



For Immediate Release
Citigroup Inc. (NYSE: C)
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Citi Hong Kong Launches Voice Biometrics Authentication

First bank in Hong Kong to roll out enhanced security, faster and more convenient authentication experience for consumer banking clients

Hong Kong – Citi Hong Kong today announced the launch of voice biometrics authentication for its consumer banking clients. The new technology, which has been successfully implemented in Taiwan, Singapore and Australia, allows clients to use their voiceprints for authentication rather than having to remember multiple PINs or respond to questions used for verifying their identities.

The voice biometrics authentication capability uses voiceprint, similar to fingerprint, which is unique to each person. The new authentication solution is **fast**, **secure** and **convenient** to use as verification is automatically completed within 15 seconds while clients speak with our CitiPhone officers when they call CitiPhone Banking, our 24-hour service hotline. This is a reduction from the average 45 seconds spent verifying their details currently.

When clients call CitiPhone Banking, they can choose to enroll for this service by having their voice recorded to generate their unique voiceprint. Each voiceprint will be uniquely tagged and cannot be emulated or reused once stored.

“The voice biometrics authentication capability underscores Citi’s focus on using technology to better serve our clients. We understand that having to remember different PINs and answer multiple questions may not be entirely customer friendly at times. With this new capability, our clients can access banking services faster, and in a more secure and convenient way,” says Angel Ng, Country Business Manager, Citibank Global Consumer Banking.

Voice biometrics authentication will be rolled out in phases from 2016 through 2017 to cover all 12 of Citi’s consumer banking markets in Asia Pacific, representing more than half of the bank’s 19 consumer markets globally.

Asia is an important region for innovation at Citi. The latest technology enhancement introduced in Hong Kong this year is Global Mobile, which is a redesigned mobile app that offers a more intuitive interface, simplified navigation and enhanced features. Through Global Mobile, clients can manage their finances easily on the go and enjoy a more streamlined mobile banking experience.

Starting from June 28, 2016, clients can enroll for the voice biometrics authentication when calling CitiPhone Banking, our 24-hour service hotline. Upon clients' agreement, a recording will be made of their voice while speaking with a CitiPhone officer. The authentication system will analyze clients' recording and create their unique voiceprint, which will be securely stored in the system. Thereafter, whenever clients call CitiPhone Banking, the voice biometrics authentication system will use the voiceprint to match the client's identity* at the start of any call, so that clients can directly proceed to banking services. For further details or to register for voice biometrics authentication, please call 2860 0345.

*CitiPhone officer may ask additional security questions to verify client's identity.

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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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