2024

Citibank Berhad **ANNUAL REPORT**

Registered Office
Level 44, Menara Citibank,
165 Jalan Ampang,
50450 Kuala Lumpur

Date of Incorporation
22 April 1994

Auditors
KPMG

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Chairman's Statement

2024 was a pivotal year for Citibank Berhad, marked by strong financial performance that reflects the success of our multi-year strategic refresh. Our streamlined structure has sharpened our focus, enabling us to leverage our network and expertise more effectively. As the world's most global bank, the franchise is uniquely positioned to provide Malaysian companies with the financial solutions and insights needed to navigate an increasingly complex and interconnected world.

With over two centuries of experience and deep international expertise, Citi stands apart in the industry. Our presence spans over 90 countries, with local trading desks in more than 80 markets and a custody network covering over 100 markets - 63 of which are proprietary. This unparalleled connectivity allows us to conduct business in more than 180 countries and jurisdictions, giving domestic companies a distinct advantage as they expand beyond borders.

In 2024, Citibank Berhad generated profit after tax of RM829.8million, an increase of 8.0% from the preceding year. Our business model is diversified and resilient, supported by a strong balance sheet with ample liquidity and capital. We delivered a solid Return on Equity of 18.2% while maintaining a strong Risk Weighted Total Capital Adequacy Ratio of 21.6% post dividend.

We gained market share in several key businesses and continued making strategic investments in products, talent, and technology while maintaining strict risk discipline. I am proud of the progress we have made and firmly believe that Citibank Berhad has successfully transformed for long-term success.

The bank offers a suite of interconnected services and products, including corporate banking, commercial banking, treasury and trade, markets and securities services, and transaction services supported by our Citi Solutions Centres (CSC). What truly sets us apart is our continuous technological evolution, enabling us to support our clients where they need us most.

In an era of artificial intelligence and rapid financial innovation, we remain committed to anticipating and meeting evolving customer expectations, enhancing operational efficiency, and harnessing data-driven insights to make smarter decisions.

Citibank Berhad is powered by a team of dedicated employees who consistently uphold the highest standards of professional excellence. I extend my deepest gratitude to our remarkable team.

I would also like to express my sincere appreciation to Bank Negara Malaysia and other government bodies for their invaluable guidance and support throughout the year. Additionally, I am grateful to our partners and stakeholders for their continued trust and collaboration. Your unwavering support is integral to our journey.

The path ahead may present challenges, but our momentum and commitment will propel us forward. With the right people in place, we will continue building an exceptional bank—one that is stronger, more agile, and unwavering in its commitment to serving our clients.

With gratitude,

Mark Fordyce Hart
Chairman

CEO's Statement

As we completed our strategic refresh in 2024, we now have a stronger focus on clients and delivery of the full firm. This centres the firm around our core competitive strengths and where we can drive increased returns. This creates consistency and efficient in risk and controls and data governance, rather than complicating our infrastructure with manual and customised solutions. This ultimately streamlines our structure to speed up decision-making and free up more time for execution and client delivery.

Malaysia's economy expanded by 5.1% in 2024, aligning with government projections of 4.8% to 5.3% and outpacing the 3.6% growth recorded in 2023. Although growth moderated in the final quarter, strong domestic demand, robust investment activity, and a thriving export sector provided a solid foundation for continued expansion into 2025. Key industries, including electrical and electronics, semiconductors, palm oil, machinery, and chemicals, were instrumental in driving exports. The recovery of the tourism sector further bolstered economic momentum.

Driving Operational Excellence

I am pleased to announce that Citibank Berhad's strong financial performance underscores the success of our streamlined structure. For 2024, we generated net income of RM1,539.3 million, with a return on equity of 18.2% and a risk-weighted total capital adequacy ratio of 21.6%. Total profit after tax stood at RM829.8 million, marking an increase of 8.0% from 2023. Our balance sheet closed the year with total assets of RM33,977.6 million and total deposits of RM27,927.6 million, reflecting an increase of 6.6% and 8.3%, respectively.

Banking

Investing in clients with global ambitions and driving local delivery of the full firm to clients in each of the more than 90 markets where Citi has an on-the-ground presence is at the core of our Banking business here in Malaysia.

Citi's strong presence in Malaysia's corporate and institutional banking sector is driven by our comprehensive suite of financial solutions. We serve multinational corporations (MNCs), local corporates, public sector entities, and financial institutions with a full spectrum of services, including loans, equity and debt capital markets, mergers and acquisitions advisory, financial risk management across currencies, commodities, and interest rates, as well as cash management, trade financing, and corporate cards.

Despite uncertainties surrounding interest rate trends and ongoing geopolitical tensions, Citi Commercial Bank in Malaysia achieved strong revenue growth in 2024. While loan growth and trade asset utilisation were somewhat subdued, particularly in the first half of the year, this was offset by robust performance in cash management, driven by higher liquidity and fee income. Market revenue was fueled by strong foreign exchange (FX) flows.

Services

Our Services business – Treasury and Trade Solutions and Securities Services is the "front door" of the bank, driving innovation, investing in technology, and integrating into clients' operations to deliver end-to-end solutions and enhance synergies across the firm.

Markets

Our Markets business looks at investing in technology and strengthening client relationships. Capturing wallet share across financing opportunities in both Equities and Spread Products.

Our corporate sales and solutions business is seeing stable growth due to episodic flows across foreign exchange and commodities. We continued to work closely with our partners to provide a complete end-to-end digital solution encompassing our clients' foreign exchange risk management and cash management solutions.

The industry has recognised these efforts. The bank was awarded Best Single-dealer Platform at the FX Markets e-FX award, Best FX Tech Awards and Best Bank Platform by Global Finance FX Tech Awards and Structured Products House of the Year by Risk Awards.

Treasury and Trade Solutions

Treasury and Trade Solutions continued to drive digital transformation, enhancing client experiences and delivering agile financial solutions. Our investment in next-generation digital technologies has strengthened our ability to capitalise on emerging opportunities.

For example, the enhanced CitiDirect platform sets a new standard in digital banking, offering a customisable interface and seamless access to our global cash management and trade solutions anytime, anywhere. Architectural improvements have led to faster system maintenance, real-time data access, and the introduction of Digital Signer Management, enabling clients to manage signer information digitally for greater efficiency and transparency.

Further leveraging our global network, we launched CitiDirect Digital Onboarding, allowing clients worldwide to complete the onboarding process digitally, from engagement to document submission, with e-signatures via DocuSign.

A recognised leader in digital payments, we facilitate cross-border transactions in over 140 currencies across 200+ payment corridors. In 2024, we advanced the RENTAS Platform Modernisation and migrated to SWIFT 2022 Standard, enhancing real-time payment efficiency and flexibility with richer data and faster API-driven access.

Our commitment to digital innovation was further demonstrated through pilot VISA virtual card programs, new electronic commercial card sign-ups, and robotic payment automation, streamlining processes for clients. As digital transactions continue to dominate, eCommerce card-not-present (CNP) transactions currently represent nearly 80% of Malaysia's monthly spending volume, while contactless transactions saw a 70% increase in volume and a 50% rise in transaction count.

In trade digitisation, our Digital Trade has significantly reduced reliance on paper-based processes, while CitiDirect Trade Dashboard now offers enhanced transaction tracking, self-service features, and greater visibility. Meanwhile, our global supplier finance platform, CSF®, provides seamless working capital access to SMEs and large suppliers, with DocuSign integration for a one-time digital sign-up.

Security Services

Securities Services experienced strong growth, driven by new client inflows, domestic expansion, and organic business development. To sustain this momentum, we strengthened our operational capabilities while enhancing scalability and service efficiency.

As part of our digital transformation journey, we automated key processes to improve efficiency and mitigate risk. Demonstrating our industry leadership, we hosted the ASEAN AI Roadshow to showcase the transformative impact of artificial intelligence in securities services.

Our corporate sales and solutions business recorded steady growth, supported by episodic flows across foreign exchange (FX) and commodities. We continue to collaborate closely with our partners to deliver seamless digital solutions, integrating FX risk management with cash management to enhance operational efficiency.

Community Development

Community engagement is at the heart of our firm, a responsibility we share with our businesses, clients, suppliers, and the communities we serve. Global Community Day (GCD), a month-long initiative, is dedicated to supporting some of society's most vulnerable groups, including underprivileged children, autistic and special needs children, displaced youth, and underserved schools.

In Malaysia, we partnered with IDEAS Autism Centre Rawang (IAC), Buku Jalanan Chow Kit (BJCK), Persatuan Komuniti Istimewa Ampang (SCSOA), and The Financial Industry Collective Outreach (FINCO). Our volunteers, along with their friends and families, joined thousands worldwide in this impactful initiative.

They engaged in educational and recreational activities with autistic and special needs children from IAC and SCSOA, tutored Mathematics at BJCK, participated in community clean-ups with all NGO partners, and organised a book drive event with FINCO.

Aligned with our ESG commitments, we donated 60 repurposed desktops and monitors to underserved schools in Kuala Lumpur and Penang in partnership with FINCO. Our volunteers also successfully raised funds and contributed essential items, including TVs, Android tablets, books, bookshelves, food supplies, daily necessities, and household appliances to support these communities.

Through these initiatives, we continue to create meaningful impact, reinforcing our role as a responsible corporate citizen.

Investments in Our People

A thriving bank begins with a healthy and engaged workforce. Our employee well-being is a top priority. We continuously enhance our benefits to stay competitive with market practices and collaborate with leading providers to support our employees' health and wellness.

Our Employee Assistance Policy offers a confidential support system for employees' mental and emotional well-being. Additionally, our hybrid work policy—three days in the office and two remote—strikes a balance between collaboration and flexibility, promoting both productivity and personal well-being.

To foster a healthier and more resilient workforce, we organised Wellness Days in partnership with our insurance provider, offering employees complimentary health check-ups, flu vaccines, and expert-led wellness talks.

Investing in employee growth remains a key focus at the bank. We provide a comprehensive curriculum of technical, leadership, and professional skills training, delivered globally and through locally curated programmes. We also equip leaders and managers with the tools to drive business success through specialised development initiatives.

To strengthen technical expertise, we hosted in-person training sessions on data analytics, data visualisation, and project management, alongside Islamic Finance and ESG programmes in collaboration with the Asian Banking School (ABS) and the Asia School of Business. Employees also have access to certification programmes offered by The Asian Institute of Chartered Bankers and ABS.

We champion an inclusive workplace, with women holding over 50% of Assistant Vice President and above roles. Meritocracy is at the core of our culture, and we are committed to providing employees with meaningful opportunities for career advancement. By fostering a dynamic and supportive environment, we empower our people to reach their full potential.

Strategic Priorities

As businesses navigate an increasingly complex global landscape, we remain committed to driving sustainable growth, expanding financial inclusion, and supporting economic progress in Malaysia and beyond.

Citi serves clients operating in more than 180 countries while having physical presence in 94 markets. We offer a distinct competitive advantage, particularly for Malaysian companies looking to expand internationally. As a strategic partner, we connect corporations, governments, investors, and institutions to a comprehensive suite of financial solutions that support

CEO's Statement

their global ambitions. Through our insights, events, and networking platforms, we empower businesses to stay ahead in an evolving economic environment.

Security has become a top priority for nearly every nation and enterprise, whether in food, water, energy, cybersecurity, financial systems, or operations. Businesses are reconfiguring supply chains while also navigating climate change, inflation, market volatility, geopolitical tensions, and the rapid advancement of artificial intelligence.

In this complex landscape, we play a role that extends beyond banking. We serve as a trusted advisor, providing real-time insights and strategic guidance to help clients manage risks and seize opportunities. To meet these expectations, our bankers remain at the forefront of global trends, leveraging bank's expertise and international network to deliver tailored solutions.

Looking ahead, the bank remains focused on evolving with the changing needs of our clients. One emerging trend is the growing demand for integrated banking platforms that support direct-to-consumer business models. These platforms enable companies to engage directly with end-users, providing valuable insights into customer preferences and spending behaviour. With access to real-time data, businesses can refine their strategies and enhance their competitiveness.

The future of banking lies in seamless integration of financial solutions that enhance efficiency, agility, and the client experience. As we continue to innovate, our goal is to deliver a fully connected and frictionless banking experience that empowers businesses to thrive in a dynamic world.

Finally, I extend my sincere gratitude to our dedicated Citibankers, senior management team, Board of Directors, Bank Negara Malaysia, our esteemed clients and our partners for their unwavering commitment and support. Together, we will continue to drive the best outcomes for our clients, shareholders, and the communities we serve.

Sincerely

Vikram Singh
Chief Executive Officer

Awards and Accolades

In 2024, Citi Malaysia achieved double honours for the third consecutive year at the FinanceAsia Awards, winning:

- **Best International Corporate Bank**

Our leadership in financial services was further recognized with multiple accolades, including:

- **Best Single-Dealer Platform at the FX Markets e-FX Awards**
- **Best FX Tech Awards and Best Bank Platform by Global Finance FX Tech Awards**
- **Structured Products House of the Year at the Risk Awards**

Beyond banking, our commitment to community engagement earned Citibank Berhad the All-Star Achievers' Award for the fifth year in a row.
We also received a Certificate of Recognition for Excellence in Corporate Social Responsibility from the American Malaysian Chamber of Commerce.

Board of Director - Profile

MARK FORDYCE HART
Chairman and Independent Non-Executive Director

Nationality
American

Age/Gender
70 / Male

Date of Appointment
28 February 2020
18 August 2021
(Appointed as Chairman)

Date of Last Re-election
23 June 2023

Academic/Professional Qualification/Membership(s) :

- Bachelor of Science degree in Business, University of Maryland, USA
- Master of Business Administration, Fordham University, USA

Present Directorship(s) :

- Listed entities: Nil
- Other public companies: Nil

Board Meeting Attendance :

- 7/7 (100%)

Board Committees Membership(s) :

- Audit Committee (Member)
- Risk Management Committee (Member)
- Nominations and Compensation Committee (Member)

Past Appointment(s) and/or Directorship(s) :

Mark Hart began his career with Citi in 1976 as a financial analyst and in his 41 years with Citi, he has held a number of key senior finance positions, both at the country and regional levels.

He was based in Japan from December 1983 until March 1995 when he led the Corporate Bank and the Consumer Bank Financial Planning units before he was appointed as the Citi Japan Franchise Chief Financial Officer ("CFO"). Between April 1995 to February 2009, he assumed a number of senior financial appointments including Citi CFO Hong Kong and China; Citi North Asia Corporate Bank CFO; Citi Asia Corporate Bank and Investment Bank, CFO; Citi Asia Franchise Controller.

He was then appointed the CFO of Citi Japan, Institutional Clients Group and Consumer Banking Group in March 2009 and held the position until February 2012. Prior to his retirement from Citi in August 2017, he was the CFO of Citi Asia Pacific.

VIKRAM SINGH

Chief Executive Officer and
Non-Independent Executive Director

Nationality
Indian

Age/Gender
54 / Male

Date of Appointment
1 May 2023

Date of Last Re-election
23 June 2023

Academic/Professional Qualification/Membership(s) :

- Bachelor of Economics, Delhi University, New Delhi
- Master of Management, International Management Education, New Delhi

Present Directorship(s) :

- Listed entities: Nil
- Other public companies : Financial Industry Collective Outreach

Board Meeting Attendance :

- 6/7 (86%)

Board Committees Membership(s) :

- Nil

Past Appointment(s) and/or Directorship(s) :

Vikram Singh joined Citi in 1999 as Head of Risk for Commercial Bank, Asset-Based Finance for North India. From 2004 to 2015, he held various leadership roles in India, covering large local corporates.

During his role as Head of Corporate and Investment Banking in the Philippines from 2016 to 2021, he accomplished double-digit revenue growth by devising and deploying robust business strategies. He developed and administered training programs for bankers across Asia to support account planning.

He was appointed Head of Asia Pacific Regional Account Management, Global Subsidiaries Group in 2021, where he managed top 200 multinational corporation relationships in Asia Pacific including Japan.

ABHIJIT DATTANAND KUMTA

Non-Independent Executive Director

Nationality

Indian

Age/Gender

52 / Male

Date of Appointment

3 January 2022

Date of Last Re-election

26 June 2024

Academic/Professional Qualification/Membership(s) :

- Bachelor of Business Communication, University of Bombay, India
- Master of Business Administration, Institute of Management Education, Pune

Present Directorship(s) :

- Listed entities: Nil
- Other public companies: Nil

Board Meeting Attendance :

- 7/7 (100%)

Board Committees Membership(s) :

- Nil

Past Appointment(s) and/or Directorship(s) :

Abhijit Kumta started his career with Citibank India Mumbai branch in 1995 and has held numerous operational roles in settlement, cash, branch operations and credit risk until 2008 with the posting to Kuala Lumpur, Malaysia for the position of ICG O&T Head Malaysia.

From 2011 to 2013, he was the O&T Head of Citibank Berhad responsible for the O&T operations. He was the Managing Director, O&T, Philippines and CSC Head, ASEAN Lead from 2014 to 2018.

From 2018 to 2023, he was appointed as the Managing Director, Singapore O&T and Citi Solution Center ("CSC") Head, ASEAN Lead. Abhijit Kumta assumed the role of Managing Director, Operations Asia South & Singapore effective January 2024 following the re-organisation exercise.

NORAZILLA BINTI MD TAHIR
Independent Non-Executive Director

Nationality
Malaysian

Age/Gender
59 / Female

Date of Appointment
6 May 2023

Date of Last Re-election
23 June 2024

Academic/Professional Qualification/Membership(s) :
- Fellow Chartered Accountant, Institute of Chartered Accountants in England and Wales, United Kingdom
- Chartered Accountant, Malaysian Institute of Accountants, Malaysia
- Bachelor of Arts (Honours) in Accounting, University of Stirling, Scotland, United Kingdom

Present Directorship(s) :

Listed entities: Genting Malaysia Berhad

Other public companies: Kenanga Investors Berhad

Board Meeting Attendance :
- 7/7 (100%)

Board Committees Membership(s) :
- Audit Committee (Chairperson)
- Risk Management Committee (Member)
- Nominations and Compensation Committee (Chairperson)

Past Appointment(s) and/or Directorship(s) :

Prior to her early retirement in 2020, Puan Norazilla Tahir was the Chief Financial Officer of Cagamas Berhad group of companies ("Cagamas Group"). She spearheaded the financial leadership of the group and was responsible for upholding strong financial management and governance while providing timely, accurate and reliable financial information and enhancing internal control.

She had held other Chief Financial Officer/Head of Finance positions at three (3) Islamic financial institutions, namely RHB Islamic Bank Berhad, Asian Finance Bank Berhad, Al Rajhi Banking and Investment Corporation (Malaysia) Berhad.

Besides banking, she was also experienced in fast moving consumer goods, having been involved in sales logistic chain management while at L'Oreal Malaysia Sdn Bhd and Universal Music Sdn Bhd in the early years of her career. She was a former board member of Bank Pembangunan Malaysia Berhad, Etiqa Life Insurance Berhad, Amanah Raya Berhad and AmarahRaya Trustees Berhad.

DATUK MARK VICTOR ROZARIO
Independent Non-Executive Director

Nationality
Malaysian

Age/Gender
61 / Male

Date of Appointment
9 October 2024

Date of Last Re-election
N/A

Academic/Professional Qualification/Membership(s) :

- Senior Management Program/Business, Harvard Business School
- Fellow Chartered Accountant, Institute of Chartered Accountants in England and Wales, United Kingdom
- Chartered Accountant, Malaysian Institute of Accountants, Malaysia
- Bachelor of Science, London School of Economics (LSE)

Present Directorship(s) :

- Listed entities: Petronas Gas Berhad
  YTL Hospitality REIT
  Tropicana Corporation Berhad
- Other public companies: Nil

Board Meeting Attendance :

- 2/2 (100%)

Board Committees Membership(s) :

- Audit Committee (Member)
- Risk Management Committee (Chairman)
- Nominations and Compensation Committee (Member)

Past Appointment(s) and/or Directorship(s) :

Datuk Mark Rozario has more than 25 years of experience in management, corporate finance and strategic leadership in companies involved in property investment and development, manufacturing, healthcare, aerospace and innovation. He has held senior and board roles in Adventa Berhad, General Electric International Inc., Agensi Inovasi Malaysia, Country Heights Holdings Berhad, Sunway Berhad and Schlumberger Group, among other organisations.

Statement of Corporate Governance

The Board of Directors of Citibank Berhad ("Citibank" or "Bank") presents this statement to provide the publicwith a disclosure of the key areas of corporate governance of Citibank for year 2024/2025. This disclosure is prepared in compliance with Bank Negara Malaysia's ("BNM") policy document on Corporate Governance.

Governance Structure

Citibank is a wholly owned subsidiary of Citigroup Inc. ("Citigroup") and falls under the Citigroup corporate governance structure. Under this structure, Citibank is committed to high standards of corporate governance and ethical conduct and its business activities are monitored by the various governance committees which Citigroup has in place globally and in Malaysia.

Board Governance

Board Composition

The Board of Directors' primary responsibility is to provide effective governance over Citibank's affairs and to consider the interests of its diverse constituencies, including its shareholder, customers, employees, suppliers, and local communities. In all actions taken by the Board, the Directors are expected to exercise their business judgement in what they reasonably believe to be in the best interest of Citibank. In discharging these obligations, Directors may rely on the honesty and integrity of Citibank's senior management and its outside advisors and auditors.

The Board consisted of 5 members. Dato' Philip Tan Puay Koon retired from the Board as Independent Non-Executive Director after serving nine (9) years and was succeeded by Datuk Mark Victor Rozario on 9 October 2024.

As at the date of this statement, the Board composition of Citibank is as follows:

3 Independent Non-executive Directors (INEDs):
- Mr. Mark Fordyce Hart, Chairman
- Puan Norazilla binti Md Tahir
- Datuk Mark Victor Rozario

2 Non-independent Executive Directors (NIEDs):
- Mr. Vikram Singh, Chief Executive Officer
- Mr. Abhijit Dattanand Kumta

Please refer to pages 10 to 14 for more details of the Directors of Citibank. None of the Directors are holding any interest in the shares of the Bank.

