

July 6, 2004
St. Petersburg

Citibank Russia Launches Retail Banking in St. Petersburg and commits US\$100,000 to financial education.

ZAO Citibank, a member of Citigroup, the preeminent global financial services company, today announced the launch of retail banking in St. Petersburg and the opening of its first consumer branch in the city at 182, Moskovsky Avenue.

Citibank launched a full suite of banking services designed to help consumers save, invest and borrow through a world-class range of products. Customers will be assigned a personal banker who will help to plan personal finances based on short and long term financial goals. More than 40 full-function ATMs will be installed in St. Petersburg over the next six months to support this highly personalized service. Customers can bank with Citibank round-the-clock from any part of the world through state-of-the art CitiPhone, the bank's 24 hours telephone service, and Internet banking.

Officiating at the opening of the branch Jean-Paul Votron, CEO for Consumer Banking in Europe, Middle East and Africa commented, "Russia is a priority market for the bank which is evidenced by the growth in our business here since 1993. We are leveraging our global expertise in retail banking to offer a world-class range of products and services in St. Petersburg. We are delighted with the progress we have made since the opening of our retail business in Moscow - in particular the response to our customer approach and product offering. Expanding into St Petersburg was a natural next step for Citigroup - and we look forward to serving the needs of consumers in this important market." Mr. Votron was joined at the official opening of the branch by Ms. Nadezhda Savinskaya, Head of the Territorial Department of the Central Bank in St. Petersburg.

Citibank provides a high level of security as part of its banking service. A customer's photograph and signature are carried on the front of debit and credit cards, and all transactions can be transmitted instantly to the customer's mobile phone or email if requested. Citibank also has a special fraud monitoring unit which ensures that customers are notified if there is any out-of-pattern usage on their account or credit card.

The current set of products offered by the St. Petersburg branch include:

- **CitiOne:** A full suite of savings, investments and borrowing tools available 24 hours a day.
- **CitiGold:** Wealth Management Banking designed to help customers grow and manage their wealth through sophisticated financial solutions. Customers will receive premium financial and investment products and services tailored to their individual needs.
- **Personal Loans:** An unsecured any-purpose loan up to 600,000 Rubles payable in 48 monthly installments.
- **Credit Cards:** A safe and convenient way to pay at more than 30 million shops and locations worldwide with a credit line of up to 320,000 Rubles available 24 hours a day.

Nandan Mer, Consumer Business Manager for ZAO Citibank said, "We have designed our products and services to be secure, convenient and modern. We understand that customers' needs vary significantly so we have tailor-made transaction accounts, savings tools, investment services and credit products to serve a wide cross-section of customer segments and hope that Citibank's offering responds to the needs of the most demanding customers".

ZAO Citibank was one of the first banks with foreign capital to enter the Russian market. A decade later it is one of the leading banks in the country with more than 600 staff in Moscow and St. Petersburg serving more than 200,000 individual customer accounts and 2,200 corporate customers.

In a separate announcement, the Citigroup Foundation today renewed its commitment to financial education in the city with a three-year grant of \$100,000 to fund the development of teaching business management at the School of Management of the St Petersburg State University. The move follows [a similar grant of US\\$60,000 made in 2001](#).

Allan Hirst, President of ZAO Citibank commented, "As a company Citigroup has a strong belief that it has a responsibility to support the communities in which it operates. Russia is no exception, and Citigroup is delighted to be able to renew its association with the St. Petersburg State University through the provision of a significant grant today. The grant also reflects Citigroup's focus on supporting financial education around the world.

Additional information about Citibank Russia retail products and services may be found at www.citibank.ru.