

**CITIBANK - BEST ONLINE BANK IN AUSTRALIA**

Sydney, 30 March 2009: Citibank has the best online banking in Australia according to the latest Customer Satisfaction Awards by Canstar Cannex.

More than 5,000 people gave their feedback on Australia's banks including what they thought about online banking systems and voted Citibank as providing the most satisfying experience.

"We're very active when it comes to finding out what our customers want from internet banking, and we're constantly making improvements based on their feedback," said Roy Gori, CEO of Citibank Australia, the consumer banking arm of Citi Australia.

"We've tried to get the basic functions right so our customers have a very familiar, easy to use online banking home. Then we've added many useful tools in the areas of bill payments, funds transfers and account information which are now a part of daily life for our customers. We're committed to providing the best online banking globally."

Citibank places great emphasis on the ease of internet banking as most of its customers are virtual bankers rather than branch dependent.

The Canstar Cannex Bank Customer Service Awards 2009 recognised Citibank in its initial report:

*'Citibank has the most satisfied customers who use the internet for their banking needs. Citibank richly deserves this award, as the majority of its business is done via net banking and it has expended much time and effort in making its system user friendly and largely devoid of frustration for customers.'*

*'Handling complaints and running an efficient call centre were also areas of satisfaction for Citibank in the survey, as were a suite of well-priced products which are always a drawcard for prospective customers.'*

Mr Gori said: "This accolade from an independent party is testimony to the importance of online banking. We know that more people than ever are using it as their primary money management tool because of its convenience and speed and the personal control it provides for financial management. Being a global bank, Citibank customers can transfer funds between their linked accounts in more than 25 different countries instantaneously."

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Citi, the leading global financial services company, has some 200 million customer accounts and does business in more than 100 countries, providing 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, and wealth management. Citi's major brand names include Citibank and Citi Smith Barney. Additional information may be found at [www.citi.com.au](http://www.citi.com.au)