Board appointment, re-appointment, and re-election

The Nominations and Compensation Committee ("NCC") reviews the suitability of nominees for appointment or reappointment to the Board.

Directors who are appointed during a financial year are subject to review by the NCC for re-election to the Board at the next annual general meeting ("AGM") pursuant to Citibank's Constitution. The Bank's Constitution requires all Directors appointed in the course of the year to retire and stand for re-election at the next AGM. The Bank's Constitution also provides for at least one-third of the Directors to retire by rotation at each AGM and for eligible retiring Directors to stand for re-election at the AGM.

Mr Abhijit Kumta and Puan Norazilla Tahir retired by rotation at the 2024 AGM and were re-elected. Mr Abhijit Kumta was re-appointed to the Board as Executive Director for another three (3) years on 3 January 2025.

Selection and qualification for office

The NCC is responsible for identifying, evaluating and selecting candidates for the Board. In doing so, it relies on a framework which Citigroup has developed to identify the skills and qualifications that Board and Board committee members require to discharge their responsibilities effectively, considering the Bank's risk profile, business operations and business strategy. The NCC requires to determine whether the candidate is a fit and proper person and qualified for office, and to consider whether the candidate will be able to or has discharged his duties as Director by considering the candidate's other competing time commitments or any potential conflicts of interest. The NCC also ensures that the composition of the Board following such appointment or reappointment will continue to comply with BNM's requirements by conducting annual reviews, including the requirements as to independence, Director's continuing suitability for office, attendance and participation.

The Bank implemented fit and proper due diligence procedures which require all candidates or Directors to complete fit and proper declarations and the Bank conducts searches including bankruptcy, litigation and credit bureau searches on the candidates or Directors.

Discharging Board responsibilities

The Board has formalised the division of responsibilities between the Board and the Bank's management.

Working in consultation with the Bank's management team, the Board provides oversight for the overall management of the Bank's business. As the Bank is a wholly owned subsidiary, the organisational structure of the Bank is determined by Citigroup based on its corporate objectives. The Board is kept informed of the organisational structure and its feedback is taken back to group level for consideration. The Board reviews and approves the strategic business plans set by Citigroup for the Bank and has overall responsibility for risk management, financial reporting and corporate governance issues.

Matters that specifically require Board approval include capital raising by the Bank specifically for the Bank's capital requirements, acquisition/disposal of substantial assets and the Bank's financial statements.

The Board also ensures that the Bank upholds Citi's core values including the values set out in Citi's Code of Conduct and the Code of Ethics for Financial Professionals, and adopts Citigroup policies to comply with the laws, rules and regulations that govern Citi's business operations.

The Board carries out various other functions and responsibilities as stipulated in the guidelines, policies and directives issued by BNM from time to time.

Board Meetings

The Bank's Constitution provides that the Board can make decisions via conference calls or video conferring. Board written resolutions can be circulated to the Directors for approval. A Board meeting agenda is circulated to the Directors prior to each Board meeting, and the Directors are provided with all necessary Board papers and other information in a timely fashion for review.

The Board maintains records of all its meetings, including discussions and decisions taken.

The attendance of the Directors and Committee members at the meetings of the Bank during the year are as set out in the table below:

Director	Meetings Attendance Record (1 January to 31 December 2024)			
	BOD (1)	AC (2)	RMC (3)	NCC (4)
	No. of meetings held in 2024			
	7	6	6	7
Mark Fordyce Hart	7	6	6	7
Vikram Singh#	6	N/A	N/A	N/A
Abhijit Dattanand Kumta#	7	N/A	N/A	N/A
Norazilla binti Md Tahir (5)	7	6	6	7
Datuk Mark Victor Rozario (6)	2	2	2	1
Dato' Philip Tan Puay Koon (7)	5	4	4	6

(1) Board of Directors (BOD); There were 6 scheduled and 1 special Board meeting in 2024
(2) Audit Committee (AC); 1 private session was held between the AC and the external auditors, KPMG PLT on 7 March 2024
(3) Risk Management Committee (RMC)
(4) Nominations and Compensation Committee (NCC)
(5) Norazilla Tahir was appointed as Chairperson of NCC on 9 October 2024.
(6) Datuk Mark Victor Rozario was appointed as Director on 9 October 2024. He was also appointed as Chairman of RMC and as member of AC and NCC on 9 October 2024
(7) Dato' Philip Tan Puay Koon retired as Director on 9 October 2024 and he also ceased as Chairman of RMC and as member of AC and NCC

Vikram Singh/Abhijit Dattanand Kumta attended these meetings at the invitation of the respective committees.

At the scheduled Board meetings, standing agenda items include an update on the progress of the Bank delivering its ESG related initiatives; updates on technology and outsourcing; key regulatory changes affecting the banking industry, among other things.

At Board committee level, in-depth briefings are held on topics of interest relevant to the Board committee.

Board training and information access

A newly appointed Director to the Board will undergo orientation tailored to his circumstances. New INED will be briefed by the heads of the respective businesses and control functions on the Bank's business lines, operations, material risks, significant policies relevant to the Bank's business. As Citigroup affiliated executive Directors may have in-depth familiarity with Citigroup's business, risk and control environment, their orientation will primarily be on directors' duties and obligations under applicable laws and they will be briefed as appropriate on the Bank's operating environment.

A director new to a financial institution will be required to complete mandatory program(s) imposed by BNM within the timeline prescribed by BNM. In the Bank's case, the 2 mandatory programs applicable to the new Directors are the Financial Institutions Directors' Education ("FIDE") (Bank) and the Islamic Finance for Board Program. Mr. Vikram Singh who was appointed to the Board in May 2023 successfully completed the Islamic Finance program in November 2023 and all modules of the FIDE program in August 2024. Datuk Mark Rozario was given by BNM a time period of two (2) years from his date of appointment as Director to complete these mandatory programs.

BNM's policy document on Corporate Governance requires the Board to dedicate adequate budget and to put in place a continuous professional development program to ensure that Directors have the requisite knowledge and skillsets to discharge their responsibilities. In 2024, Directors received training on various key topics such as Islamic banking; the Bank's training for the subject of interest rate risk in the banking book; Citi sustainability and climate reporting; key environmental, social and governance components (facilitated by Dr. Gary Theseira at the Asia School of Business); and risk management priorities and framework. In-depth briefings were held on topics of interest relevant to the Board and Board committee.

The Board considers that the regular updates and trainings as outlined above on key topics impacting the Bank's business supplement the skillsets possessed by the Directors to equip them with relevant knowledge and skills in order to perform their roles effectively. The NCC reviews on regular interval the training needs for the Directors.

Board and board committee performance

The Board and the Board committees assess their performance on a collective basis annually. The results of these collective self-assessments are discussed and reviewed at the NCC meeting, which then makes its report to the Board. The Board evaluation process is useful in allowing the Board to evaluate its effectiveness and to provide Directors with an opportunity to make suggestions for improvement.

For confidentiality reasons the individual assessment of Directors is reported to the Chairman of the Board and the NCC to determine any actions to follow up with Directors as required.

BOARD COMMITTEES

The Board has established an Audit Committee, a NCC and a Risk Management Committee, each of which has its own written charter. The charters set forth the mission and responsibilities of the committees as well as qualifications for committee memberships, procedures for committee members appointment and removal, committee structure, operations and reporting to the Board.

All members of the Board committee are required to meet the independence criteria, as determined by the Board, set forth in Citigroup's corporate governance guidelines and BNM's requirements regarding director independence. Committee members are appointed by the Board upon recommendation of the NCC. Committee chairs and members are rotated at the recommendation of the NCC.

The Board and each committee have the power to hire independent legal, financial or other advisors as they may deem necessary.

Each Board committee maintains records of all its meetings and decisions taken and presents the minutes of each meeting to the Board for notation.

Audit Committee

The Audit Committee of the Bank comprises three (3) members who are all INEDs. The Audit Committee is chaired by an INED, Puan Norazilla Tahir effective from 6 May 2023. Datuk Mark Rozario was appointed as a member of AC in place of Dato' Philip Tan Puay Koon upon his appointment to the Board on 9 October 2024. All the INEDs satisfied the test of independence under BNM's policy document on Corporate Governance. None of the AC members were former audit partners who are required to observe a cooling-off period of at least 2 years before being appointed in accordance with BNM's requirements.

The Audit Committee has oversight of (i) the integrity of the Bank's financial statements, financial reporting process and systems of internal accounting and financial controls; (ii) the performance of the Bank's internal audit function ("Internal Audit"); (iii) the Bank's compliance with legal and regulatory requirements; and (iv) the fulfilment of the other responsibilities set out in its charter.

The key responsibilities of the Audit Committee are as follows:

Financial statements and disclosure matters

(a) Review with management the Bank's financial results, review and discuss with management and the Independent Auditors the annual audited financial statements of the Bank.

(b) Review the accuracy and adequacy of the chairman's statement in the directors' report, corporate governance disclosures, interim financial reports and preliminary announcements in relation to the preparation of financial statements.

(c) Review and discuss with management about (1) any significant deficiencies or material weaknesses in the design or operation of the Bank's internal control over financial reporting, and (2) any fraud, whether or not material, involving management or other employees who have a significant role in the Bank's internal control over financial reporting.

(d) Review and discuss periodically reports on, among other things:

- Critical accounting policies and estimates and practices to be used;
- Alternative treatments of the Bank's financial information in conformance with locally accepted accounting principles;
- Significant unusual transactions;
- New accounting pronouncements;
- Schedules of uncorrected audit misstatements;
- Other material written communications between the Independent Auditors and management, such as any management letter and the Bank's response to such letter or schedule of unadjusted differences; and
- Difficulties encountered in the course of the audit work, including any restrictions on the scope of activities or access to requested information, any significant disagreements with management, and communications between the audit team and the audit firm's national office, (if relevant), with respect to difficult auditing or accounting issues presented by the engagement as it relates to the Bank.

(e) Review and discuss with management and the Independent Auditors, at least annually:

- Developments and issues with respect to loan loss reserves and other reserves;
- Regulatory and accounting initiatives, as well as off-balance sheet structures, and their effect on the Bank's financial statements; and
- Accounting policies used in the preparation of the Bank's financial statements and, in particular, those policies for which management is required

to exercise discretion or judgement regarding the implementation thereof.

(f) Review with management its evaluation of the Bank's internal control structure and procedures for financial reporting and review periodically, but in no event less frequently than annually, management's conclusions about the efficacy of such internal controls and procedures, including any significant deficiencies or material weaknesses in such controls and procedures.

(g) Annually review and discuss with management and the Independent Auditors (1) management's assessment of the effectiveness of the Bank's internal control structure and procedures for financial reporting and (2) the Independent Auditors' report on the effectiveness of the Bank's internal control over financial reporting.

(h) Ensure that prior to publication of the annual report, a complete review is done to comply with the regulatory requirements.

(i) To monitor related party transactions and conflict of interest situation that may arise within the Bank including any transactions, procedure or course of conduct that raises questions on management integrity.

Oversight of the Bank's relationship with the Independent Auditors

(a) Make recommendations to the Board on the appointment, removal and remuneration of the Independent Auditors.

(b) Monitor and assess the independence of the Independent Auditors including by approving the provision of non-audit services by the Independent Auditors.

(c) Review and discuss the scope and plan of the independent audit.

(d) Maintain regular, timely, open and honest communication with the Independent Auditors, and requiring the Independent Auditors to report on significant matters.

(e) Monitor and assess the effectiveness of the independent audit, including by meeting with the Independent Auditors without the presence of senior management at least annually.

(f) Ensure the senior management is taking necessary actions in a timely manner to address external audit findings and recommendations.

Oversight of Internal Audit

(a) In consultation with the Chief Auditor of Citigroup or his/her designee, review and recommend to the Board for approval the appointment and replacement of the Chief Internal Auditor who shall report directly to the Audit Committee and to the Chief Auditor of Citigroup or his/her designee; and, in consultation with the Chief Auditor of Citigroup or his/her designee discuss the Chief Internal Auditor's base compensation, adjustments and incentive compensation.

(b) Review and discuss any significant Internal Audit findings that have been reported to management, management's responses, and the progress of the related corrective action plans.

(c) Review and evaluate on at least an annual basis the adequacy of the work performed by the Chief Internal Auditor and Internal Audit, and ensure that Internal Audit is independent and has adequate resources to fulfill its duties, including implementation of the annual audit plan.

(d) Review on at least on bi-annual basis the effectiveness of the internal technology audit function.

(e) Approve all significant aspects of outsourcing arrangements for Internal Audit. Internal Audit will retain oversight of its outsourced arrangements and will report identified audit deficiencies in a manner consistent with those provided by Internal Audit.

(f) Review and recommend the Internal Audit Charter to the Board for approval.

(g) Monitor the board member's compliance with the Board's conflicts of interest policy.

In 2024, the Audit Committee held separate discussion sessions with Internal Audit and the Independent Auditors without the presence of management.

Audit Committee members keep abreast of changes to accounting standards and issues which have a direct impact on financial statements through briefings and updates by the Independent Auditors and the Finance function.

Nominations and Compensation Committee ("NCC")

The NCC of the Bank comprises three (3) members who are all INEDs. The NCC is chaired by an INED, Puan Norazilla Tahir effective from 9 October 2024. Dato' Philip Tan Puay Koon stepped down as NCC Chairman upon retiring from the Board on 9 October 2024. Datuk Mark Rozario was appointed as a member of NCC on 9 October 2024. The NCC composition complies with BNM's requirements which provides that where a combined board nominations and compensation committee must not have any executive director in its membership.

The NCC's primary responsibility is to review and recommend the appointment and reappointment of Directors, the appointment of Board committee members, the CEO, the Chief Risk Officer, the Chief Internal Auditor, and the Chief Country Compliance Officer. The NCC also has broad oversight over compliance with bank regulatory guidance governing the Bank's remuneration system.

The key responsibilities of the NCC are as follows:

- Review and assess the adequacy of the Bank's Code of Conduct and other internal policies and guidelines and monitor that the principles described therein are being incorporated into the Bank's culture and business practices.

- Establish the minimum requirements for the Board, i.e. required mix of skills, experience, qualification and other core competencies required of a Director. The Committee is also responsible for establishing minimum requirements for the CEO. The requirements and criteria should be approved by the full Board.

- Review the appropriateness of the size of the Board relative to its various responsibilities. Review the overall composition of the Board, taking into consideration factors such as business experience and specific areas of expertise of each Board member and make recommendations to the Board as necessary.

- Review and assess that the Directors do not have any directorship(s) that could potentially result in conflict of interest(s).

- Recommend to the Board the number, identify responsibilities of Board committees and the Chair and members of each committee. This includes advising the Board on committee appointments and removal from committees or from the Board, rotation of the committee members and Chairs and committee structures and operations.

- Assist the Board in developing criteria to identify and select qualified individuals who may be nominated for election to the Board, which shall reflect, at a minimum, all applicable laws, rules and governing regulations. This includes assessing Directors for re-appointment before an application for approval is submitted to BNM. The actual decision as to who shall be nominated should be the responsibility of the full Board.

- As the need arises to fill vacancies, actively seek individuals qualified to become Board members for recommendation to the Board.

- Periodically review and recommend to the Board the compensation structure for non-executive directors for Board and committee service.

- Recommend to the Board the removal of a Director/ CEO from the Board/Shariah Committee member/ senior management member, if the Director/CEO/ Shariah Committee/senior management member is ineffective, errant and negligent in discharging his responsibilities.

- Annually assess the effectiveness of the Board of Directors as a whole in meeting its responsibilities and the contribution of each Director to the effectiveness of the Board, the contribution of the Board's various committees and the performance of the CEO.

- Leveraging on the Bank's Performance Management and Talent Inventory development process in overseeing the appointment, management succession planning and performance evaluation of key senior management officers, except that (as recommended by BNM) the Committee shall play an active role in reviewing and recommending the nominees for the position of CEO, Chief Compliance Officer, Chief Risk Officer and Chief Internal Auditor.

- Assess the composition, appointment and reappointment of Shariah committee members and Chairman of the Shariah committee for recommendation to the Board.

- Support the Board in actively overseeing the design and operation of the Bank's remuneration system.

- Assess annually to ensure the Directors and key senior management officers are not disqualified under the Financial Services Act 2013.

- Plan and ensure all Directors receive appropriate and continuous training programme in order to keep abreast with the latest developments in the industry.

Risk Management Committee

The Risk Management Committee of the Bank comprises three (3) members who are all INEDs. The Risk Management Committee is chaired by an INED, Datuk Mark Victor Rozario effective from 9 October 2024. Dato' Philip Tan Puay Koon stepped down as Chairman of Risk Management Committee upon retiring from the Board on 9 October 2024.

The Risk Management Committee is responsible for enterprise-wide risk, including having oversight of the operations of a risk management system and reviewing the adequacy of risk management practices for the material risks of the Bank.

The key responsibilities of the Risk Management Committee are as follows:

Oversight of Overall Risk Management

(a) As the Bank falls under the global structure of Citigroup Inc., the Risk Management Committee reviews the adoption of Citi's risk management strategies, policies and risk tolerance and recommends these for the Board's approval.

(b) Discuss with management the Bank's major credit, market, liquidity and operational risk exposures and steps that the management has taken to monitor and control such exposures, including significant processes for the Bank's risk assessment and risk management.

(c) Assess the adequacy of risk management policies and framework in identifying, measuring, monitoring and controlling risks.

(d) Ensure adequate infrastructure, resources and systems are in place for risk management, i.e. ensure that staff responsible for implementing risk management systems perform those duties independently of the Bank's risk taking activities.

(e) Annually review and consider for approval the Bank's credit risk framework.

(f) Periodic review of management reports on risk exposure, regulatory capital levels, capital structure, metrics, risk portfolio, composition, and other risk management activities.

(g) Review periodically with management, including Chief Risk Officer ("CRO"), Chief Compliance Officer and Legal Counsel, any correspondence with or action by, regulators or governmental agencies, any material legal affairs of the Bank and the Bank's compliance with applicable laws and regulations.

(h) Review the risk strategy and recommend the risk appetite to the Board for approval.

(i) Provide oversight to the strategic forecasting and stress testing processes including forecasting framework, models and non-model analyses and forecast results.

Oversight of Market Risk and Risks Related to Capital Management

(a) Review the Bank's balance sheet, capital, funding, interest rate and liquidity management framework, including significant policies, processes, and systems that management uses to manage exposures.

(b) Review reports from management concerning the Bank's regulatory capital levels and capital structure and metrics, as well as sufficiency relative to management's and/or regulatory standards.

Other duties

(a) Ensure that the Bank's CRO reports and has direct and unimpeded access to the Risk Management Committee.

(b) Review and recommend to the Board for approval with respect to the appointment, transfer, removal, or other changes to the CRO position.

(c) Provide oversight over technology-related matters, including the review of technology-related frameworks for Board's approval and ensure that risk assessments undertaken in relation to material technology applications submitted to the Bank are robust and comprehensive.

(d) To perform any other duties or responsibilities expressly delegated to the Risk management Committee by the Board from time to time.

(e) Receive updates, as necessary and appropriate, from management on climate risk.

SHARIAH GOVERNANCE

The Bank through its Islamic Banking Window offers Shariah-compliant products and services to customers. In this regard, the Board has the oversight responsibility over the effective implementation of Shariah governance within the Bank's business operations and risk strategies. In undertaking its duties and responsibilities relating to Shariah, the Board relies on the advice of the Shariah Committee of the Bank which comprises scholars and/or Shariah qualified persons who specialize in various fields of Islamic finance.

Shariah Committee

The Shariah Committee members are as follows:

- Associate Professor Dr. Mushaddad bin Hasbullah (Chairman)
- Professor Dr. Muhammad Ridhwan bin Ab. Aziz
- Shahrir bin Sofian
- Dr. Mohd Hafiz bin Mohd Dasar

The main responsibilities of the Shariah Committee are as follows:

- Be responsible and accountable for all its decisions, views and opinions related to Shariah matters.

- Develop a structured process in arriving at Shariah decisions which must be documented, adopted and maintained at all times to ensure the credibility of decision-making and protect the committee from undue influences.

- Perform an oversight role on Shariah matters via effective Shariah review and Shariah audit exercises.

- Ensure the disclose of sufficient information in Citibank's annual financial report on the state of compliance.
- Advise the Board and provide input to Citibank Berhad on Shariah matters.
- Endorse and approve documentation including without limitation, Shariah policies and procedures, terms and conditions contained in the forms, contracts, agreements or other legal documentations used in executing the transactions and product manual, marketing advertisements, sales illustrations and brochures used to describe the product.
- Provide the necessary assistance to the related parties of Citibank such as its legal counsel, auditor or consultant.
- Advise the Bank to consult the Shariah Advisory Council ("SAC") on Shariah matters that could not be resolved.
- Provide written Shariah opinions in circumstances where the Bank refers to the SAC for further deliberation, or where the Bank submits applications to BNM for new product approval.
- Perform any other duties or responsibilities expressly determined by BNM or the Board from time to time.

The Shariah Committee meets regularly. The Shariah Committee convened 10 meetings during the financial year 2024 to discuss Shariah related business proposals and issues. The Shariah Committee maintains records of all its discussions and presents the minutes of Shariah Committee meeting to the Board for notation.

In 2024, the Board and the Shariah Committee held a joint training session conducted by Tan Sri Dr Mohd Daud Baker on the topic of Islamic Banking Business for International Bank – A Comprehensive View from Top to Bottom 2.0, to discuss the key areas of Islamic Banking operating model, management of Shariah non-compliance risk, Islamic product offerings and business opportunities in the public sector and government-linked companies.

Risk Management

Please refer to Pillar 3 disclosure.

Statement on Internal Audit and Internal Control

Citibank Berhad's Board of Directors is responsible to establish and maintain adequate internal control over financial reporting standards and related issues.

The Bank's internal control system is designed to provide reasonable assurance to the Bank's management and Board of Directors regarding the preparation and fair presentation of published financial statements in accordance with the provisions under the Companies Act 2016 and other applicable approved standards in Malaysia.

