

**MEDIA RELEASE**

**CITIBANK REALIGNS SALES FORCE TO PROVIDE  
BETTER SERVICE FOR BROKERS**

*Sydney, 14 December 2006:* Citibank has realigned its sales force, giving it a new look in time for the New Year. The change will mean brokers are given a single contact point for residential and commercial loans.

Peter Hayward, Head of Distribution for Mortgages at Citibank says the organisation continues to be dedicated to the broker channel and the refocus reflects the fact that 95% of Citibank's mortgages are written by brokers.

"Unlike some other banks, brokers write the vast majority of our mortgage business so our aim is to make their jobs easier," says Peter Hayward, Head of Distribution for Citibank Mortgages. "In fact, our key focus in 2007 will be improving our service to our brokers".

A dedicated Business Development Manager (BDM) will now assist brokers with all their mortgage lending requirements, both residential and commercial.

The realignment of the sales force is one of a number of service improvement initiatives being carried out by the Citibank Mortgages team. Other planned improvements come under the codename 'Project Catapult', and will see changes to a range of areas including redraw, variations and settlements.

Under 'Project Catapult, planned improvements include:

- Significant reduction in the time it takes to process a redraw
- Streamlined service for variations
- Making our existing features easier to understand and improving communications throughout the settlement process.

"Ultimately we want customers to be satisfied with the experience they receive and their choice of mortgage. The benefits of an improved service for brokers should reflect in happier customers which is a good result for everyone," Peter said.

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**Enquiries:**

Andrea MacKay: T: (02) 8225 1468 [andrea.mackay@citigroup.com](mailto:andrea.mackay@citigroup.com)

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