), as well as solving a number of client service issues — for instance, subscribing/unsubscribing to [CitiAlert](#) and [E-statements](#), and some others. Online issue/re-issue of credit and debit cards will be available in near future.

The sales and service center is located at the Galeria Shopping Center, 30a, Ligovsky Avenue. It will be open 7 days a week from 10:00am to 11:00pm.

**ZAO Citibank**, a full subsidiary of Citi, has been operating in Russia since 1993. At present ZAO Citibank is among the country's largest banks offering a full range of products and services to corporate and consumer customers. Citibank has over 3,000 employees: its distribution network includes retail branches, 400 ATMs and representative offices in largest cities in Russia, Citi also operates in Ukraine and Kazakhstan. The number of the bank's consumer clients has exceeded 1,000,000 Russians. [www.citibank.ru](http://www.citibank.ru).

**Citi**, the leading global financial services company, 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. Additional information may be found at [www.citigroup.com](http://www.citigroup.com).