All internal control systems no matter how well designed and implemented have inherent limitations.

In view of the limitations, therefore, even the best of systems determined to be effective can only provide a reasonable assurance in relation to the preparation and presentation of financial statements.

A comprehensive system of controls is maintained to ensure that all transactions are executed in accordance with the management's authorisation, assets are safeguarded and that the financial records are reliable.

The management also takes relevant steps to see that information and communication flows are effective and monitor the performance of internal control procedures.

Citibank Berhad's risk management policies, procedures and practices set out the foundation to the risk architecture governing its business activities.

The management conducts business monitoring initiatives and continuously assesses their significant processes and controls in accordance with the Manager's Control Assessment Procedures/Operational Risk policy for all applicable businesses.

Control system weaknesses resulting in corrective actions will be documented, escalated to the management and tracked to closure.

Citibank Berhad's Internal Audit reports to the Audit Committee. The role of Internal Audit is to provide independent, objective, reliable, valued and timely assurance to the Board of Directors, Board Audit Committee, senior management and regulators over the effectiveness of governance, risk management, and controls that mitigate current and evolving risks and enhance the control culture within Citigroup and Citibank Berhad.

While audits are carried out on a risk-based approach, audit activities and plan are reviewed and endorsed by the Audit Committee to provide independent and objective reports on control activities.

The Audit Committee regularly reviews and deliberates with management on the actions taken on internal control issues identified in reports prepared by Internal Audit, Independent Auditors, regulatory authorities and the management themselves.

The management of Citibank Berhad has also set up a Country Coordinating Committee ("CCC") as part of its monitoring function to ensure effective management and supervision of the areas under the respective Committee's purview.

Citibank Berhad has also adopted the Citi Code of Conduct which expresses the values that each employee is expected to appreciate and apply in their respective working life.

Ethics hotlines are made available to employees who wish to voice concerns about suspected violations of law or industry regulation as well as actions that may fail to live up to the Bank's high standards of ethical conduct.

The Bank has an internal policy prohibiting retaliatory actions against any individual for raising legitimate concerns or questions regarding ethical matters, or for reporting suspected violations.

Citibank Berhad's Remuneration Policy

The following policy covers all employees in Citibank Berhad ("the Bank"):

Compensation Philosophy

Employee compensation is a critical strategic tool in the successful execution of our goals. As long-term value creation requires balancing strategic goals, so does developing compensation programmes that incentivise balanced behaviours. The Group and the Bank have adopted the Citibank N.A. global Compensation Philosophy which describes our approach to balancing the primary objectives that our compensation programmes and structures are designed to achieve.

Objectives

Our compensation objectives, as outlined below, hav been developed globally and approved by the Committee of the Citigroup Inc Board of Directors (the"CPC") as well as the Nominations and Compensation Committee of the Citibank BerhadBoard of Director(the "Committee"), in consultation with management, independent consultants and the Group's and the Bank's senior risk officers

Compensation Objectives:

1. Incentivise conduct that aligns with shareholder and other stakeholder interests.

2. Reinforce a business culture based on accountability, achieving excellence and maintaining the highest ethical and control standards through the global Leadership Principles.

3. Encourage prudent individual and group decision-making in regard to risk consistent with applicable regulatory guidance.

4. Encourage behaviours that are in the best interests of our customers, shareholders and the goals of the Bank, including environmental and social principles.

5. Align realised pay with achievement of important risk and control, regulatory, strategic and financial based objectives.

6. Function as a tool to attract and retain the best talent and to reward talent for engaging in appropriate behaviours that support the Bank's corporate goals and lead the Bank to success.

Shareholder/Stakeholder Alignment

- Compensate executives through an objective framework that aims to strengthen the link between pay and performance by using a balanced scorecard approach with financial metrics and non-financial objectives that, in combination, are expected to improve risk-adjusted returns to shareholders.

- Provide meaningful portions of incentive compensation for executives and other senior managers in the form of equity to help build a culture of ownership and to align employee interests with those of shareholders and other stakeholders.

- Defer the delivery of significant portions of incentive compensation with vesting over a number of years and tie the amounts delivered to longer-term performance of the Bank to better link long-term shareholder value creation to the interests of management and to enhance alignment with risk outcome.

- Provide for adjustment, cancelation and clawback of incentive compensation in cases of improper risk-taking, misconduct and material adverse outcomes in the years following the awarding of incentive compensation.

- Size incentive compensation to reflect company performance as well as industry and environmental factors, while maintaining strong capital levels.

Ethics and Culture

- Promote conduct based on the highest ethical standards through performance assessments, incentive compensation programmes and, where appropriate, disciplinary actions.

- Communicate throughout the organisation that acting with integrity at all times is the foundation of our business and ensure that senior leadership's tone reflects the Bank's ethical standards and culture.

- Enhance a business culture that supports accountability and a zero-tolerance environment for unethical conduct, through appropriate compensation and employment decisions.

Risk Management

- Develop and enforce risk management controls that reduce incentives to create imprudent risks for the Group and the Bank and its businesses, and that reward a thoughtful balance of risk and return.

- Encourage prudent risk-taking through multiple incentive compensation programme processes for all employees who manage or influence material risks, including:

  a. rigorous performance management processes;

  b. bonus pool funding and individual bonus determination processes that reflect risk adjusted performance; and

  c. deferrals that keep a meaningful portion of incentives at risk for future performance outcomes.

- Evaluate incentive compensation programme results on an iterative basis, recognising that validation and monitoring may result in future changes.

- Communicate clearly to all employees that poor risk management practices and imprudent risk-taking activity will lead to an adverse impact on incentive compensation, including the loss of incentive compensation and the reduction or elimination of previously awarded incentive compensation.

- Differentiate compensation decisions based on demonstrated risk management behaviours.

- Appoint only independent Directors to the Committee, to provide independent review and Involve the Group's and the Bank's control functions, including Independent Risk, Compliance and Internal Audit, in compensation governance and oversight.

Regulatory Guidance

- Design incentive compensation programmes with the recognition that global regulation of bank incentive compensation is evolving and that the programmes must be responsive to emerging trends and best practices.

- Promote understanding of the design and implementation of incentive compensation programmes by outlining compensation policies, procedures and practices in public disclosures.

Attract and Retain Talent

- Compensate employees based on ability, contributions and risk-adjusted performance demonstrated over time, balanced with appropriate recognition for short-term results and contributions.

- Provide compensation programmes that are competitive within global financial services to attract the best talent to successfully execute the Bank's strategy.

- Differentiate individual compensation to reflect employees' current or prospective contributions, based on both financial and non-financial performance such as risk and control behaviours, and to reward those employees who demonstrate ingenuity and leadership.

- Provide discretionary incentive compensation, including equity awards, that is variable within guidelines prescribed by management and the Committee, using a rigorous objective framework of goal-setting and performance evaluation for all employees.

- Clearly and consistently communicate the approach to compensation throughout the year, cascading such communications broadly to employees through key value statements such as the Code of Conduct, Leadership Principles and the statements and actions of senior management and managers generally.

Guiding Principles on Remuneration

General

As part of a global organisation, the Group's and the Bank's policy on remuneration mostly follows the global policies, programmes, or directions/guidelines where it is applicable to the local context. In formulating these remuneration guiding principles, references are made to the respective global policies/practices where necessary, while local consideration will also be included.

The Bank seeks to ensure an appropriate balance of reward between fixed and variable components.

Fixed remuneration primarily reflects an employee's professional experience and organisational responsibilities as set out in the employee's job description and should be sufficiently competitive in order to support the Group and the Bank to attract and retain talent.

Variable remuneration will be structured to encourage behaviour that supports the Group's and the Bank's long-term objectives and business strategies and will not encourage imprudent risk-taking that would otherwise jeopardise the Group's and the Bank's risk tolerance and long term financial soundness, while balancing the needs to attract and retain talent with the relevant skills, knowledge and expertise to discharge their specific functions.

In general, as individual accountability increases and therefore seniority also increases, there is also greater opportunity for increased remuneration, subject to performance. Higher compensated employees will receive a greater percentage of their total annual compensation as variable remuneration. Of the variable remuneration awarded to highly compensated employees, a percentage, currently ranging from 15% to 60%, will be awarded as deferred variable remuneration under the Discretionary Incentive and Retention Award Plan (the "DIRA plan"). Currently, all employees, who receive annual variable remuneration that equals or exceeds the local currency of USD 75,000 will receive deferred variable remuneration under the DIRA plan. Generally, deferred variable remuneration awarded under the DIRA plan is granted in the form of an equity award that typically vests over four years on a pro-rated basis in equal annual instalments.

The payment or distribution of deferred variable remuneration requires that the employee satisfy pre-defined vesting conditions. The pre-defined vesting conditions generally require that an employee remains actively employed by the Group and the Bank over the vesting period applicable to the award.

Deferred awards, granted to Covered Employees[1] have ex-post adjustment mechanisms that may result in the cancellation of all or part of unpaid amounts. These conditions ensure an appropriate balance for risk and align the actual pay-out to employees with business performance.

[1] Covered Employees are identified and assigned to one of three groups: "Group 1" Covered Employees are senior executives and others who are responsible for oversight of the global organization's firm-wide activities or material business lines. "Group 2" Covered Employees are individual employees, including non-executive employees, whose activities may expose the organization to material amounts of risk. "Group 3" Covered Employees are groups of employees who are subject to the same or similar incentive compensation arrangements and who, in the aggregate, may expose the global organization to material amounts of risk, even if no individual employee is likely to expose the global organization to material risk.

Generally, unvested deferred variable remuneration is subject to forfeiture upon employee's voluntary resignation. In addition, irrespective of an employee's employment status, an unvested deferred variable remuneration award is subject to forfeiture, in whole or in part, if the following Clawback provision is triggered:

1. The award is based on materially inaccurate publicly reported financial statements; or
2. Employee knowingly engaged in providing materially inaccurate information relating to publicly reported financial statements; or
3. Employee materially violated any risk limits established or revised by senior management and/or risk management; or
4. The employee engaged in misconduct resulting in summary dismissal or a material breach of the Code of Conduct.

To avoid conflicts of interest, individual employees are not involved in the decision-making process in respect of their own remuneration.

Bonus Pool Allocation

Citi's global incentive compensation program is a discretionary program. The level of any bonus pool is based on various quantitative and qualitative factors and discretionary considerations, including:

- Year over year business performance
- Performance compared with plan for the current year
- Performance against key risks (including conduct risk, operational risk, etc.) and control objectives
- Compensation pay-out ratios and amounts accrued for incentives
- Performance relative to peers
- Market compensation relative to peers
- Events that occurred during the year; this includes positive and negative events
- Specific goals or objectives noted in the executive scorecards
- Stakeholder feedback
- Socio-political environment
- Headcount and other indicative data changes, and
- Other risk-based adjustments and/or investments relative to market position, regulatory obligations, control, or the economic environment

The determination of the risk-adjusted bonus pool includes the following key steps:

- Determination of "baseline", which is a person-by-person determination of a "same store" incentive level as for the prior year (measured in current year USD).
- Incorporation of risk factors for pool determination.

Final bonus pool levels, including discretionary adjustments, are reviewed and approved by the CPC in January.

The ultimate approval of the Bank's incentive pools will be by the Country Nominations and Compensation Committee of the Board of Directors before any compensation decisions are communicated to the employees.

Allocations of pools among individual employees take into account risk, based on performance ratings in the Risk and Control Pillar of our performance management framework. The Risk & Control Pillar measures employees on a 4-point scale for performance against their Risk & Control goals. When making a compensation decision, managers are expected to account for risk and control performance and incentivizing good behaviours and are provided guidance to this effect.

Employees engaged in functions have direct reporting lines into the function managers that are separate from the business. The function managers are responsible for the reward of those employees including year-end compensation, salary increases and promotion. Citi ensures performance management and compensation decisions for employees in functions are directed by management in the functions, and not the business unit.

The functions are allocated bonus pools separate from the revenue generating businesses, and the final decisions about allocations of those pools are made within the functions. It is not permitted for businesses / products to supplement the function pools.

Senior Management and Individual Key Personnel

The determination of the remuneration package of Senior Management and Key Personnel is reviewed and approved independent of the local management. The annual variable remuneration for Senior Management and Key Personnel is determined by the Cluster Product/Function Head.

The annual variable remuneration for Senior Management and Key Personnel who are identified as Covered Employees will be subjected to the global policy on Covered Employees for determination of annual variable remuneration.

Locally, the Bank's Committee approves individual remuneration for the Bank's Senior Managers and Key Personnel (including Covered Employees).

Performance Management Framework

The Performance Management (PM) Framework is applicable to all Citi employees globally. The PM Framework is an annual process that contains the three cyclical phases of Goal Setting, Mid-year and Year-end Performance reviews.

The PM Framework structure leverages four overarching pillars (Leadership, Risk & Control, Financial Performance, and Client & Franchise Outcomes). Employees set performance goals for the performance year against the three performance Pillars of Risk & Control, Financial Performance and Client and Franchise Outcomes. The Leadership Pillar aligns an employee's individual performance and development with Citi's culture and strategic objectives and is assessed via Citi's Leadership Principles. Risk Management, Independent Compliance Risk Management (ICRM) and Internal Audit employees are not assessed against the Financial Performance Pillar. Employee performance is evaluated on a four-point scale at year end by a manager assessment. The importance of Risk & Control in the What ("Goal") rating is emphasised by the establishment of a 'cap' of "3" if the risk & control rating is less than meeting expectations. Evaluation ratings generated through this Framework are used for employee compensation determinations.

It is important to differentiate performance among employees in order to support a pay for performance culture. In general, employees with a higher performance rating should be given a relatively higher reward as compared to employees with a lower performance rating, and employees with unsatisfactory performance rating should not be given any reward.

Personal Trading & Investment Policy (PTIP)

Citi's PTIP and standards prohibit "Covered Persons", which include Material Risk Takers as defined in the PTIP, and related persons, from hedging in any manner (other than currency hedges) of unvested restricted stock or deferred stock awarded under CAP or otherwise having a financial interest in having Citi securities decline in value.

Disclosure Requirement

Aggregated quantitative information on remuneration for Senior Management and Key Personnel, as well as key information on decision making process and plan characteristics of the remuneration system, as required under the local law shall also be disclosed to the public or to Bank Negara Malaysia ("BNM") as the case may be in a timely manner.

This information will be prepared for disclosure on an annual basis after the completion of the year-end process. Timeframe is usually around the end of the first quarter.

Citibank Berhad's Remuneration Policy

Remuneration Policy Oversight

The Citibank Berhad Remuneration Policy and Guidelines will be reviewed and approved by the Nominations and Compensation Committee of the Citibank Berhad Board of Directors. This includes when material changes are made to the policy and/or guidelines to demonstrate that the Group and the Bank comply with BNM's Corporate Governance Guidelines.

Management Reports

The Bank's Directors are expected to attend Board meetings and meetings of committee on which they serve, and to spend the time needed and meet as frequently as necessary to properly discharge their responsibilities.

Information and materials that are important to the Board's understanding of the business to be discussed at a Board or committee meeting are distributed prior to the meeting, in order to provide time for review.

The Board and Board committee reports include, amongst others, the following:

- Financial performance report and scorecard
- Intercompany transactions
- Internal audit report
- Recovery indicator dashboard
- Climate risk management report
- Wholesale credit risk assessment report
- Risk management report on material risks
- Risk assessment scorecard on control environment and metrics performance
- Technology risk management and cyber resilience report
- Information security incidents
- Report of outsourcing arrangements
- Business continuity management report
- Regulatory compliance report
- Report of anti-money laundering and counter financing of terrorism risks
- Report of learning and development
- Whistle-blowing/ethics cases
- Report of Shariah compliance and regulatory changes
- Corporate affairs program

Ratings Statement

RAM Rating Services Berhad ("RAM") has, on 21 November 2024, reaffirmed the AAA/Stable/P1 financial institution ratings ("FIR") of Citibank Berhad.

The reaffirmation of Citibank Berhad's strong ratings incorporate its strategic importance to Citigroup Inc., and the expectation that support will be readily extended if required. The ratings also reflect the Bank's capital position, superior funding and liquidity profile.

Bank Rating Symbols and Definitions:

AAA	A financial institution rated AAA has a superior capacity to meet its financial obligations. This is the highest long-term FIR assigned by RAM Ratings.
P1	A financial institution rated P1 has a strong capacity to meet its short-term financial obligations. This is the highest short-term FIR assigned by RAM Ratings.

Shariah Committee

Citibank Berhad's Shariah Committee is responsible for the provision of Shariah oversight in relation to Citibank Berhad's Islamic Banking business operations. The duties and responsibilities of the Shariah Committee are governed by the Shariah Governance Policy Document for Islamic Financial Institution as issued by the Bank Negara Malaysia.

For the year 2024, the Shariah Committee convened 10 times.

Citibank Berhad's Shariah Committee included the following distinguished members:

ASSOC. PROF. DR. MUSHADDAD BIN HASBULLAH

Shariah Committee Chairman

Nationality	Malaysian
Age/Gender	49 / Male
Date of Appointment	1 December 2023
Date of Last Re-election	N/A

Academic/Professional Qualification/Membership(s

- Bachelors Shariah Islamic Law, Islamic University of Madinah, KSA
- Masters Fiqh and Usul al-Fiqh, International Islamic University Malaysia (IIUM)
- Ph.D. Fiqh and Usul al-Fiqh, IIUM
- Certified Shariah Advisor (CSA) by Association of Shariah Advisors in Islamic Finance Malaysia (ASAS)

Present Appointment:

- Dean, Faculty of Syariah & Law, Universiti Sains Islam Malaysia (USIM)
- Shariah Committee Chairman of Co-opbank Pertama
- Shariah Committee Member of Malaysian Life Reinsurance Group Berhad (Retakaful)
- Shariah Committee Member of Koperasi Sahabat Amanah Ikhtiar Malaysia
- Shariah Committee Member of Nextgreen Global Sdn Bhd
- Member of Committee-Baitulmal for Majlis Agama Islam & Adat Istiadat Melayu Kelantan (MAIK)

Shariah Committee Meeting Attendance : 10/10 (100%)

Past Appointment(s) and/or Shariah Committee Membership(s):

Assoc. Prof. Dr. Mushaddad Hasbullah has more than 10 years of experience as Shariah Committee for Swiss Re Takaful Malaysia and Sumitomo Mitsui Banking Corporation Malaysia Berhad. He has also engaged in digital projects like "Ezwasiat," showcasing his adaptability to contemporary platforms.

PROF. DR. MUHAMMAD RIDHWAN BIN AB. AZIZ

Shariah Committee Member

Nationality	Malaysian
Age/Gender	47 / Male
Date of Appointment	1 June 2021
Date of Last Re-election	1 June 2022

Academic/Professional Qualification/Membership(s):

- Bachelors Business Administration (with Honors), University of Malaya, Malaysia
- Master of Islamic Studies Degree (Islamic Banking), University of Malaya, Malaysia
- Ph.D. (Islamic Banking), University of Malaya, Malaysia

Present Appointment:

- Professor of Faculty of Economics and Muamalat, Universiti Sains Islam Malaysia (USIM)
- Shariah Committee Member of EXIM Bank
- Shariah Supervisory Board of Shuaa Funds OEIC ICC Limited, United Arab Emirates
- Panel of Arbitrator (Hakam), Negeri Sembilan Syariah Judiciary Department

- Assessor for academic program accreditation of Malaysian Qualification Agency (MQA)

Shariah Committee Meeting Attendance : 10/10 (100%)

Past Appointment(s) and/or Shariah Committee Membership(s):

Prof. Dr. Muhammad Ridhwan Ab. Aziz is an expert in the field of Islamic banking and finance, Islamic commercial law, Islamic money and capital markets as well as Islamic social finance with various academic appointment, publication and research. He is also involved in various consultancy projects with external parties and collaborators such as Islamic Banking & Finance Institute Malaysia (IBFIM), Association of Islamic Banking Institutions Malaysia (AIBIM), Malaysia Productivity Corporation (MPC) and Perbadanan Wakaf Negeri Sembilan Sdn. Bhd. (PWNS/MAINS).

ENCIK SHAHRIR BIN SOFIAN

Shariah Committee Member

Nationality	Malaysian
Age/Gender	61 / Male
Date of Appointment	19 June 2023
Date of Last Re-election	N/A

Academic/Professional Qualification/Membership(s):

- Bachelor of Economics (Honours), International Islamic University Malaysia (IIUM)
- Bachelor of Islamic Studies, National University of Malaysia
- Master of Science Actuarial Science, The City University, London
- Certified Shariah Advisor (CSA) by Association of Shariah Advisors in Islamic Finance Malaysia (ASAS)

Present Appointment:

- Shariah Committee Member of MNRB Holding Berhad

Shariah Committee Meeting Attendance : 10/10 (100%)

Past Appointment(s) and/or Shariah Committee Membership(s):

Encik Shahrir Sofian is a former Malaysia Central Banker with more than 30 years' experience in industry. He had served in various departments with Bank Negara Malaysia (BNM) since 1987 namely Economic Department, Insurance Regulation Department, Financial Sector Development Department and Manager of Insurance Development Department. He also managed and led the compliance review processes. He also has extensive experience in insurance regulations and operations.

DR. MOHD HAFIZ BIN MOHD DASAR

Shariah Committee Member

Nationality	Malaysian
Age/Gender	37 / Male
Date of Appointment	2 August 2023
Date of Last Re-election	N/A

Academic/Professional Qualification/Membership(s):

- Bachelor of Islamic Revealed Knowledge, International Islamic University Malaysia (IIUM)
- Master Fiqh and Usul Fiqh, Al-Albayt University, Jordan
- Ph.D. Islamic Banking, National University of Malaysia (UKM)

Present Appointment:

- Lecturer of Academy of Islamic Civilisation, Faculty of Social Sciences and Humanities, Universiti of Technology Malaysia (UTM)
- Waqf Committee of Universiti Islam Selangor (UIS)
- Shariah Panel for International Research Centre of Islamic Economics and Finance (IRCEIF) of UIS
- Shariah Committee of Cooperative of University Technology Malaysia Berhad (KUTMB)

Shariah Committee Meeting Attendance : 10/10 (100%)

Past Appointment(s) and/or Shariah Committee Membership(s):

Dr Mohd Hafiz Mohd Dasar previously held a position as a Steering Committee member for the Establishment of Sadaqa House at Bank Islam Malaysia Berhad. At the state level, Hafiz is a member of the Qard Al-Hasan Baitulmal Fund at the Majlis Agama Islam Johor (MAINJ). He has authored numerous journal articles and academic books focusing on Islamic philanthropy and Islamic finance and banking. In the realm of research, he has overseen various industrial research projects and actively participated in several internal and external university research initiatives.

In summary, Citibank Berhad's Shariah Committee comprises of the following qualified members and attendance to the Shariah Committee meetings during FY 2024 is as follows:

Member	No. of meetings
Assoc. Prof. Dr. Mushaddad bin Hasbullah – Chairman	10/10
Prof. Dr. Muhammad Ridhwan bin Ab. Aziz	10/10
Encik Shahrir bin Sofian	10/10
Dr. Mohd Hafiz bin Mohd Dasar	10/10

Customer Engagement and Service Delivery

We remain committed to continuous improvement, refining our services to meet the evolving needs of our clients. Our efforts have been well received, with our Voice of Customer score maintaining a strong 96% and our "very satisfied" rating rising to 73% from 72% in 2023.

A key initiative was the RENTAS Platform Modernisation and Migration to the SWIFT 2022 Standard, designed to streamline payment processing and support the growing demand for real-time, 24/7 digital banking. This next-generation platform enhances flexibility, scalability, and cloud readiness, ensuring we stay ahead of evolving industry and regulatory requirements. Our API-driven interfaces provide clients with faster access to data, enabling richer insights and greater efficiency.

For CitiDirect Trade clients, a redesigned Trade Dashboard enhances visibility, control, and self-service capabilities. To further support clients, we expanded the Client Knowledge Centre, offering 24/7 access to quick reference guides, training materials, and essential banking information.

Internally, we upgraded the Knowledge Management Centre for CitiService Officers (CSOs), ensuring they have real-time access to accurate information and enabling faster client responses. We also expanded BOT automation for audit confirmation requests, significantly reducing turnaround times while improving accuracy and efficiency.

Our Commitment to Community

With extensive resources and expertise, we recognise our collective responsibility to act as a catalyst for meaningful progress, addressing multi-challenges faced by communities in where we operate.

Through strategic, purpose driven initiatives, we actively engage with our stakeholders, leveraging our scale and knowledge to underserved populations and advance equitable opportunities.

Our Commitment to Community

Global Community Day

Our enduring commitment to societal impact is embodied in initiatives such as our Global Community Day, a flagship event held every June to amplify our corporate social responsibility (CSR) efforts.

In 2024, our Malaysian volunteers, joined by family and friends, dedicated their time and energy with four of our community partners; IDEAS Autism Centre Rawang (IAC), Buku Jalanan Chow Kit (BJCK), Persatuan Komuniti Istimewa Ampang (SCSOA) and The Financial Industry Collective Outreach (FINCO).

In the whole month of June, our Citi volunteers tutored basic Math & English to displaced urban youths from BJCK, revitalised charity partners' centres with clean-up drives, and supported educators at IAC and SCSOA by assisting with daily educational lessons for children with autism and special needs and swimming sessions. A successful book drive with more than 1,500 books donated further enriched an underserved school up north in Kedah by our CSC Penang team. Our ESG-driven donation of 60 units of Citi's repurposed desktops and monitors have equipped underserved schools in Kuala Lumpur and Penang with critical digital tools, in partnership with FINCO.

Aligned with these efforts, we donated RM80,000 in charitable donations to our community partners for their operations and facilities upgrade to achieve greater impact.

In addition, our volunteers also successfully fundraised and donated TVs, android tablets, books and bookshelves, food supplies, daily essentials, and household appliances to our community partners, addressing both immediate needs and fostering long-term empowerment.

Global Innovation Challenge: Pioneering Solutions to Homelessness

Annually, the Global Innovation Challenge, an initiative by our philanthropic arm, Citi Foundation, provides support to community organisations that are developing innovative solutions to social and economic challenges facing low-income communities around the world.

In 2024, USD25million was channelled in catalytic funding to empower community organisations worldwide to address homelessness. Among the 50 global recipients selected for their visionary approaches, an award-winning Malaysia non-profit, EPIC, emerged as the only Malaysian grantee, securing USD500,000 (~RM2million) over two years until 2026 to build secure and safe homes for Orang Asli families in Peninsular Malaysia using bamboo materials and innovative construction method.

For many years, Orang Asli communities are trapped in low-wage jobs due to the gap of having traditional skills and modern job requirements. As a result, they are unable to afford modern housing, leading an estimated of 10,000 Orang Asli families to live in unsafe housing conditions.

EPIC, through this groundbreaking initiative, with its tagline "Building Homes, Transforming Lives" will build eco-conscious housing model using locally sourced bamboo, a sustainable, cost-effective alternative while simultaneously fostering long-term resilience through skills development and capacity building programs with the Orang Asli communities.

A Legacy of Recognition

Our commitment to making a positive impact on the community has lauded Citi with the All-Star achievers' award, marking five consecutive years of outstanding performance and earned us a Certificate of Recognition for Excellence in Corporate Social Responsibility (CSR) by the American Malaysian Chamber of Commerce (AmCham Malaysia) during the MY AMCHAM CARES recognition ceremony in Kuala Lumpur. The recognition underscores the incredible CSR work we have done over the years to drive meaningful change and demonstrates our responsibility to deliver economic, social and environmental benefits for all.

Developing Our People

Employee Well-being

Our employee well-being and mental health is one of the organisation's top priorities. We are committed to support our employees health and wellbeing by regularly reviewing our benefits to align with market practices and tie up's with leading providers in the market.

We continue to host a variety of on-site and virtual health and wellbeing related camps, sessions and talks for our employees to benefit from. In October and November 2024, Wellness Day were organised in partnership with our insurance provider, and it was a big success. Employees had access to complimentary various checkups, flu vaccines and health talks from professionals as part of our quest to promote health and wellness within Citi community.

Our Employee Assistance Policy provides a confidential avenue for employees to seek out the support they may need for their mental and emotional wellbeing.

Our Hybrid working policy is now well-ingrained in the way we work, with our employees working from our office three days a week and flexibility of two days of work from home. This creates an optimal balance of learning together through personal engagement, whilst being able to cater to personal needs.

Capability Building in both Leadership & Technical Skills

Investing in developing the right skills for our people remains one of our top priorities.

We are dedicated to providing ongoing education and training opportunities to ensure that our employees can thrive and contribute to our collective goals. There is a wide range of trainings available to Citi employees both via a robust technical, leadership and professional skills curriculum available to all Citi employees globally as well as locally developed programs specifically curated for our Malaysia franchise.

Key highlights of our learning strategy are below.

Leadership Development: Leaders and Managers play a critical role in preserving and growing our business. By articulating clear vision, employee empowerment and improving team's collaboration, we ensure strong culture and business outcomes.

There are a number of leadership and professional development programs implemented in 2024, including:

i) Executive Leaders:
- **Executive Education Programs by Asia Banking School** – focused at the top level within our Malaysia franchise. These unique offerings in partnership with leading European universities equips our leaders with strategic tools to drive the future of banking and successfully overcome emerging challenges.
- **Citi Internal Executive Leadership workshops** on strategy, empowerment and compassionate leadership.

ii) Managers: We offers an extensive library of programs focused on developing manager capability. Dedicated curriculum is in place for New Managers to equip them with tools and strategies of becoming successful leaders.


KELUAR
MEMACU
STRATEGI
MODAL INSAN
MALAYSIA
CITI 200
TalentCorp


CITI 200
200 Years Timeline
TalentCorp

iii) Individual Contributors: with the focus on developing core professional skills and individual leadership, Citi employees can choose from a wide array of internal workshops covering key areas of communication and presentation skills, critical thinking, influencing and others.

Technical Skills Building: In the fast evolving landscape, we stay alert to emerging skills needs. Through combination of our robust online learning platforms, in-classroom programs curated specifically for us and select public programs by leading Malaysian training providers, we ensure that our employees remain future ready and equipped with the latest industry trends and knowledge.

In 2024 we've held a number of on-site technical trainings covering topics like data analytics, data visualization, reporting project management and others. We specifically focused on upskilling our employees in the areas of Islamic Finance and ESG partnering with Asia Banking School (ABS) and Asia School of Business (ASB) to curate educational programs for various levels within the company. Employees also had an opportunity to enroll in Certification Programs offered by AICB and ABS.

Engagement: We continue to focus our efforts to build greater team engagement and build a culture of inclusivity and collaboration through multiple teambuilding series where we provide learning through games, critical thinking activities and discussion on our strategy, transformation journey and leadership principles.

Commitment to Talent Management and Engagement

We firmly believe that we derive benefits from having a workforce of varied backgrounds, experiences and perspectives because that allows us to better serve our clients and communities. With our global footprint, this has always been a priority for us.

We are proud of Citi's long track record of being a meritocracy and attracting, retaining and developing top talent.

We are steadfast in our commitment to maintaining a workplace where every colleague feels included because that is what allows everyone to contribute their best to Citi. We are, after all, in a service business, which means attracting top talent and ensuring they thrive at Citi is essential to our performance.

We enjoy many enriching opportunities to learn about and experience the cultures and heritages represented by our global colleague base as well as our clients and partners around the world. These experiences and our employee networks are open to colleagues of all backgrounds, and all are welcomed and encouraged to participate.

We are also very focused towards encouraging talent who have taken a career break to come back into the workforce. Citi partnered with Talent Corporation of Malaysia to conduct a workshop for talent on career break on personal branding, resume preparation and planning to return to the workforce.

Hiring, Talent Attraction and External Engagement

We remain steadfast in our commitment in cultivating a robust and diverse workforce through a dual focus on internal talent development and external recruitment. In 2024, we successfully hired for a host of roles with a healthy internal mobility rate and also infused strong external talent into the franchise across levels.

Our active engagement with university and job seekers continued this year at the 2024 Graduan Aspire Event, a pivotal career fair where we connected with over 50,000 job seekers alongside 100+ top employers in Malaysia. We also saw strengthening of our partnerships with public and private universities, through our university connects and fresh graduate super interview days for opportunities across businesses.

The bank extended its global reach by also participating in an employer branding and networking event facilitated by the Malaysian Government Agency – TalentCorp. This initiative aimed to showcase our unique Citi brand and discuss job opportunities for Malaysian professionals and students located abroad as well as an initiative with TalentCorp towards Women Talent returning to the workforce. This was followed up by training & networking session for comeback aspirants hosted at the Citi premises.

We have been active with American Malaysian Chamber of Commerce (AMCHAM) and hosted Members of the Core Human Capital Committee. This is a forum that enables industry impact, sharing of best practices and together addresses opportunities to support government priorities, Talentcorp initiatives etc.

We continue to make efforts to underscore Citi's dynamic Employer Value Proposition to attract the best talent to the Bank.

Sportsmanship

Employees have also shown true sportsmanship when we sent two teams to the regional Citi ASEAN+ Soccer Challenge in Bali in December. Malaysia sent a men's and women's team to showcase talent and teamwork. The men's team put up a valiant effort, finishing strong in 4th place out of nine teams, while our women's team made an impressive debut and won 3rd place in the tournament.

We also sent 13 players to the CTOS Inter Financial Institutions Badminton Championship 2024 in October. It was a day where the teams gave their best in the spirit of sportsmanship.

Director's Report

for the year ended 31 December 2024

The Directors have pleasure in submitting their report and the audited financial statements of the Group and the Bank for the financial year ended 31 December 2024

Principal activities

The Bank is principally engaged in banking and related financial services that also include Islamic Banking business whilst the principal activities of the subsidiaries are stated in Note 11 to the financial statements. There have been no significant changes in the nature of these activities during the financial year.

Immediate and ultimate holding companies

The Bank's immediate holding company and ultimate holding company as regarded by the Directors during the financial year and until the date of this report are Citigroup Holding (Singapore) Pte. Ltd. and Citigroup Inc. respectively. Both are incorporated in Singapore and the United States of America respectively.

Subsidiaries

The details of the Bank's subsidiaries are disclosed in Note 11 to the financial statements.

Results

	Group and Bank RM'000
Profit before taxation	1,120,312
Tax expense	(290,533)
Profit for the year	829,779

Reserves and provisions

There were no material transfers to or from reserves and provisions during the financial year under review except as disclosed in the financial statements.

Dividends

Since the end of the previous financial year, the Bank paid a final ordinary dividend of 877.8 sen per ordinary share totalling RM1,068,300,000 in respect of the financial year ended 31 December 2023 on 31 July 2024.

The final ordinary dividend recommended by the Directors in respect of the financial year ended 31 December 2024 is 871.0 sen per ordinary share totalling RM1,060,000,000.

Bad and doubtful debts and financing

Before the financial statements of the Group and the Bank were made out, the Directors took reasonable steps to ascertain that actions had been taken in relation to the writing off of bad debts and financing and the making of provisions for impaired debts and financing, and satisfied themselves that all known bad debts and financing had been written off and adequate provisions made for impaired debts and financing.

At the date of this report, the Directors are not aware of any circumstances, which would render the amount written off for bad debts and financing, or the amount of the provision for impaired debts and financing, in the financial statements of the Group and the Bank inadequate to any substantial extent.

Current assets

Before the financial statements of the Group and the Bank were made out, the Directors took reasonable steps to ascertain that the value of any current assets, other than debts and financing, which were unlikely to be realised in the ordinary course of business, as shown in the accounting records of the Group and the Bank, have been written down to an amount which they might be expected to realise.

At the date of this report, the Directors are not aware of any circumstances which would render the values attributed to the current assets in the financial statements of the Group and the Bank misleading.

Valuation methods

At the date of this report, the Directors are not aware of any circumstances which have arisen which would render adherence to the existing methods of valuation of assets or liabilities in the financial statements of the Group and the Bank misleading or inappropriate.

Contingent and other liabilities

At the date of this report, there does not exist:

(a) any charge on the assets of the Group or the Bank which has arisen since the end of the financial year and which secures the liabilities of any other person, or

(b) any contingent liabilities in respect of the Group or the Bank that has arisen since the end of the financial year other than those incurred in the ordinary course of business.

No contingent or other liability of the Group and the Bank have become enforceable, or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Directors, will or may substantially affect the ability of the Group and the Bank to meet their obligations as and when they fall due.

Change of circumstances

At the date of this report, the Directors are not aware of any circumstances, not otherwise dealt with in this report or the financial statements of the Group and the Bank, that would render any amount stated in the financial statements misleading.

Items of an unusual nature

The results of the operations of the Group and the Bank for the financial year were not, in the opinion of the Directors, substantially affected by any item, transaction or event of a material and unusual nature.

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature, in the opinion of the Directors, likely to affect substantially the results of the operations of the Group and the Bank for the current financial year in which this report is made.

Compliance with Bank Negara Malaysia's expectations on financial reporting

In the preparation of the financial statements, the Directors have taken reasonable steps to ensure that Bank Negara Malaysia's expectations on financial reporting have been complied with, including those as set out in the policy document on Financial Reporting.

Directors of the Bank

Directors who served during the financial year until the date of this report are:

- Mark Fordyce Hart
- Abhijit Dattanand Kumta
- Vikram Singh
- Norazilla binti Md Tahir
- Datuk Mark Victor Rozario (Appointed on 9 October 2024)
- Dato' Philip Tan Puay Koon (Retired on 9 October 2024)

Directors' interests in shares

The interests in the ordinary shares and options over shares of the Bank and of its related corporations of those who were Directors at financial year end as recorded in the Register of Directors' Shareholdings are as follows:

	Number of ordinary shares of USD1 each			
	At 1.1.2024	Bought/ Vested	Sold	At 31.12.2024
Shares in Citigroup Inc.				
Direct interests				
Mark Fordyce Hart	17,900	-	(15,000)	2,900
Vikram Singh	1,860	589	-	2,449
Abhijit Dattanand Kumta	3,905	1,042	(2,000)	2,947

	Number of ordinary shares of USD1 each			
	At 1.1.2024	Granted	Vested	At 31.12.2024
Capital Accumulation Programme/ Supplementary CAP/SEA in Citigroup Inc.				
Vikram Singh	2,023	1,825	(690)	3,158
Abhijit Dattanand Kumta	2,910	1,416	(1,042)	3,284

None of the other Directors holding office at 31 December 2024 had any interest in the ordinary shares and options over ordinary shares of the Bank and of its related corporations during the financial year.

Directors' benefits

Since the end of the previous financial year, no Director of the Bank has received nor become entitled to receive any benefit (other than those shown below) by reason of a contract made by the Bank or a related corporation with the Director or with a firm of which the Director is a member, or with a company in which the Director has a substantial financial interest.

Directors' benefits (continued)

The Directors' benefits paid to or receivable by Directors in respect of the financial year ended 31 December 2024 are as follows:

	From the Group and the Bank RM'000
Directors of the Bank:	
Fees	540
Remuneration	3,064
Benefits-in-kind	268
	3,872

There were no arrangements during and at the end of the financial year which had the object of enabling Directors of the Bank to acquire benefits by means of the acquisition of shares in or debentures of the Bank or any other body corporate except for certain Directors who have participated in a discretionary incentive and retention award programme that provides the Directors (in their capacity as employees of Citigroup subsidiaries) with shares of Citigroup Inc.'s common stock in the form of restricted stock awards.

Issue of shares and debentures

There were no changes in the issued and paid-up capital of the Bank during the financial year.

There were no debentures issued during the financial year.

Options granted over unissued shares

No options were granted to any person to take up unissued shares of the Bank during the financial year.

Indemnity and insurance costs

During the financial year, the total amount of insurance cost effected for Directors and officers of the Bank is RM26,433.

There is no indemnity and insurance cost effected for auditors of the Bank.

Auditors

The auditors, KPMG PLT, have indicated their willingness to accept re-appointment.

The auditors' remuneration of the Group and of the Bank during the year are RM363,030 and RM360,500 respectively.

Signed on behalf of the Board of Directors in accordance with a resolution of the Directors:

Vikram Singh
Director

Norazilla binti Md Tahir
Director

Kuala Lumpur

Date: 9 June 2025

Statement by Directors

pursuant to Section 251(2) of the Companies Act 2016

In the opinion of the Directors, the financial statements set out on pages 59 to 145 are drawn up in accordance with MFRS Accounting Standards as issued by the Malaysian Accounting Standards Board, IFRS Accounting Standards as issued by the International Accounting Standards Board and the requirements of the Companies Act 2016 so as to give a true and fair view of the financial position of the Group and the Bank as at 31 December 2024 and of their financial performance and cash flows for the financial year then ended.

Signed on behalf of the Board of Directors in accordance with a resolution of the Directors:

Vikram Singh
Director

Norazilla binti Md Tahir
Director

Kuala Lumpur

Date: 9 June 2025

Statutory Declaration

pursuant to Section 251(1)(b) of the Companies Act 2016

I, **Tan Yoke Pheng**, the officer primarily responsible for the financial management of Citibank Berhad, do solemnly and sincerely declare that the financial statements set out on pages 59 to 145 are, to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the declaration to be true, and by virtue of the Statutory Declarations Act 1960.

Subscribed and solemnly declared by the abovenamed Tan Yoke Pheng, MIA CA52209, at Kuala Lumpur in the Federal Territory on 9 June 2025.

Tan Yoke Pheng

Before me:

Shariah Committee's Report

In the name of Allah, the Most Beneficent, the Most Merciful

We, members of Citibank Berhad's Shariah Committee hereby confirm that we have reviewed the principles and the contracts relating to the transactions and applications introduced by Citibank Berhad's Islamic Banking division during the financial year ended 31 December 2024.

We have also conducted our review to form an opinion as to whether Citibank Berhad's Islamic Banking division has complied with the Shariah principles and with the Shariah rulings issued by the Shariah Advisory Council of Bank Negara Malaysia, as well as Shariah resolutions decided by us.

The management of Citibank Berhad's Islamic Banking division is responsible for ensuring that the Citibank Berhad's Islamic Banking division conducts its business in accordance with Shariah principles. It is our responsibility to form an independent opinion, based on our review of the operations of the Citibank Berhad's Islamic Banking division, and to report to you.

We have assessed the work carried out by Shariah Control Officer with the oversight from Independent Compliance Risk Management and Independent Risk Management which included, but not limited to, examining, on a test basis, each type of transaction, the relevant documentation and procedures adopted by the Citibank Berhad's Islamic Banking division.

We planned and performed our review so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the Citibank Berhad's Islamic Banking division has not violated the Shariah principles.

We confirmed that no Shariah non-compliant ("SNC") event was reported during the financial year ended 31 December 2024.

We noted that the Bank operations may lead to non-halal income, such as income received from the SNC securities maintained by client where the Bank acts as the custody. This stream of income is unavoidable and shall be segregated from Bank's income for the purpose of channelling to charity.

Within this financial year, the Bank has declared Shariah non-compliant income amounting to RM873 which has been purified accordingly.

We confirmed that as of 31 December 2024, the shareholding of Citibank Berhad is 100% owned by Citigroup Holding (Singapore) Pte. Ltd., hence no assessment was made on zakat payable. Notwithstanding, the Bank has distributed RM 29,088 from the Zakat Wakalah that was contributed by the Bank's staff to the poor asnaf.

In our opinion, for the financial year ended 31 December 2024, nothing has come to the Shariah Committee's attention that causes the Shariah Committee to believe that the operations, business, affairs and activities of Citibank Berhad involve any material Shariah non-compliances.

We, the members of Citibank Berhad's Shariah Committee, do hereby confirm that we have no personal interest in any dealings or transactions approved by Citbank Berhad and the operations of the Citibank Berhad's Islamic Banking division for the year ended 31 December 2024 have been conducted in conformity with the Shariah principles.

We beg Allah the Almighty to grant us success and lead us on the right path.

Wassalamu Alaikum Wa Rahmatullahi Wa Barakatuh.

Assoc. Prof. Dr. Mushaddad bin Hasbullah
Chairman of the Shariah Committee

Prof. Dr. Muhammad Ridhwan bin Ab. Aziz
Member of the Shariah Committee

Encik Shahrir bin Sofian
Member of the Shariah Committee

Kuala Lumpur

Date: 9 June 2025

Independent Auditors' Report

to the Members of Citibank Berhad

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Citibank Berhad, which comprise the statements of financial position as at 31 December 2024 of the Group and of the Bank, and the statements of profit or loss and other comprehensive income, statements of changes in equity and statements of cash flows of the Group and of the Bank for the year then ended, and notes to the financial statements, including material accounting policy information, as set out on pages 59 to 145.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Group and of the Bank as at 31 December 2024, and of their financial performance and their cash flows for the year then ended in accordance with MFRS Accounting Standards as issued by the Malaysian Accounting Standards Board ("MFRS Accounting Standards"), IFRS Accounting Standards as issued by the International Accounting Standards Board ("IFRS Accounting Standards") and the requirements of the Companies Act 2016 in Malaysia.

Basis for Opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our auditors' report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and Other Ethical Responsibilities

We are independent of the Group and of the Bank in accordance with the *By-Laws (on Professional Ethics, Conduct and Practice)* of the Malaysian Institute of Accountants ("By-Laws") and the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.

Information Other than the Financial Statements and Auditors' Report Thereon

The Directors of the Bank are responsible for the other information. The other information comprises the information included in the Corporate Information, Directors' Report and Shariah Committee's Report, but does not include the financial statements of the Group and of the Bank and our auditors' report thereon.

Our opinion on the financial statements of the Group and of the Bank does not cover the Corporate Information, Directors' Report and Shariah Committee's Report and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements of the Group and of the Bank, our responsibility is to read the Corporate Information, Directors' Report and Shariah Committee's Report and, in doing so, consider whether the Corporate Information, Directors' Report and Shariah Committee's Report is materially inconsistent with the financial statements of the Group and of the Bank or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of the Corporate Information, Directors' Report and Shariah Committee's Report, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Statements

The Directors of the Bank are responsible for the preparation of financial statements of the Group and of the Bank that give a true and fair view in accordance with MFRS Accounting Standards, IFRS Accounting Standards and the requirements of the Companies Act 2016 in Malaysia. The Directors are also responsible for such internal control as the Directors determine is necessary to enable the preparation of financial statements of the Group and of the Bank that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Group and of the Bank, the Directors are responsible for assessing the ability of the Group and of the Bank to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Group or the Bank or to cease operations, or have no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Group and of the Bank as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements of the Group and of the Bank, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control of the Group and of the Bank.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.

- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the ability of the Group or of the Bank to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Group and of the Bank or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Group or the Bank to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements of the Group and of the Bank, including the disclosures, and whether the financial statements of the Group and of the Bank represent the underlying transactions and events in a manner that gives a true and fair view.

- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the financial statements of the Group. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Other Matters

This report is made solely to the members of the Bank, as a body, in accordance with Section 266 of the Companies Act 2016 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.

KPMG PLT
(LLP0010081-LCA & AF 0758)
Chartered Accountants

Petaling Jaya, Selangor

Date: 9 June 2025

Foo Siak Chung
Approval Number: 03184/02/2026 J
Chartered Accountant

Statements of Financial Position

as at 31 December 2024

	Note	Group 2024 RM'000	Group 2023 RM'000	Bank 2024 RM'000	Bank 2023 RM'000
Assets					
Cash and short-term funds	3	6,175,483	4,067,367	6,175,463	4,067,347
Deposits and placements with banks and other financial institutions	4	500,976	548,718	500,976	548,718
Securities purchased under resale agreements		7,102,995	5,143,883	7,102,995	5,143,883
Investment securities	5	13,424,942	16,066,109	13,424,942	16,066,109
Loans, advances and financing	6	5,311,319	4,606,268	5,311,319	4,606,268
Other assets	8	1,380,318	1,350,239	1,380,318	1,350,239
Statutory deposits with Bank Negara Malaysia	9	-	1,000	-	1,000
Deferred tax assets	10	29, 318	20,879	29,318	20,879
Investments in subsidiaries	11	-	-	20	20
Plant and equipment (including right-of-use assets)	12	52,217	67,655	52,217	67,655
Total assets		33,977,568	31,872,118	33,977,568	31,872,118
Liabilities					
Deposits from customers	13	23,096,222	21,402,077	23,096,222	21,402,077
Deposits and placements of banks and other financial institutions	14	4,831,416	4,385,664	4,831,416	4,385,664
Other liabilities	15	1,562,154	1,362,618	1,562,154	1,362,618
Provision for taxation		32,932	40,634	32,932	40,634
Total liabilities		29,522,724	27,190,993	29,522,724	27,190,993
Equity					
Share capital	16	502,000	502,000	502,000	502,000
Reserves	17	3,952,844	4,179,125	3,952,844	4,179,125
Total equity attributable to owner of the Bank		4,454,844	4,681,125	4,454,844	4,681,125
Total liabilities and equity		33,977,568	31,872,118	33,977,568	31,872,118
Commitments and Contingencies	34	244,338,354	251,667,938	244,338,354	251,667,938

The notes on pages 65 to 145 are an integral part of these financial statements.

Statements of Profit or Loss and Other Comprehensive Income

for the financial year ended 31 December 2024

	Note	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Interest income	19	1,132,497	1,052,627
Interest expense	20	(333,208)	(315,498)
Net interest income		799,289	737,129
Net income from Islamic Banking operations	35(k)	54,018	31,614
Other operating income	21	686,036	936,378
Total net income		1,539,343	1,705,121
Other operating expenses	22	(425,387)	(689,888)
Operating profit		1,113,956	1,015,233
Write back of impairment on loans, advances and financing	23	945	2,800
Write back of/(Allowance for)/impairment on other assets		5,411	(2,634)
Profit before taxation		1,120,312	1,015,399
Tax expense	24	(290,533)	(247,099)
Profit for the year		829,779	768,300
Other comprehensive income, net of tax			
Items that are or may be reclassified subsequently to profit or loss			
Debt investment securities measured at FVOCI			
- Net change in fair value		12,076	57,416
- Net transfer to profit or loss		164	(152)
Total other comprehensive income for the year		12,240	57,264
Total comprehensive income for the year		842,019	825,564
Profit for the year attributable to:			
Owner of the Bank		829,799	768,300
Total comprehensive income attributable to:			
Owner of the Bank		842,019	825,564
Earnings per ordinary share - basic (sen):	25	681.8	631.3

The notes on pages 65 to 145 are an integral part of these financial statements.

Statements of Changes in Equity

for the financial year ended 31 December 2024

Statements of profit or loss and other comprehensive income for the financial year ended 31 December 2024 (continued)

Group and Bank	Note	Share capital RM'000	Regulatory reserve RM'000	Other reserve RM'000	Retained profits RM'000	Total reserves RM'000	Total RM'000
		← Attributable to owner of the Bank →					
		← Non-distributable →			Distributable		
At 1 January 2024		502,000	65,000	(8,749)	4,122,874	4,179,125	4,681,125
Fair value reserve on investment securities:							
- Net change in fair value		-	-	12,076	-	12,076	12,076
- Net change transferred to profit or loss		-	-	164	-	164	164
Total other comprehensive income for the year	-	-	-	12,240	-	12,240	12,240
Transfer from regulatory reserve		-	5,000	-	(5,000)	-	-
Profit for the year		-	-	-	829,779	829,779	829,779
Total comprehensive income for the year		-	5,000	12,420	842,779	842,019	842,019
Dividends to owner of the Bank	26	-	-	-	(1,068,300)	(1,068,300)	(1,068,300)
Total distribution to owner		-	-	-	(1,068,300)	(1,068,300)	(1,068,300)
At 31 December 2024		502,000	70,000	3,491	3,879, 353	3,952,844	4,454,844
		Note 16				Note 17	

Group and Bank	Note	Share capital RM'000	Regulatory reserve RM'000	Other reserve RM'000	Retained profits RM'000	Total reserves RM'000	Total RM'000
		← Attributable to owner of the Bank →					
		← Non-distributable →			Distributable		
At 1 January 2023		502,000	105,000	(66,013)	4,364,574	4,403,561	4,905,561
Fair value reserve on investment securities:							
- Net change in fair value		-	-	57,416	-	57,416	57,416
- Net change transferred to profit or loss		-	-	(152)	-	(152)	(152)
Total other comprehensive income for the year		-	-	57,264	-	57,264	57,264
Transfer to regulatory reserve		-	(40,000)	-	40,000	-	-
Profit for the year		-	-	-	768,300	768,300	768,300
Total comprehensive (loss)/income for the year		-	(40,000)	57,264	808,300	825,564	825,564
Dividends to owner of the Bank	26	-	-	-	(1,050,000)	(1,050,000)	(1,050,000)
Total distribution to owner		-	-	-	(1,050,000)	(1,050,000)	(1,050,000)
At 31 December 2023		502,000	65,000	(8,749)	4,122,874	4,179,125	4,681,125
		Note 16				Note 17	

The notes on pages 65 to 145 are an integral part of these financial statements.

Statements of Cash Flows

for the financial year ended 31 December 2024

	Group 2024 RM'000	Group 2023 RM'000	Bank 2024 RM'000	Bank 2023 RM'000
Cash flows from operating activities				
Profit before taxation	1,120,312	1,015,399	1,120,312	1,015,399
Adjustments for:				
Accretion of discount less amortisation of premium of investment securities	(123,280)	(102,536)	(123,280)	(102,536)
Write back of loans, advances and financing	(945)	(2,800)	(945)	(2,800)
(Write back of)/Allowance for other assets	(5,411)	2,633	(5,411)	2,633
Depreciation of plant and equipment	13,720	15,568	13,720	15,568
Depreciation of right-of-use assets	4,625	4,504	4,625	4,504
Interest expense on lease liabilities	1,320	1,384	1,320	1,384
Unrealised loss/(gain) from revaluation of investment securities at FVTPL – debt instruments	523	(2,731)	523	(2,731)
Net gain from sales of investment securities at FVTPL - debt instruments	(2,501)	(6,770)	(2,501)	(6,770)
Net gain from sales of investment securities at FVOCI	(4,355)	(7,218)	(4,355)	(7,218)
Net loss on revaluation of investment securities at FVTPL – equity instruments	97	2,649	97	2,649
Plant and equipment written off	1,264	2,759	1,264	2,759
Share-based compensation	1,104	1,026	1,104	1,026
Operating profit before working capital changes	1,006,473	923,867	1,006,473	923,867
Changes in working capital:				
Deposits and placements with banks and other financial institutions	47,742	(48,132)	47,742	(48,132)
Securities purchased under resale agreements	(1,959,112)	(4,249,432)	(1,959,112)	(4,249,432)
Investment securities at FVTPL	571,561	(298,837)	571,561	(298,837)
Loans, advances and financing	(704,106)	992,656	(704,106)	992,656
Other assets	65,301	(87,108)	65,301	(87,108)
Statutory deposits with Bank Negara Malaysia	1,000	176,702	1,000	176,702
Deposits from customers	1,694,145	1,604,078	1,694,145	1,604,078
Deposits and placements of banks and other financial institutions	445,752	(2,679,572)	445,752	(2,679,572)
Other liabilities	207,963	(992,491)	207,963	(992,491)
Cash generated from/(used in) operating activities	1,376,719	(4,658,269)	1,376,719	(4,658,269)
Interest paid in relation to lease liabilities	(1,320)	(1,384)	(1,320)	(1,384)
Income taxes paid	(310,486)	(302,993)	(310,486)	(302,993)
Net cash generated from/(used in) operating activities	1,064,913	(4,962,646)	1,064,913	(4,962,646)

Statements of cash flows for the financial year ended 31 December 2024 (continued)

	Group		Bank	
	2024 RM'000	2023 RM'000	2024 RM'000	2023 RM'000
Cash flows from investing activities				
Purchase of plant and equipment	(4,171)	(28,582)	(4,171)	(28,582)
Purchase of investment securities at FVOCI	(23,504,927)	(24,623,876)	(23,504,927)	(24,623,876)
Redemption of investment securities at FVOCI	21,706,883	19,792,925	21,706,883	19,792,925
Proceeds from disposal of investment securities at FVOCI	3,918,110	3,973,155	3,918,110	3,973,155
Net cash generated from/(used in) investing activities	2,115,895	(886,378)	2,115,895	(886,378)
Cash flows from financing activities				
Dividends paid to owner	(1,068,300)	(1,050,000)	(1,068,300)	(1,050,000)
Payment of lease liabilities	(4,392)	(4,233)	(4,392)	(4,233)
Net cash used in financing activities	(1,072,692)	(1,054,233)	(1,072,692)	(1,054,233)
Net increase/(decrease) in cash and cash equivalents	2,108,116	(6,903,257)	2,108,116	(6,903,257)
Cash and cash equivalents at 1 January	4,067,367	10,970,624	14,067,367	10,970,624
Cash and cash equivalents at 31 December (Note 3)	6,175,483	4,067,367	6,175,483	4,067,367

Statements of cash flows for the financial year ended 31 December 2024 (continued)

(a) Cash outflows for leases as a lessee

	Group and Bank	
	2024 RM'000	2023 RM'000
Included in net cash from operating activities:		
Interest paid in relation to lease liabilities	(1,320)	(1,384)
Hire of equipments relating to short-term leases	(266)	(1,291)
	(1,586)	(2,675)
Included in net cash from financing activities:		
Payment of lease liabilities	(4,392)	(4,233)
Total cash outflows for leases	(5,978)	(6,908)

(b) Reconciliation of movements of liabilities to cash flows arising from financing activities

	Group and Bank	
	2024 RM'000	2023 RM'000
Lease liabilities		
As at 1 January	28,090	30,739
Cash flows:		
- interest payments	(1,320)	(1,384)
- payment of lease liabilities	(4,392)	(4,233)
Non-cash changes		
- lease remeasurement	-	1,583
- interest accrued	1,320	1,384
- others	1	1
As at 31 December	23,699	28,090
Dividend payable		
As at 1 January	-	-
Dividend declared	1,068,300	1,050,000
Dividend paid	(1,068,300)	(1,050,000)
As at 31 December	-	-

The notes on pages 65 to 145 are an integral part of these financial statements.

Notes to the Financial Statements

Citibank Berhad ("the Bank") is a public limited liability company, incorporated and domiciled in Malaysia. The addresses of the principal place of business and registered office are as follows:

Principal place of business
45th Floor, Menara Citibank
165 Jalan Ampang
50450 Kuala Lumpur

Registered office
44th Floor, Menara Citibank
165 Jalan Ampang
50450 Kuala Lumpur

The consolidated financial statements of the Bank as at and for the year ended 31 December 2024 comprise the Bank and its subsidiaries (together referred to as the "Group").

The Bank is principally engaged in banking and related financial services that also include Islamic Banking business whilst the principal activities of the subsidiaries are as stated in Note 11 to the financial statements.

The immediate holding company is Citigroup Holding (Singapore) Pte. Ltd., a company incorporated in Singapore and the ultimate holding company is Citigroup Inc., a company incorporated in the United States of America.

The financial statements were authorised for issue by the Board of Directors on 9 June 2025.

1. Basis of preparation

(a) Statement of compliance

The financial statements of the Group and the Bank have been prepared in accordance with MFRS Accounting Standards as issued by the Malaysian Accounting Standards Board ("MFRS Accounting Standards"), IFRS Accounting Standards as issued by the International Accounting Standards Board ("IFRS Accounting Standards") and the requirements of the Companies Act 2016 in Malaysia.

The financial statements also incorporate those activities relating to Islamic Banking which have been undertaken by the Bank. Islamic Banking refers generally to the acceptance of deposits and granting of financing under the Shariah principles.

The following are accounting standards, interpretations and amendments of the MFRS Accounting Standards that have been issued but have not been adopted by the Group and the Bank:

MFRS Accounting Standards, interpretations and amendments effective for annual periods beginning on or after 1 January 2025

- **Amendments to MFRS 121,** The Effects of Changes in Foreign Exchange Rates – Lack of Exchangeability

MFRS Accounting Standards, interpretations and amendments effective for annual periods beginning on or after 1 January 2026

- **Amendments to MFRS 9,** Financial Instruments and MFRS 7, Financial Instruments: Disclosures – Classification and Measurement of Financial Instruments
- **Amendments that are part of Annual Improvements – Volume 11:**
  - – **Amendments to MFRS 1,** First-time Adoption of Malaysian Financial Reporting Standards
  - – **Amendments to MFRS 7,** Financial Instruments: Disclosures
  - – **Amendments to MFRS 9,** Financial Instruments
  - – **Amendments to MFRS 10,** Consolidated Financial Statements
  - – **Amendments to MFRS 107,** Statement of Cash Flows
- **Amendments to MFRS 9,** Financial Instruments and MFRS 7, Financial Instruments: Disclosures – Contracts Referencing Nature-dependent Electricity

1. Basis of preparation (continued)

(a) Statement of compliance (continued)

MFRS Accounting Standards, interpretations and amendments effective for annual periods beginning on or after 1 January 2027

- **MFRS 18,** Presentation and Disclosure in Financial Statements
- **MFRS 19,** Subsidiaries without Public Accountability: Disclosures

MFRS Accounting Standards, interpretations and amendments effective for annual periods beginning on or after a date yet to be confirmed

- **Amendments to MFRS 10,** Consolidated Financial Statements and MFRS 128, Investments in Associates and Joint Ventures – Sale or Contribution of Assets between an Investor and its Associate or Joint Venture

The Group and the Bank plan to apply the abovementioned accounting standards, interpretations and amendments, where applicable:

- from the annual period beginning on 1 January 2025 for the amendments that are effective for annual periods beginning on or after 1 January 2025.
- from the annual period beginning on 1 January 2026 for the amendments that are effective for annual periods beginning on or after 1 January 2026.
- from the annual period beginning on 1 January 2027 for the accounting standards that are effective for annual periods beginning on or after 1 January 2027.

The initial application of the accounting standards, interpretations or amendments are not expected to have any material financial impact to the current period and prior period financial statements to the Group and the Bank.

(b) Basis of measurement

The consolidated financial statements have been prepared on the historical cost basis except for the following items, which are measured based on the measurement bases stated below:

Items	Measurement bases
Derivative financial instruments	Fair value
Non-derivative financial instruments at FVTPL	Fair value
Debt and equity securities at FVOCI	Fair value

(c) Functional and presentation of currencies

The financial statements are presented in Ringgit Malaysia ("RM"), which is the Group's and the Bank's functional currencies. All financial information is presented in RM and has been rounded to the nearest thousand, unless otherwise stated.

(d) Use of estimates and judgements

The preparation of financial statements in conformity with MFRS Accounting Standards requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected.

There are no significant areas of estimation uncertainty and critical judgements in applying accounting policies that have significant effect on the amounts recognised in the financial statements other than those disclosed in the following notes:

1. Basis of preparation (continued)

(d) Use of estimates and judgements (continued)

- Note 2(d)(v) - Fair value estimation for financial assets and liabilities

  The determination of fair value for financial assets and liabilities for which there is no observable market price requires the use of valuation techniques as described in accounting policy in Note 2(d)(v).

- Note 2(e) - Impairment of financial assets

  The Group and the Bank use internal credit risk grading system ("ORR") and external risk rating to assess deterioration in credit quality of a financial asset. The concept and estimation of ECL is based on the likelihood and severity of credit events and their impact on cash shortfalls, which comprises the Probability of Default ("PD"), Loss Given Default ("LGD"), Exposure at Default ("EAD"), and discount rate using Effective Interest Rate ("EIR").

- Note 12 - Extension options and incremental borrowing rate in relation to leases.

2. Material accounting policy information

The material accounting policy information set out below have been applied consistently to the periods presented in these financial statements and have been applied consistently by the Group and the Bank, unless otherwise stated.

(a) Interest and financing income and expense

Interest income and expense are recognised in profit or loss using the effective interest method. The effective interest rate is the rate that exactly discounts the estimated future cash payments and receipts through the expected life of the financial asset or financial liability (or, where appropriate, a shorter period) to the carrying amount of the financial asset or financial liability. When calculating the effective interest rate, the Group and the Bank estimate future cash flows considering all contractual terms of the financial instrument, but not future credit losses.

The calculation of the effective interest rate includes transaction costs and fees and points paid or received that were an integral part of the effective interest rate. Transaction costs include incremental costs that were directly attributable to the acquisition or issue of a financial asset or financial liability.

Interest income and expense presented in the statements of profit or loss and other comprehensive income include:

- Interest on financial assets and financial liabilities measured at amortised cost calculated on an effective interest rate basis; and

- Interest on investment securities measured at FVTPL and FVOCI on an effective interest rate basis.

Interest income is recognised at gross basis for financial assets under Stage 1 and Stage 2 classification in the expected credit loss impairment model. However, interest income is recognised at net basis for financial assets under Stage 3 classification in the expected credit loss impairment model.

(b) Fees and commission

Fees and commission income and expense that are integral to the effective interest rate on a financial asset or financial liability are included in the measurement of the effective interest rate (see Note 2(a)).

Other fees and commission income, including account servicing fees, investment management fees, sales commission, placement fees and syndication fees – are recognised as the related services are performed. If a loan commitment is not expected to result in the draw-down of a loan,

2. Material accounting policy information (continued)

(b) Fees and commission (continued)

then the related loan commitment fees are recognised on a straight-line basis over the commitment period. When it is probable that a loan commitment will result in a specific lending arrangement, commitment fees are included in the measurement of the effective interest rate.

A contract with a customer that results in a recognised financial instrument in the Group's and the Bank's financial statements may be partially in the scope of MFRS 9 and partially in the scope of MFRS 15. If this is the case, then the Group and the Bank first apply MFRS 9 to separate and measure the part of the contract that is in the scope of MFRS 9 and then apply MFRS 15 to the residual.

Other fees and commission expense relate mainly to transaction and service fees, which are expensed as the services are received.

(c) Net trading income

Net trading income comprises gains less losses related to trading assets and liabilities, and includes all realised and unrealised fair value changes, dividends and foreign exchange differences.

(d) Financial assets and financial liabilities

(i) Financial instrument categories and subsequent measurement

The Group and the Bank categorise financial instruments as follows:

Financial assets

On initial recognition, a financial asset is classified and measured at: amortised cost; fair value through other comprehensive income ("FVOCI") - debt investment; FVOCI - equity investment; or fair value through profit or loss ("FVTPL").

Financial assets are not reclassified subsequent to their initial recognition unless the Group or the Bank changes its business model for managing financial assets, in which case all affected financial assets are reclassified on the first day of the first reporting period following the change in the business model.

(a) Financial assets measured at amortised cost

A financial asset is measured at amortised cost if it meets both of the following conditions and is not designated as at FVTPL:

- the asset is held within a business model whose objective is to hold assets to collect contractual cash flows; and

- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payment of principal and interest.

These assets are subsequently measured at amortised cost using effective interest rate method. These assets are stated net of unearned income and any impairment loss.

(b) Financial assets measured at FVOCI

FVOCI – debt investments

A debt investment is measured at FVOCI if it meets both of the following conditions and is not designated as at FVTPL:

- the asset is held within a business model whose objective is to hold assets to collect contractual cash flows and selling financial assets; and

- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payment of principal and interest.

These assets are subsequently measured at fair value. Any gain or loss arising from a change in the fair value is recognised in the fair value reserve through other comprehensive income except for impairment losses and foreign exchange gains and losses arising from monetary items which are recognised in profit or loss.

2. Material accounting policy information (continued)

(d) Financial assets and financial liabilities (continued)

(i) Financial instrument categories and subsequent measurement (continued)

(b) Financial assets measured at FVOCI (continued)

FVOCI – debt investments (continued)

On derecognition or disposal, the cumulative gains or losses previously recognised in other comprehensive income are reclassified from equity into profit or loss. Interest calculated for a debt instrument using the effective interest method is recognised in profit or loss.

FVOCI – equity investments

On initial recognition of an equity investment that is not held for trading, the Group and the Bank may irrevocably elect to present subsequent changes in the investment's fair value in other comprehensive income. This election is made on an investment-by-investment basis.

These assets are subsequently measured at fair value. Any gain or loss arising from a change in the fair value is recognised in the fair value reserve through other comprehensive income except for dividends that are recognised as income in profit or loss unless the dividend clearly represents a recovery of part of the cost of the investment.

On derecognition or disposal, the cumulative gains or losses previously recognised in other comprehensive income are not reclassified to profit or loss.

(c) Financial assets measured at FVTPL

All financial assets not measured at amortised cost or FVOCI as described above are measured at FVTPL. This includes derivative financial assets (except for a derivative that is a designated and effective hedging instrument). On initial recognition, the Group and the Bank may irrevocably designate a financial asset that otherwise meets the requirements to be measured at amortised cost or at FVOCI as at FVTPL if doing so eliminates or significantly reduces an accounting mismatch that would otherwise arise.

These assets are subsequently measured at fair value. Net gains or losses, including any interest or dividend income, are recognised in profit or loss.

Financial liabilities

All financial liabilities are subsequently measured at amortised cost other than those categorised as fair value through profit or loss.

Fair value through profit or loss category comprises financial liabilities that are derivatives (except for a derivative that is a financial guarantee contract or a designated and effective hedging instrument) or financial liabilities that are specifically designated into this category upon initial recognition.

Derivatives that are linked to and must be settled by delivery of equity instruments that do not have a quoted price in an active market for identical instruments whose fair values otherwise cannot be reliably measured are measured at cost.

Other financial liabilities categorised as fair value through profit or loss are subsequently measured at their fair value with the gain or loss recognised in profit or loss.

(ii) Regular way purchase or sale of financial assets

A regular way purchase or sale is a purchase or sale of a financial asset under a contract whose terms require delivery of the asset within the time frame established generally by regulation or convention in the marketplace concerned.

A regular way purchase or sale of financial assets is recognised and derecognised, as applicable, using trade date accounting. Trade date accounting refers to:

(a) the recognition of an asset to be received and the liability to pay for it on the trade date; and

(b) derecognition of an asset that is sold, recognition of any gain or loss on disposal and the recognition of a receivable from the buyer for payment on the trade date.

2. Material accounting policy information (continued)

(d) Financial assets and financial liabilities (continued)

(iii) Derecognition

A financial asset or part of it is derecognised when, and only when the contractual rights to the cash flows from the financial asset expire or are transferred, or control of the asset is not retained or substantially all of the risks and rewards of ownership of the financial asset are transferred to another party. On derecognition of a financial asset, the difference between the carrying amount and the sum of the consideration received (including any new asset obtained less any new liability assumed) and any cumulative gain or loss that had been recognised in equity is recognised in profit or loss.

A financial liability or a part of it is derecognised when, and only when, the obligation specified in the contract is discharged, cancelled or expires. A financial liability is also derecognised when its terms are modified and the cash flows of the modified liability are substantially different, in which case, a new financial liability based on modified terms is recognised at fair value. On derecognition of a financial liability, the difference between the carrying amount of the financial liability extinguished or transferred to another party and the consideration paid, including any non-cash assets transferred or liabilities assumed, is recognised in profit or loss.

(iv) Offsetting

Financial assets and liabilities are offset and the net amount presented in the statements of financial position when, and only when, the Group and the Bank have a legal right to set off the amounts and intend either to settle on a net basis or to realise the asset and settle the liability simultaneously.

Income and expenses are presented on a net basis only when permitted by the accounting standards, or for gains and losses arising from a group of similar transactions such as in the Group's and the Bank's trading activity.

(v) Fair value measurement

The determination of fair values of financial assets and financial liabilities are based on quoted market prices or dealer price quotation, for financial instruments traded in active markets without any deduction for transaction cost. The Group and the Bank also use widely recognised valuation models for determining the fair value of common and simpler financial instruments such as options, interest rate and currency swaps. For these financial instruments, inputs into models are market observable.

The Group and the Bank use valuation techniques to determine the fair value of financial assets and liabilities where quoted prices in an active market are not available. The valuation techniques used for different financial instruments are selected to reflect how the market would be expected to price the instruments, using inputs that reasonably reflect risk-return factors inherent in the instruments. Depending upon the characteristics of the financial instruments, observable market factors are available for use in most valuations, while other valuations may involve a greater degree of judgement and estimation.

The value produced by a model or other valuation techniques is adjusted to allow for a number of factors as appropriate, because valuation techniques cannot appropriately reflect all factors market participants take into account when entering into a transaction. Valuation adjustments are recorded to allow for model risks, bid-ask spreads, liquidity risks, as well as other factors. Management believes that these valuation adjustments are necessary and appropriate to fairly state financial instruments carried at fair value on the statements of financial position.

2. Material accounting policy information (continued)

(d) Financial assets and financial liabilities (continued)

(v) Fair value measurement (continued)

Fair values are categorised into different levels in a fair value hierarchy based on the inputs used in the valuation technique as follows:

Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities that the Group and the Bank can access at the measurement date.

Level 2: inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: unobservable inputs for the asset or liability.

The Group and the Bank recognise transfers between levels of the fair value hierarchy as of the date of the event or change in circumstances that caused the transfers.

(e) Impairment of financial assets

The Group and the Bank recognise loss allowances for expected credit loss ("ECL") on financial assets measured at amortised cost, contract assets and debt investments measured at FVOCI, but not to investments in equity instruments.

Under MFRS 9, credit loss allowances will be measured on each reporting date according to a three-stage expected credit loss impairment model under which each financial asset is classified in one of the stages below. The internal credit risk grading system ("ORR") and external risk rating are used to assess deterioration in credit quality of a financial asset. There is an established Credit Rating mapping framework that enables accurate risk rating reporting across portfolio reports used by credit risk management. The assessment of whether credit risk has increased/decreased significantly since initial recognition is performed for each reporting period by considering the change in the risk of default occurring over the remaining life of the financial instrument. The Group and the Bank assume that the credit risk on a financial asset has increased significantly when it is more than 30 days past due.

(i) Stage 1: 12-months ECL

From initial recognition of a financial asset to the date on which the asset has experienced a significant increase in credit risk relative to its initial recognition, a loss allowance is recognised equal to the credit losses expected to result from defaults expected over the next 12 months. These are obligors which have not shown a significant deterioration in their ORR. Generally, performing financial assets (<30 days past due) are classified in this stage.

(ii) Stage 2: Lifetime ECL – not credit-impaired

Following a significant increase in credit risk relative to the risk at initial recognition of the financial asset, a loss allowance is recognised equal to the full credit losses expected over the remaining life of the asset. These are obligors rated ORR 7 and those where there is a significant deterioration in ORR. Generally, underperforming financial assets (30-89 days past due and credit quality deteriorated with significant increase in credit risk compared to Stage 1) are classified under this stage.

(iii) Stage 3: Lifetime ECL – credit-impaired

When a financial asset is considered to be credit-impaired, a loss allowance equal to the full lifetime expected credit losses will be recognised. These are generally obligors rated ORR 9 or 10. Generally, non-performing financial assets (>90 days past due) are considered to be credit-impaired account.

Measurement of ECL

The concept and estimation of ECL is based on the likelihood and severity of credit events and their impact on cash shortfalls, which comprises the Probability of Default ("PD"), Loss Given Default ("LGD"), Exposure at Default ("EAD"), and discount rate using Effective Interest Rate ("EIR"). A cash shortfall is the difference between the cash flows that are due to an entity in accordance with the contractual cash flows and the cash flows that the Group and the Bank expect to receive. As expected credit losses consider the amount and timing of payments, a credit loss arises even if the entity expects to be paid in full but later than when contractually due.

2. Material accounting policy information (continued)

(e) Impairment of financial assets (continued)

Measurement of ECL (continued)

For a financial asset in Stage 1, the Group and the Bank will utilise a 12-months PD, whereas a financial asset within Stage 2 and Stage 3 will utilise a lifetime PD in order to estimate an impairment allowance.

The Group and the Bank measure the ECL measurement for retail products under Stage 1 by estimating the 12-months forward looking loss rate. For financial assets within Stage 2 and Stage 3, the Group and the Bank measure the impairment allowance after taking into consideration of recoveries.

Credit-impaired financial assets

At each reporting date, the Group and the Bank assess whether financial assets carried at amortised cost and debt securities measured at FVOCI are credit-impaired. A financial asset is 'credit-impaired' when one or more events that have a negative impact on the estimated future cash flows of the financial asset have occurred.

Evidence that a financial asset is credit-impaired includes the following observable data:

- significant financial difficulty of the borrower or issuer;
- a breach of contract such as default or past due event;
- the restructuring of a loan or advance by the Group and the Bank on terms that the Group and the Bank would not consider otherwise;
- it is becoming probable that the borrower will enter bankruptcy or other financial reorganisation; or
- the disappearance of an active market for a security because of financial difficulties.

Under the revised policy issued by BNM on Financial Reporting, if the repayment conduct of the loan is past due for more than 90 days or 3 months of either principal, interest or both, the loan shall be classified as impaired. The Group and the Bank apply this policy in addition to the above when determining if a loan is impaired.

Presentation of allowance for ECL in the statements of financial position

Loss allowances for financial assets measured at amortised cost are deducted from the gross carrying amount of the assets.

For debt securities at FVOCI, no loss allowance is recognised in the statements of financial position because the carrying amount of these assets is their fair value. However, the loss allowance is disclosed and is recognised in profit or loss and other comprehensive income.

Write-off

Loans and debt securities are written off (either partially or in full) when there is no reasonable expectation of recovering a financial asset in its entirety or a portion thereof. This is generally the case when the Group and the Bank determine that the borrower does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off.

Financial assets that are written off could still be subject to enforcement activities in order to comply with the Group's and the Bank's procedures for recovery of amounts due.

For wholesale, loans are written-off after all legal avenues for recovery have been fully exhausted, i.e. litigation completed against both the borrower and guarantor/s if any (foreclosure, winding-up, liquidation and/or bankruptcy as the case may be).

For secured loans, they are generally written-off after receipt of any proceeds from the realisation of collateral. In circumstances where the net realisation value of any collateral has been determined and there is no reasonable expectation of further recovery, write-off may be earlier.

For credit cards, the balances and related allowance for credit losses are generally written-off when payment is 180 days past due.

2. Material accounting policy information (continued)

(f) Repurchase and resale agreements

Securities purchased under resale agreements are securities which the Group and the Bank had purchased with a commitment to resell at future dates. The commitment to resell the securities is reflected as an asset on the statements of financial position.

Conversely, obligations on securities sold under repurchase agreements are securities which the Group and the Bank have sold from its portfolio, with a commitment to repurchase at future dates. Such financing transactions and the obligations to repurchase the securities in its entirety are reflected as a liability on the statements of financial position. The securities sold under repurchase agreements are treated as pledged assets and continue to be recognised as assets in the statements of financial position.

Securities purchased under resale agreements are measured at amortised cost in the statements of financial position in accordance to the accounting policy information stated in Note 2(d)(i)(a).

(g) Plant and equipment

(i) Recognition and measurement

Items of plant and equipment are measured at cost less any accumulated depreciation and any accumulated impairment losses.

Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

(ii) Depreciation

Depreciation is recognised in profit or loss on a straight-line basis over the estimated useful lives of each component of an item of plant and equipment from the date that they are available for use.

The estimated useful lives for the current and comparative periods are as follows:

• building improvements	8 years – 14 years
• furniture and equipment	2 years – 10 years

(h) Leases

(i) Lease and non-lease components

At inception or on reassessment of a contract that contains a lease component, the Group and the Bank allocate the consideration in the contract to each lease and non-lease component on the basis of their relative stand-alone prices. However, for leases of properties in which the Group and the Bank are a lessee, they have elected not to separate non-lease components and will instead account for the lease and non-lease components as a single lease component.

(ii) Recognition exemption

The Group and the Bank have elected not to recognise right-of-use assets and lease liabilities from short-term leases that have a lease term of 12 months or less and leases of low-value assets. The Group and the Bank recognise the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

(iii) Depreciation and impairment losses

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those plant and equipment as follows:

• right-of-use assets	2 years – 10 years

In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain remeasurements of the lease liability.

(i) Bills and acceptances payable

Bills and acceptances payable measured at amortised cost represents the Group's and the Bank's own bills and acceptances rediscounted and outstanding in the market.

2. Material accounting policy information (continued)

(j) Commitments and contingencies

The Bank issues financial guarantees, letter of credit and financing commitments but the nominal values of these instruments are not recorded in the statement of financial position. The same assessment criteria are used by the Group and the Bank in making commitments and conditional obligations for off-balance sheet risks as it does for on-balance sheet financing assets.

The measurement of credit loss for these irrecoverable off-balance sheet assets is based on a three-stage ECL model as described in Note 2(e).

(k) Deposits from customers and deposits and placements of banks and other financial institutions

Deposits from customers are stated at placement values and adjusted for accrued interest. Deposits and placements of banks and other financial institutions are stated at placement values.

3. Cash and short-term funds

	Group		Bank	
	2024 RM'000	2023 RM'000	2024 RM'000	2023 RM'000
Cash and balances with banks and other financial institutions	2,920	2,408	2,900	2,388
Money at call and deposit placements maturing within one month	6,172,563	4,064,959	6,172,563	4,064,959
	6,175,483	4,067,367	6,175,463	4,067,347

For the purpose of the statements of cash flows, cash and cash equivalents consists of cash and short-term funds.

4. Deposits and placements with banks and other financial institutions

	Group and Bank	
	2024 RM'000	2023 RM'000
Licensed banks	500,976	548,718

The maturity structure of deposits and placements with banks and other financial institutions is as follows:

	Group and Bank	
	2024 RM'000	2023 RM'000
More than three months	500,976	548,718

5. Investment securities

(i) By measurement

	Group and Bank	
	2024 RM'000	2023 RM'000
At fair value		
Investment securities measured at FVTPL		
- Debt instruments	807,291	1,363,566
- Equity instruments	5,561	5,657
	812,852	1,369,223
Investment securities measured at FVOCI		
- Debt instruments	12,612,090	14,696,886
	13,424,942	16,066,109

5. Investment securities (continued)

(i) By measurement (continued)

The carrying amount of investment securities measured at FVOCI is its fair value. Accordingly, the recognition of a loss allowance does not affect the carrying amount of those assets but is reflected as a debit to profit or loss or retained earnings, and credit to other comprehensive income.

Movement of loss allowance by stage for investment securities measured at FVOCI is as follows:

Group and Bank	12-months ECL RM'000
At 1 January 2023	3,103
Changes in credit risk	(152)
At 31 December 2023/1 January 2024	2,951
Changes in credit risk	164
At 31 December 2024	3,115

(ii) By type

	Group and Bank	
	2024 RM'000	2023 RM'000
Malaysian Government Treasury Bills	1,391,092	1,903,473
Malaysian Government Securities	6,308,089	6,079,001
Malaysian Government Investment Issues	4,138,810	3,433,692
Bank Negara Malaysia Bills	157,687	2,094,665
U.S. Treasury Notes	1,423,703	2,549,621
Unquoted securities	5,561	5,657
	13,424,942	16,066,109

6. Loans, advances and financing

(i) By measurement

		Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Loans, advances and financing measured at amortised cost		5,311,319	4,606,268
Gross loans, advances and financing		5,323,077	4,618,971
Less: Loss allowance	Note (7)(iv)	(11,758)	(12,703)
Net loans, advances and financing		5,311,319	4,606,268

(ii) By type

		Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Overdrafts		183,817	224,898
Term loans/financing		329,781	340,403
Bills receivable		759,540	751,402
Trust receipts		572,387	256,790
Claims on customers under acceptance credits		346,779	367,360
Credit cards receivables		234,875	181,545
Revolving credit		2,898,770	2,499,929
		5,325,949	4,622,327
Unearned interest and income		(2,872)	(3,356)
Gross loans, advances and financing		5,323,077	4,618,971
Less: Loss allowance	Note (7)(iv)	(11,758)	(12,703)
Net loans, advances and financing		5,311,319	4,606,268

(iii) By type of customer

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Domestic non-bank financial institutions		
- Others	531,011	481,892
Domestic business enterprises		
- Small and medium enterprises	141,553	94,129
- Others	4,650,370	3,839,025
Foreign entities	143	203,925
	5,323,077	4,618,971

6. Loans, advances and financing (continued)

(iv) By interest/profit rate sensitivity

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Fixed rate		
- Other fixed rate loans/financing	1,538,639	3,656,648
Variable rate		
- Base rate	234,875	181,545
- Cost plus	3,549,563	780,778
	5,323,077	4,618,971

(v) By sector

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Primary agriculture	109	17,481
Mining and quarrying	57,953	75,435
Manufacturing (including agriculture based)	2,769,603	2,573,789
Electricity, gas and water	6,816	9,493
Construction	1,871	6,727
Wholesale, retail trade, restaurants and hotels	1,372,585	920,901
Transport, storage and communication	127,122	116,662
Finance, insurance, real estate and business services	983,221	779,500
Social and community services	79	67
Other sectors	3,718	118,916
	5,323,077	4,618,971

6. Loans, advances and financing (continued)

(vi) Residual contractual maturity

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Maturing within one year	5,311,293	4,281,924
One to five years	5,183	329,649
Over five years	6,601	7,398
	5,323,077	4,618,971

(vii) By geographical distribution

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Within Malaysia	5,323,077	4,618,971

7. Impaired loans, advances and financing

(i) Movements in impaired loans, advances and financing are as follows:

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
At 1 January	26,160	13,809
Classified as impaired during the year	1,611	21,078
Reclassified as performing during the year	(21,332)	(2,154)
Amount recovered	(228)	(24)
Amount written off	-	(7,003)
Others	268	454
At 31 December	6,479	26,160
Lifetime ECL credit impaired	(3,831)	(3,843)
Net impaired loans, advances and financing	2,648	22,317
Ratio of net impaired loans, advances and financing to gross loans, advances and financing less lifetime ECL credit impaired	0.05%	0.48%

(ii) Impaired loans, advances and financing by sector

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Mining and quarrying	182	20,278
Manufacturing (including agriculture based)	2,640	3,186
Wholesale, retail trade, restaurants and hotels	775	134
Finance, insurance, real estate and business services	2,882	2,562
	6,479	26,160

(iii) Impaired loans, advances and financing by geographical distribution

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Within Malaysia	6,479	26,160

7. Impaired loans, advances and financing (continued)

(iv) Loss allowance

The following tables show reconciliations from the opening to the closing balance of the loss allowance by loans, advances and financing.

Group and Bank	12-months ECL RM'000	Lifetime ECL not credit-impaired RM'000	Lifetime ECL credit-impaired RM'000	Total RM'000
2024				
At 1 January	3,792	5,068	3,843	12,703
Transfer to 12-months ECL	932	(903)	(29)	-
Transfer to lifetime ECL not credit-impaired	(316)	317	(1)	-
Transfer to lifetime ECL credit-impaired	(28)	-	28	-
Loans/financing derecognised during the year (other than write-offs)	(12,941)	(17,481)	-	(30,422)
New loans/financing originated or purchased	15,980	17,804	-	33,784
Net remeasurement of loss allowance	(3,163)	(1,018)	(10)	(4,191)
Changes due to change in credit risk	(38)	(78)	-	(116)
At 31 December	4,218	3,709	3,831	11,758
2023				
At 1 January	4,167	6,810	10,912	21,889
Transfer to 12-months ECL	313	(309)	(4)	-
Transfer to lifetime ECL not credit-impaired	(150)	352	(202)	-
Transfer to lifetime ECL credit-impaired	(7)	(1)	8	-
Loans/financing derecognised during the year (other than write-offs)	(13,177)	(28,196)	(7,002)	(48,375)
New loans/financing originated or purchased	15,008	27,340	1	42,349
Net remeasurement of loss allowance	(2,796)	(912)	7,089	3,381
Changes due to change in credit risk	434	(16)	44	462
Amount written off	-	-	(7,003)	(7,003)
At 31 December	3,792	5,068	3,843	12,703

8. Other assets

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Interest/Profit receivable	144,448	198,768
Other debtors, deposits and prepayments	542,545	497,709
Less: Loss allowance	(765)	(1,037)
	686,228	695,440
Derivative assets (Note 29)	694,090	654,799
	1,380,318	1,350,239

Movement of loss allowance by stage for other debtors and deposits is as follows:

Group and Bank	12-months ECL RM'000
At 1 January 2023	1,153
Write-back for the year	(116)
At 31 December 2023/1 January 2024	1,037
Write-back for the year	(272)
At 31 December 2024	765

9. Statutory deposits with Bank Negara Malaysia

The non-interest bearing statutory deposits are maintained with Bank Negara Malaysia ("BNM") to satisfy the Statutory Reserve Requirement ("SRR") as per Section 26(2)(c) of the Central Bank of Malaysia Act, 2009 where banking institutions are required to maintain balances in their Statutory Reserve Accounts (SRA) equivalent to a certain proportion of their eligible liabilities (EL), this proportion being the SRR rate.

10. Deferred tax assets

Recognised deferred tax assets/(liabilities) are attributable to the following:

Group and Bank	Plant and equipment-Capital allowances RM'000	Right-of-use assets RM'000	Provisions RM'000	Reserves-Investment securities RM'000	Lease liabilities RM'000	Loss allowance RM'000	Total RM'000
At 1 January 2023	(4,075)	(6,731)	22,115	21,828	7,376	3,866	44,379
Recognised in profit or loss (Note 24)	427	701	(6,636)	-	(636)	776	(5,368)
Recognised in other comprehensive income	-	-	-	(18,132)	-	-	(18,132)
At 31 December 2023/1 January 2024	(3,648)	(6,030)	15,479	3,696	6,740	4,642	20,879
Recognised in profit or loss (Note 24)	1,222	1,110	11,933	-	(1,054)	(959)	12,252
Recognised in other comprehensive income	-	-	-	(3,813)	-	-	(3,813)
At 31 December 2024	(2,426)	(4,920)	27,412	(117)	5,686	3,683	29,318

Deferred tax assets and liabilities are offset above as there is a legally enforceable right to set off current tax assets against current tax liabilities.

10.1 Global minimum top-up tax

As of 31 December 2024, the government of Malaysia had enacted legislation to implement the global minimum top-up tax that only comes into effect in 2025.

The Bank is a subsidiary where its direct and indirect holding companies are each incorporated in Singapore, the Bahamas, and the United States of America ("the United States"), respectively. As at 31 December 2024, Singapore and the Bahamas have enacted legislation to implement the global minimum top-up tax that only comes into effect in year 2025. Meanwhile, the United States has yet to enact legislation to implement global minimum top-up tax. Therefore, there is no tax impact for the year ended 31 December 2024 and 31 December 2023.

Based on the Bank's initial assessment, if the global minimum top-up tax had been applied in 2024 and 2023 respectively, no current tax impact would be expected since Malaysia would be expected to satisfy the Transitional Country-by-country Report Safe Harbour.

10. Deferred tax assets (continued)

10.2 Temporary mandatory relief from deferred tax accounting

The Group and the Bank have applied a temporary mandatory relief from deferred tax accounting for the impact of the top-up tax and accounts for it as current tax when it is incurred.

11. Investments in subsidiaries

	Bank	
	2024 RM'000	2023 RM'000
Unquoted shares at cost – in Malaysia	20	20

Details of the wholly owned subsidiaries are as follows:

Name of subsidiary	Principal activity	Principal place of business/ Country of incorporation	Effective ownership interest 2024 %	2023 %
Citigroup Nominees (Tempatan) Sdn. Bhd.	Nominee company	Malaysia	100	100
Citigroup Nominees (Asing) Sdn. Bhd.	Nominee company	Malaysia	100	100

All income and expenditure arising from the activities of the subsidiaries have been recognised in the Bank's statement of profit or loss and other comprehensive income.

The subsidiaries are audited by KPMG PLT.

12. Plant and equipment

Group and Bank	Building improvements RM'000	Right-of-use assets RM'000	Furniture and equipment RM'000	Total RM'000
Cost				
At 1 January 2023	18,874	53,895	126,972	199,714
Additions	630	-	27,952	28,582
Reclassification	(9)	-	9	-
Adjustments	-	1,583	-	1,583
Write-offs	(201)	-	(71,097)	(71,298)
At 31 December 2023/ 1 January 2024	19,267	55,478	83,836	158,581
Additions	41	-	4,130	4,171
Write-offs	(131)	-	(16,341)	(16,472)
At 31 December 2024	19,177	55,478	71,625	146,280
Accumulated depreciation				
At 1 January 2023	13,020	25,849	100,523	139,392
Charge for the year	1,994	4,504	13,574	20,072
Reclassification	(2)	-	2	-
Write-offs	(24)	-	(68,514)	(68,538)
At 31 December 2023/ 1 January 2024	14,988	30,353	45,585	90,926
Charge for the year	1,589	4,625	12,131	18,345
Write-offs	(131)	-	(15,077)	(15,208)
At 31 December 2024	16,446	34,978	42,639	94,063
Carrying amounts				
At 1 January 2023	5,827	28,046	26,449	60,322
At 31 December 2023/ 1 January 2024	4,279	25,125	38,251	67,655
At 31 December 2024	2,731	20,500	28,986	52,217
		Note (a)		

12. Plant and equipment (continued)

(a) Right-of-use assets

The carrying amounts of the right-of-use assets comprise office buildings of RM20.47 million (2023: RM24.92 million) and vehicles of RM0.03 million (2023: RM0.21 million).

i) Extension options

Some leases of office premises contain extension options exercisable by the Group and the Bank up to three years before the end of the non-cancellable contract period. Where practicable, the Group and the Bank seek to include extension options in new leases to provide operational flexibility. The extension options held are exercisable only by the Group and the Bank and not by the lessors. The Group and the Bank assess at lease commencement date whether it is reasonably certain to exercise the extension options. The Group and the Bank reassess whether it is reasonably certain to exercise the options if there is a significant event or significant changes in circumstances within its control.

The Group and the Bank has included all potential future lease payments under the extension options in the measurement of lease liabilities at the reporting date.

ii) Significant judgements and assumptions in relation to leases

The Group and the Bank assess at lease commencement by applying significant judgement whether it is reasonably certain to exercise the extension options. Group entities consider all facts and circumstances including their past practice and any cost that will be incurred to change the asset if an option to extend is not taken, to help them determine the lease term.

The Group and the Bank also applied judgement and assumptions in determining the incremental borrowing rate of the respective leases. Group entities first determine the closest available borrowing rates before using significant judgement to determine the adjustments required to reflect the term, security, value or economic environment of the respective leases.

13. Deposits from customers

(i) By type of deposits

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Demand deposits	20,840,210	19,449,834
Fixed deposits	2,256,012	1,952,243
	23,096,222	21,402,077

(ii) Maturity structure of fixed deposits are as follows:

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Due within six months	2,198,297	1,922,444
Six months to one year	57,715	29,799
	2,256,012	1,952,243

(iii) By type of customer

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Government and statutory bodies	1,533,936	2,142,846
Business enterprises	20,625,651	18,581,230
Others	936,635	678,001
	23,096,222	21,402,077

14. Deposits and placements of banks and other financial institutions

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Licensed banks	2,444,857	2,300,021
Licensed financial institutions	2,386,559	2,085,643
	4,831,416	4,385,664

15. Other liabilities

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Interest/Profit payable	9,670	9,717
Other creditors and accruals	829,731	637,161
Provision for commitments and contingencies	6,327	11,630
Derivative liabilities (Note 29)	692,727	676,020
Lease liabilities	23,699	28,090
	1,562,154	1,362,618

16. Share capital

	Group and Bank			
	Amount 2024 RM'000	Number of shares 2024 '000	Amount 2023 RM'000	Number of shares 2023 '000
Issued and fully paid shares with no par value classified as equity instruments:				
Ordinary shares	502,000	121,697	502,000	121,697

The holders of ordinary shares are entitled to receive dividend from time to time, as and when declared by the Bank, after obtaining the regulatory approval from Bank Negara Malaysia prior to the declaration of dividend. All ordinary shares are entitled to one vote per share at meetings of the Bank.

17. Reserves

	Note	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Retained profits		3,879,353	4,122,874
Regulatory reserve	(a)	70,000	65,000
Other reserve			
- Fair value reserve	(b)	3,491	(8,749)
Total reserves		3,952,844	4,179,125

(a) Regulatory reserve
The regulatory reserve is maintained in accordance with Bank Negara Malaysia's policy document on Financial Reporting to maintain, in aggregate, loss allowance for non-credit impaired exposures and regulatory reserve of no less than 1% (2023: no less than 1%) of total credit exposures, net of loss allowance for credit-impaired exposures.

(b) Fair value reserve
The fair value reserve is in respect of unrealised fair value gains and losses on investment securities at fair value through other comprehensive income and the loss allowances arising from the investment securities at fair value through other comprehensive income, until the financial investments are derecognised.

18. Employee benefits

Share capital accumulation plan (CAP)

The Group and the Bank participate in equity-settled and cash-settled share-based compensation plan for the employees that is offered by the ultimate holding company, Citigroup Inc.. The fair value of the services received in exchange for the grant of the options is recognised as an expense in profit or loss over the vesting periods of the grant.

The total amount to be expensed over the vesting period is determined by reference to the fair value of the options granted, excluding the impact of any non-market vesting conditions. Non-market vesting conditions are included in assumptions about the number of options that are expected to vest. At each reporting date, the Group and the Bank revise their estimates of the number of options that are expected to vest and recognise the impact of the revision of original estimates, if any, in profit or loss.

The Group and the Bank have a number of capital accumulation programmes for the officers and employees. The Core CAP is a discretionary award of restricted shares. The number of CAP shares in a Core CAP award is calculated using a 25% discount from the market price of Citigroup common stock. Supplemental CAP is a discretionary retention award programme composed of an award of CAP shares. The difference between Supplemental CAP award and a Core CAP award is that generally, a Supplementary CAP is given in addition to the discretionary award package and the number of shares awarded will not be based on a discount from the market price of Citigroup common stock.

CAP granted in 2023 typically vest 25% each year for four years, with the first vesting date occurring 12 months after the grant date. Shares acquired upon exercise of a CAP option generally may not be sold for two years following the exercise date.

	Group and Bank	
	2024	2023
	'000	'000
Number of shares		
Outstanding at 1 January	21,532	22,582
Granted	8,627	8,924
Vested	(8,292)	(8,129)
Net transferred in/(out)	3,457	(1,348)
Cancelled	(1,940)	(497)
Outstanding at 31 December	23,384	21,532

18. Employee benefits (continued)

Share capital accumulation plan (CAP) (continued)

	Group and Bank 2024	Group and Bank 2023	
Details of CAP granted during the year:			
Expiry dates	Feb 14, 2028	Feb 15, 2027	May 15, 2027
Average grant price per ordinary share (RM)	240.59	232.96	232.96
Aggregated proceeds if shares are issued (RM'000)	2,076	1,963	116
Details of CAP vested during the year:			
Average exercise price per ordinary share (RM)	245.32	234.44	234.44
Aggregated issue proceeds (RM'000)	2,387	2,509	2,509
Fair value at date of vesting (RM'000)	2,034	1,906	1,906

Terms of the CAP outstanding at 31 December:

Grant year	Year of expiry	Grant price	Group and Bank 2024 '000	Group and Bank 2023 '000
Feb 2019	Feb 2023	RM285.70	-	606
Feb 2020	Feb 2024	RM361.14	-	1,772
Feb 2021	Feb 2025	RM282.14	1,760	-
Feb 2021	Feb 2025	RM288.67	-	3,730
Feb 2022	Feb 2026	RM297.60	4,667	-
Feb 2022	Feb 2026	RM304.48	-	7,569
Feb 2023	Feb 2027	RM227.69	7,185	-
Feb 2023	Feb 2027	RM232.96	-	7,607
May 2023	May 2027	RM232.96	-	248
Feb 2024	Feb 2028	RM240.59	9,772	-
			23,384	21,532

19. Interest income

	Group and Bank 2024 '000	Group and Bank 2023 '000
Loans and advances ^		
- Interest income other than recoveries from impaired loans	225,994	213,646
- Recoveries from impaired loans	6	151
	226,000	213,797
Money at call and deposit placements with financial institutions ^	220,614	222,597
Investment securities		
a. Investment securities measured at FVTPL	29,768	19,917
b. Investment securities measured at FVOCI ^	341,633	335,685
	371,401	355,602
Securities purchased under resale agreements ^	190,424	156,715
	1,008,439	948,711
Accretion of discount less amortisation of premium ^	124,058	103,916
Total interest income	1,132,497	1,052,627

^ Interest income for these financial instruments are calculated using the effective interest rate method.

20. Interest expense

	Group and Bank 2024 '000	Group and Bank 2023 '000
Deposits and placements of banks and other financial institutions	76,144	91,001
Deposits from customers	243,700	209,819
Others	13,364	14,678
	333,208	315,498

The amounts reported above are interest expense calculated using the effective interest/profit rate method that relate to financial liabilities measured at amortised cost.

21. Other operating income

	Group and Bank 2024 '000	Group and Bank 2023 '000
Fee income:		
- Commission	32,420	33,793
- Service charges and fees	69,067	62,075
- Guarantee fees	14,740	10,766
- Bankcard fees	34,598	28,983
- Insurance premium	-	37
- Other fee income	50,091	111,683
	200,916	247,337
Trading income:		
- Net unrealised (loss)/gain from revaluation of investment securities at FVTPL - debt instruments	(523)	2,731
- Net gain from sales of investment securities at FVTPL - debt instruments	2,501	6,770
- Net gain from sales of investment securities at FVOCI - debt instruments	4,355	7,196
	6,333	16,697
Other income:		
- Foreign exchange gain, net	490,697	349,433
- (Loss)/Gain from derivatives	(12,974)	114,787
- Net loss on revaluation of investments securities at FVTPL - equit instruments	(97)	(2,649)
- Fee income from transaction services*	-	212,766
- Others	1,161	(1,993)
	478,787	672,344
	686,036	936,378

* Fee income from transaction services in 2023 was income arising from the Transition Services Agreement ("TSA") with the third party purchaser of the Bank's Consumer Banking Business that was disposed in 2022. Under the TSA arrangement, the Bank provided certain administrative and corporate services to the purchaser on a transitional basis until the full migration of the Consumer Banking Business was completed.

22. Other operating expenses

	Group and Bank	
	2024	2023
	'000	'000
Personnel costs:		
- Salaries, allowances and bonuses	115,346	117,068
- Contributions to Employees' Provident Fund	17,180	20,703
- Staff benefits and other compensations	11,082	12,436
- Others	1,168	2,099
	144,776	152,306
Establishment costs:		
- Depreciation of plant and equipment	13,720	15,568
- Depreciation of right-of-use assets	4,625	4,504
- Interest expense on lease liabilities	1,320	1,384
- Hire of equipments relating to short-term leases	266	1,291
- Utilities	1,433	1,891
- Repairs and maintenance	4,786	14,806
- Plant and equipment written off	1,264	2,759
- Others	4,408	8,599
	31,822	50,802
Marketing expenses:		
- Advertisement and promotional expenses	1,889	1,327
- Others	614	323
	2,503	1,650
Administrative and general expenses:		
- Processing cost (Note 27 (ii))	191,131	426,651
- Auditors' remuneration:		
- Statutory audit - Bank	360	350
- Statutory audit - subsidiaries	3	3
- Non-audit fee to local affiliate of KPMG Malaysia	59	67
- Stationeries and supplies	961	1,801
- Communication expenses	2,518	4,187
- Others	51,254	52,071
	246,286	485,130
Total other operating expenses	425,387	689,888

22. Other operating expenses (continued)

(i) CEO and Directors' remuneration

Group and Bank 2024	Salary and other remuneration RM'000	Fees RM'000	Bonuses RM'000	Benefits -in-kind RM'000	Total RM'000
Executive Director and CEO					
Vikram Singh	2,059	-	1,005	268	3,332
Non-executive Directors					
Mark Fordyce Hart	-	180	-	-	180
Datuk Mark Victor Rozario (1)	-	41	-	-	41
Dato' Philip Tan Puay Koon (2)	-	139	-	-	180
Norazilla binti Md Tahir	-	180	-	-	180
	2,059	540	1,005	268	3,872

(1) Datuk Mark Victor Rozario appointed as Director on 9 October 2024.
(2) Dato' Phlip Tan Puay Koon retired as Director on 9 October 2024.

Group and Bank 2023	Salary and other remuneration RM'000	Fees RM'000	Bonuses RM'000	Benefits -in-kind RM'000	Total RM'000
Executive Director and CEO					
Vikram SIngh (1)	1,606	-	566	165	2,337
Non-executive Directors					
Mark Fordyce Hart	-	180	-	-	180
Datuk Ali bin Abdul Kadir (2)	-	62	-	-	62
Dato' Philip Tan Puay Koon	-	180	-	-	180
Norazilla binti Md Tahir (3)	-	118	-	-	118
	1,606	540	566	165	2,877

(1) Vikram SIngh appointed as Director on 1 May 2023.
(2) Datuk Ali bin Abdul Kadir retired as Director on 6 May 2023.
(3) Norazilla binti Md Tahir appointed as Director on 6 May 2023.

23. Write back of impairment on loans, advances and financing

Group and Bank

	2024 '000	2023 '000
12-months ECL	426	(375)
Lifetime ECL not credit-impaired	(1,359)	(1,742)
Lifetime ECL credit-impaired	(12)	(66)
Impaired loans, advances and financing: - Recovered	-	(617)
	(945)	(2,800)

24. Tax expense

Recognised in profit or loss

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Major components of income tax expense include:		
Current tax expense		
Malaysian income tax		
- current year	282,932	252,718
- prior year under/(over) provision	19,853	(10,987)
Total current tax recognised in profit or loss	302,785	241,731
Deferred tax expense		
- origination and reversal of temporary differences	(6,162)	5,076
- prior year (over)/underprovision	(6,090)	292
Total deferred tax recognised in profit or loss	(12,252)	5,368
Total income tax expense	290,533	247,099

Reconciliation of tax expense

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Profit before taxation	1,120,312	1,015,399
Income tax using Malaysian tax rate of 24% (2023: 24%)	268,875	243,696
Non-deductible expenses	7,895	14,098
	276,770	257,794
Under/(Over)provision in prior year	13,763	(10,695)
	290,533	247,099

25. Earnings per share

Basic earnings per share has been calculated based on the profit attributable to ordinary shareholders divided by the weighted average number of ordinary shares in issue during the year, calculated as follows:

	Group	
	2024 RM'000	2023 RM'000
Profit attributable to ordinary shareholders	829,779	768,300

	Group	
	2024 '000	2023 '000
Number of ordinary shares at 31 December	121,697	121,697

	Group	
	2024 sen	2023 sen
Basic earnings per share	681.8	631.3

The Group has no dilution in their earnings per ordinary share in the current and previous financial years as there are no dilutive potential ordinary shares.

26. Dividends

Dividends recognised by the Bank are:

	Sen per share	Total amount RM'000	Date of payment
2024			
Final 2023 ordinary	877.8	1,068,300	31 July 2024
2023			
Final 2022 ordinary	862.8	1,050,000	30 June 2023

After the reporting date, the Directors proposed final dividend of 871.0 sen per ordinary share totalling RM1,060,000,000 in respect of the financial year ended 31 December 2024. This dividend will be recognised in subsequent financial period upon approval by the equity holder of the Bank.

27. Significant related party transactions and balances

For the purpose of these financial statements, parties are considered to be related to the Group or the Bank if the Group or the Bank has the ability, directly or indirectly, to control or jointly control the party or exercise significant influence over the party in making financial and operating decisions, or vice versa, or where the Group or the Bank and the party are subject to common control. Related parties may be individuals or other entities.

The related parties of the Group and the Bank are:

(i) Parent companies

Parent companies of the Group and the Bank are Citigroup Holding (Singapore) Pte. Ltd. and Citigroup Inc..

(ii) Other related companies

Entities which are related by virtue of having Citigroup Holding (Singapore) Pte. Ltd. as the holding company or having Citigroup Inc. as the ultimate holding company.

(iii) Key management personnel

Key management personnel are defined as those persons having authority and responsibility for planning, directing and controlling the activities of the Group or the Bank either directly or indirectly. The key management personnel of the Group or the Bank include all the Directors of the Group or the Bank. Key management personnel compensation is disclosed in Note 22(i).

27. Significant related party transactions and balances (continued)

(i) Transactions and balances with parent companies and other related companies

	Group and Bank			
	Parent companies 2024 RM'000	Other related companies 2024 RM'000	Parent companies 2023 RM'000	Other related companies 2023 RM'000
Income				
Interest on interest bearing deposits	1,761	26,868	3,384	20,619
Other income	-	-	16,727	-
	1,761	26,868	20,111	20,619
Expenditure				
Interest on interest bearing deposits	27,891	12,598	15,280	19,166
Other expenses	81,715	109,416	138,657	287,994
	109,606	122,014	153,937	307,160
Amount due from				
Interest bearing deposits	-	500,976	-	549,102
Current account balances	4,479	244,553	4,593	289,093
Other balances	7,580	10,374	107,050	213,659
	12,059	755,903	111,643	1,051,854
Amount due to				
Interest bearing deposits	-	827,028	-	965,277
Current account balances	1,417,661	282,579	892,334	369,061
Other balances	148,481	70,596	56,235	48,030
	1,566,142	1,180,203	948,569	1,382,368

All related party transactions are conducted at arm's length basis and on normal commercial terms which are not more favourable than those generally available to public.

27. Significant related party transactions and balances (continued)

(ii) Intercompany charges with a breakdown by type of services received and geographical distribution

	Group and Bank				
	Asia Pacific RM'000	North America RM'000	Europe, the Middle East and Africa RM'000	Latin America RM'000	Total RM'000
2024					
System & technology	(31)	37,710	1,957	302	39,938
Operation & technology support	44,715	25,669	247	-	70,631
Global functions	(4,398)	18,586	3,051	-	17,239
Data center	35,639	713	380	-	36,732
Global/Regional Business	3,867	12,456	10,267	-	26,590
Others	-	1	-	-	1
	79,792	95,135	15,902	302	191,131
2023					
System & technology	144,845	19,714	1,676	385	166,620
Operation & technology support	48,378	20,377	426	-	69,181
Global functions	(2,157)	68,879	4,845	-	71,567
Data center	74,849	15,194	1,078	-	91,121
Global/Regional Business	3,871	23,704	375	45	27,995
Others	1	166	-	-	167
	269,787	148,034	8,400	430	426,651

28. Credit transactions and exposures with connected parties

	Group and Bank	
	2024 RM'000	2023 RM'000
Outstanding credit exposures with connected parties	1,353,474	1,541,047
Total credit exposure which is non-performing or in default	-	-
Total credit exposures	37,851,172	35,369,130
Percentage of outstanding credit exposures to connected parties		
- as a proportion of total credit exposures	3.58%	4.36%
- as a proportion of capital base	30.54%	33.00%
- which is non-performing or in default	0.00%	0.00%

The disclosure on Credit Transactions and Exposures with Connected Parties above are presented in accordance with paragraph 9.1 of Bank Negara Malaysia's revised Guidelines on Credit Transactions and Exposures with Connected Parties, which became effective on 16 July 2014.

Based on these guidelines, a connected party refers to the following:

(i) Directors of the Bank and their close relatives;

(ii) Controlling shareholder and his close relatives;

(iii) Executive Officer, being a member of management having authority and responsibility for planning, directing and/or controlling the activities of the Bank, and his close relatives;

(iv) Officers who are responsible for or have the authority to appraise and/or approve credit transactions or review the status of existing credit transactions, either as a member of a committee or individually, and their close relatives;

(v) Firms, partnerships, companies or any legal entities which control, or are controlled by any person listed in (i) to (iv) above, or in which they have an interest, as a director, partner, executive officer, agent or guarantor and their subsidiaries or entities controlled by them;

(vi) Any person for whom the persons listed in (i) to (iv) above is a guarantor; and

(vii) Subsidiary of or an entity controlled by the Bank and its connected parties.

Credit transactions and exposures to connected parties as disclosed above include the extension of credit facilities and/or off-balance sheet credit exposures such as guarantees, trade-related facilities and loan commitments. They also include holdings of equities and private debt securities issued by the connected parties.

The credit transactions with connected parties above are all transacted on an arm's length basis and on terms and conditions no more favourable than those entered into with other counterparties with similar circumstances and creditworthiness. Due care has been taken to ensure that the creditworthiness of the connected party is not less than that normally required of other persons.

29. Derivative financial instruments

Group and Bank	Contract amount RM'000	Positive fair value RM'000	Negative fair value RM'000
2024			
Foreign exchange related contracts:			
- Forwards	95,893,380	474,454	518,852
- Cross currency interest rate swaps	9,296,568	145,631	77,856
- Options	1,695,288	6,819	4,381
Interest/Profit rate contracts:			
- Swaps	106,892,283	38,028	27,595
Equity related contracts	178,514	387	15
Others	8,749,294	28,771	64,028
	222,705,327	694,090	692,727
		Note 8	Note 15
2023			
Foreign exchange related contracts:			
- Forwards	107,774,148	420,290	499,855
- Cross currency interest rate swaps	5,592,687	78,172	31,026
- Options	1,052,661	4,657	1,189
Interest/Profit rate contracts:			
- Futures	1,545	-	-
- Swaps	105,458,460	61,943	46,002
- Options	90,000	-	-
Equity related contracts	242,682	1,718	44
Others	12,027,612	88,019	97,904
	232,239,795	654,799	676,020
		Note 8	Note 15

30. Financial risk management

The Group's and the Bank's risk management framework are designed to monitor, evaluate and manage the principal risk they assume in conducting their activities. These risks include the following:

- Credit risk
- Market risk
- Operational risk

(1) Credit Risk

Credit risk is the risk of loss resulting from the decline in credit quality of a client, customer or counterparty (or downgrade risk) or the failure of a borrower, counterparty, third party or issuer to honor its financial or contractual obligations.

Credit risk also arises from clearing and settlement activities, when the Bank transfers an asset in advance of receiving its counter-value or advances funds to settle a transaction on behalf of a client.

The credit process is grounded in a series of fundamental policies, including:

- joint business and independent risk management responsibility for managing credit risks, where independent risk provides credible review and challenge to first line units;
- a single center of control for each credit relationship, which coordinates credit activities with each client;
- portfolio limits to ensure diversification and maintain risk/ capital alignment;
- a minimum of two authorized credit officer signatures required on most extensions of credit;
- risk rating standards, applicable to every obligor and facility; and
- consistent standards for minimum credit origination documentation and remedial management.

The Bank has an established framework in place for managing credit risk across all businesses that includes a defined risk appetite, credit limits and credit policies. The Bank's credit risk management framework also includes policies and procedures to manage problem exposures.

Concentration Risk

Concentration risk, within credit risk, is the risk associated with having credit exposure concentrated within a specific client, industry, region or other category.

Concentration risk is assessed on a quarterly basis through review of exposure class by single counterparty and industry. These concentrations are presented and discussed regularly at Board and Risk Management Committee meetings. In addition, credit concentration risk is assessed an enterprise level as part of the Internal Capital Adequacy Assessment Process (ICAAP) using an internal model which considers single name, sector, regional/ geographic concentration.

At a counterparty level, assessments of large exposures to single counterparty groups of connected obligors, either through common ownership or control, or through financial and economic interdependencies, in compliance with BNM's Single Counterparty Exposure Limit (SCEL) Policy Document. Risk concentration to a single counterparty may arise through direct exposures to the counterparty and indirectly through exposures to guarantors and protection providers. In order to manage and contain large exposure to single counterparties, there are a series of checks and balances, as defined in the SCEL Policy Document, to ensure that exposure to a single counterparty does not exceed 25% of the Bank's qualifying capital.

30. Financial risk management (continued)

(1) Credit Risk (continued)

Credit Risk Mitigation

As part of its risk management activities, the Bank uses various risk mitigants to hedge portions of the credit risk in its portfolios, in addition to outright asset sales. Credit risk mitigation, including netting, collateral and other techniques, is important to the Bank in the effective management of its credit risk exposures. Generally, in consultation with legal counsel, the Bank determines whether collateral documentation is legally enforceable and gives the Bank the right to liquidate or take possession of collateral in a timely manner in the event of the default, insolvency, bankruptcy or other defined credit event of the obligor.

Collateral assets taken as credit risk mitigants in the wholesale banking book receive initial and subsequent periodic valuations. This is part of the facility approval process, and is aimed at ensuring a comprehensive understanding of the potential recovery value of the pledged collateral asset in an event of obligor default. Collateral must be realizable and have either (1) a value capable of being established on the open market or (2) a value that can be provided by a recognized external market source or independent valuer. Valuations must also take into account the environment, the relevant market, and the type of collateral. Different collateral asset types and borrowers' risk profiles may require different processes with respect to valuation, the frequency of evaluation (and re-evaluation), inspection, and verification.

The main type of credit risk mitigants utilized are guarantees or other types of full support from parents or third parties, as well as collateral such as real estate or various asset types (primarily cash).

Risk Ratings and Classification

Internal credit ratings are used in determining approval levels, concentration limits, economic risk capital, and reserves, in addition to regulatory capital and capital adequacy. Each wholesale obligor is assigned an obligor risk rating (ORR) that reflects the one-year probability of default (PD) of the obligor. Each wholesale facility is assigned a facility risk rating (FRR) that reflects the expected loss rate of the facility, the product of the one-year PD and the expected loss given default (LGD) associated with the facility characteristics. ORRs are established through an integrated framework that combines quantitative and qualitative tools, calibrated and tested across economic cycles, with risk manager expertise on customers, markets and industries. ORRs are generally expected to change in line with material changes in the PD of the obligor.

Rating categories are defined consistently across wholesale credit by ranges of PDs and are used to calibrate and objectively test rating models and the final ratings assigned to individual obligors. Independently validated models establish the starting point in the internal obligor rating process. Internal rating models include statistically derived models and expert judgment risk rating models. These models are developed primarily by an independent analytical team in conjunction with independent risk management.

In addition to the obligor and facility risk ratings assigned to all exposures, the Bank may classify exposures as Pass, Special Mention, Substandard, Doubtful or Loss. Risk ratings and classifications are reviewed regularly and adjusted as appropriate. The credit review process incorporates quantitative and qualitative factors, including financial and non-financial disclosures or metrics, idiosyncratic events, or changes to the competitive, regulatory or macroeconomic environment.

As obligor risk ratings are downgraded, the probability of default increases. Downgrades of obligor risk ratings tend to result in a higher provision for credit losses. In addition, appetite per obligor is reduced consistent with the ratings, and downgrades may result in the purchase of additional credit derivatives or other risk/structural mitigants to hedge the incremental credit risk, or may result in the Bank seeking to reduce exposure to an obligor or an industry sector.

30. Financial risk management (continued)

(A) Credit risk exposures and credit risk concentration

The following tables present the Group's maximum exposure to credit risk of its on and off balance sheet financial instruments at each reporting date, by industry and geographical analysis, before taking into account collateral held or other credit enhancements.

(i) By industry analysis

Group 2024	Government and Central banks RM'000	Financial services, insurance, real estate & business services RM'000	Primary agriculture RM'000	Mining and quarrying RM'000	Manufacturing RM'000	Electricity, gas and water supply RM'000	Construction RM'000	Wholesale, retail trade, restaurants & hotels RM'000	Transport, storage & communication RM'000	Social and community services RM'000	Other sectors RM'000	Total RM'000
On-Balance Sheet												
Cash and short-term funds	5,886,214	289,269	-	-	-	-	-	-	-	-	-	6,175,483
Deposits and placements with banks and other financial institutions	-	500,976	-	-	-	-	-	-	-	-	-	500,976
Securities purchased under resale agreements	255,594	6,847,401	-	-	-	-	-	-	-	-	-	7,102,995
Investment securities *	13,419,381	-	-	-	-	-	-	-	-	-	-	13,419,381
Loans, advances and financing	-	980,752	104	57,895	2,762,721	6,816	1,870	1,371,204	126,262	79	3,616	5,311,319
Other assets #	-	1,188,942	-	493	37,972	6,396	-	11,286	5,065	92,345	35,301	1,377,800
	19,561,189	9,807,340	104	58,388	2,800,693	13,212	1,870	1,382,490	131,327	92,424	38,917	33,887,954
Contingent liabilities (Note 34)	-	632,637	-	338,588	897,797	118,764	9,835	358,406	318,476	114	28,298	2,702,915
Commitments ^ (Note 34)	-	3,394,305	416	439,982	7,715,761	785,115	98,983	4,729,104	1,156,970	2,831	606,645	18,930,112
Total Credit Exposures	19,561,189	13,834,282	520	836,958	11,414,251	917,091	110,688	6,470,000	1,606,773	95,369	673,860	55,520,981

* Investment securities excludes equity instruments of RM5,561,000.

\# Other assets exclude prepayment of RM2,518,000.

^ Commitments excluding derivatives.

30. Financial risk management (continued)

(A) Credit risk exposures and credit risk concentration (continued)

(i) By industry analysis (continued)

Group 2023	Government and Central banks RM'000	Financial services, insurance, real estate & business services RM'000	Primary agriculture RM'000	Mining and quarrying RM'000	Manufacturing RM'000	Electricity, gas and water supply RM'000	Construction RM'000	Wholesale, retail trade, restaurants & hotels RM'000	Transport, storage & communication RM'000	Social and community services RM'000	Other sectors RM'000	Total RM'000
On-Balance Sheet												
Cash and short-term funds	3,763,014	304,353	-	-	-	-	-	-	-	-	-	4,067,367
Deposits and placements with banks and other financial institutions	-	548,718	-	-	-	-	-	-	-	-	-	548,718
Securities purchased under resale agreements	141,373	5,002,510	-	-	-	-	-	-	-	-	-	5,143,883
Investment securities *	16,060,452	-	-	-	-	-	-	-	-	-	-	16,060,452
Loans, advances and financing	-	777,204	17,470	75,387	2,567,308	9,486	6,628	918,212	115,637	67	118,869	4,606,268
Other assets #	-	1,153,490	-	5,483	60,870	2,234	26	20,560	3,627	94,953	4,137	1,345,380
Statutory deposits with BNM	1,000	-	-	-	-	-	-	-	-	-	-	1,000
	19,965,839	7,786,275	17,470	80,870	2,628,178	11,720	6,654	938,772	119,264	95,020	123,006	31,773,068
Contingent liabilities (Note 34)	-	443,198	5	464,590	1,285,309	189,618	11,186	324,247	360,146	94	33,373	3,111,766
Commitments ^ (Note 34)	-	2,709,701	35,386	946,972	7,257,382	651,417	84,011	3,424,251	894,804	2,233	310,220	16,316,377
Total Credit Exposures	19,965,839	10,939,174	52,861	1,492,432	11,170,869	852,755	101,851	4,687,270	1,374,214	97,347	466,599	51,201,211

* Investment securities excludes equity instruments of RM5,657,000.

\# Other assets exclude prepayment of RM4,859,000.

^ Commitments excluding derivatives.

The disclosures represented the Bank's exposures except for RM20,000 cash and short-term funds (2023: RM20,000 cash and short-term funds) deposited by the subsidiaries which were eliminated in the above tables.

30. Financial risk management (continued)

(A) Credit risk exposures and credit risk concentration (continued)

(ii) By geographical analysis

Group 2024	Malaysia RM'000	Singapore RM'000	Hong Kong & China PRC RM'000	Japan RM'000	Australasia RM'000	North America RM'000	United Kingdom RM'000	Other countries RM'000	Total RM'000
On-Balance Sheet									
Cash and short-term funds	5,913,983	27,321	59,475	13,267	11,841	4,803	11,884	132,909	6,175,483
Deposits and placements with banks and other financial institutions	500,976	-	-	-	-	-	-	-	500,976
Securities purchased under resale agreements	7,102,995	-	-	-	-	-	-	-	7,102,995
Investment securities *	13,193,892	-	-	-	-	225,489	-	-	13,419,381
Loans, advances and financing	5,311,319	-	-	-	-	-	-	-	5,311,319
Other assets #	988,919	18,464	1,626	-	59	163,986	195,794	8,952	1,377,800
	33,012,084	45,785	61,101	13,267	11,900	394,278	207,678	141,861	33,887,954
Contingent liabilities (Note 34)	2,563,015	11,920	460	-	3,183	58,231	12,711	53,395	2,702,915
Commitments ^ (Note 34)	18,930,112	-	-	-	-	-	-	-	18,930,112
Total Credit Exposures	54,505,211	57,705	61,561	13,267	15,083	452,509	220,389	195,256	55,520,981

* Investment securities excludes equity instruments of RM5,561,000.

\# Other assets exclude prepayment of RM2,518,000.

^ Commitments excluding derivatives.

30. Financial risk management (continued)

(A) Credit risk exposures and credit risk concentration (continued)

(ii) By geographical analysis (continued)

Group 2023	Malaysia RM'000	Singapore RM'000	Hong Kong & China PRC RM'000	Japan RM'000	Australasia RM'000	North America RM'000	United Kingdom RM'000	Other countries RM'000	Total RM'000
On-Balance Sheet									
Cash and short-term funds	3,765,839	25,009	62,529	26,328	11,895	4,672	7,726	163,369	4,067,367
Deposits and placements with banks and other financial institutions	548,718	-	-	-	-	-	-	-	548,718
Securities purchased under resale agreements	5,143,883	-	-	-	-	-	-	-	5,143,883
Investment securities *	15,239,445	-	-	-	-	821,007	-	-	16,060,452
Loans, advances and financing	4,606,268	-	-	-	-	-	-	-	4,606,268
Other assets #	847,624	23,714	4,588	-	120	209,925	169,388	90,021	1,345,380
Statutory deposits with BNM	1,000	-	-	-	-	-	-	-	1,000
	30,152,777	48,723	67,117	26,328	12,015	1,035,604	177,114	253,390	31,773,068
Contingent liabilities (Note 34)	2,969,372	14,839	283	-	3,635	23,155	12,061	88,421	3,111,766
Commitments ^ (Note 34)	16,316,377	-	-	-	-	-	-	-	16,316,377
Total Credit Exposures	49,438,526	63,562	67,400	26,328	15,650	1,058,759	189,175	341,811	51,201,211

* Investment securities excludes equity instruments of RM5,657,000.

\# Other assets exclude prepayment of RM4,859,000.

^ Commitments excluding derivatives

The disclosures represented the Bank's exposures except for RM20,000 cash and short-term funds (2023: RM20,000 cash and short-term funds) deposited by the subsidiaries which were eliminated in the above tables.

30. Financial risk management (continued)

(B) Deposits and placements with banks and other financial institutions

(i) Deposits and placements with banks and other financial institutions analysis by credit rating

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Unrated	500,976	548,718

(ii) Deposits and placements with banks and other financial institutions analysis by geographical location where the credit risk of issuers reside, regardless of where the assets are booked, is as follows:

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Malaysia	500,976	548,718

(C) Other securities

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Investment securities	13,424,942	16,066,109

(i) Other securities analysis by credit rating

At the reporting date, the credit quality of investment in other securities by designation of an external credit assessment institution is as follows:

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
A+ to A-	223,439	821,007
BBB+	13,201,503	15,245,102
	13,424,942	16,066,109

30. Financial risk management (continued)

(C) Other securities (continued)

(ii) Other securities analysis by geographical location where the credit risk of issuers reside, regardless of where the assets are booked, is as follows:

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Malaysia	13,201,503	15,245,102
North America	223,439	821,007
	13,424,942	16,066,109

(D) Credit quality of loans, advances and financing

Impaired

Loans, advances and financing are classified as impaired when they meet one of the following criteria:

(i) principal or interest or both are past due for 90 days or more;

(ii) significant financial difficulty;

(iii) enter bankruptcy or other financial reorganisation;

(iv) adverse changes in the payment status;

(v) national or economic conditions that correlate with defaults on the assets; and

(vi) disappearance of an active market for a security.

Estimated value of collaterals against past due but not impaired and impaired loans are Nil (2023: Nil).

		Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Loans, advances and financing			
Stage 1		5,277,696	4,576,799
Stage 2		38,902	16,012
Stage 3		6,479	26,160
Gross amount		5,323,077	4,618,971
Less: Loss allowance	Note (7)(iv)	(11,758)	(12,703)
Carrying amount		5,311,319	4,606,268

30. Financial risk management (continued)

(2) Market Risk

Market risk is the potential loss resulting from a change in the current economic value of a position, due to changes in the associated underlying market risk factors. Market risk encompasses price risk arising from the normal course of business operations in a global financial intermediary. At Citibank Berhad, market risk is managed through corporate-wide standards, business policies and procedures with oversight from responsible personnel and committees delegated by the Board of Directors (for example, the Country Coordinating Committee and Market Risk Management).

Market risk is measured in accordance with established standards to ensure consistency across businesses and the ability to aggregate risk for monitoring purpose. The business is required to establish, with approval from independent market risk management, a market risk limit framework for identified risk factors, clearly defining approved risk profiles within the parameters of the Bank's overall risk appetite. The result of every risk assessment and review exercise is then presented to the Board of Directors for feedback and recommended action (if necessary).

In terms of internal controls, Market Risk Management, an independent group, oversees market risk and ensures that the risk profile is consistent with Citibank Berhad's overall approved risk appetite. Price risk limits are monitored on a daily basis. Limit excesses (if any) are highlighted to the Country Coordinating Committee and the Board Risk Management Committee.

Price Risk

Price risk is the risk associated to earnings arising from changes in interest rates, foreign exchange rates, equity and commodity prices, credit spread and in their implied volatilities. Price risk arises in trading portfolios as well as non-trading portfolios.

Price risk in trading portfolios is measured through a complementary set of tools such as factor sensitivities, value-at-risk, loss trigger and stress testing.

It is the responsibility of the independent market risk management to ensure that factor sensitivities are calculated, monitored and in most cases limited, for all relevant risks taken in a trading portfolio. In addition, stress testing is performed on trading portfolios on a regular basis to estimate the impact of extreme market movements.

Interest rate risk in non-trading portfolios is inherent in many client-related activities, primarily lending and deposit taking activities. Interest rate risk arises due to factors including the timing of rate resetting and maturity period between assets and liabilities, change in the profile of assets and liabilities whereby the maturity period differs in response to movements in market interest rates, changes in the yield curve and spread between various market rate indices.

Interest Rate Exposure (income metrics) is used as a tool to monitor interest rate risk and is calculated as the pre-tax impact on net interest revenue for banking book positions, premised upon defined shifts in interest rates over a specified reporting period. Economic Value of Equity / Economic Value Sensitivity (valuation metric) measures the impact of interest rate changes onto the bank's capital. This impact can be measured using stress test, EVS and/or DV01 risk metrics to capture the impact of interest rate changes on the economic value of assets and liabilities.

30. Financial risk management (continued)

(2) Market Risk (continued)

Trading Portfolio

The capital charge for the Trading portfolio by risk factors is as follows:

Capital Charge Requirement	Standardised Approach 2024 RM'000	2023 RM'000 Restated
Interest Rate Risk	55,702	76,112
Foreign Exchange Risk	6,281	6,486
Options	11,601	6,955
Total	73,584	89,553

Interest Rate Risk in the Banking Book

Interest Rate Risk in Banking Book (IRRBB) refers to the current or prospective risk to the bank's capital and earnings arising from adverse movements in interest rates that affect the bank's banking book positions. IRRBB risk arises from gapping mismatch from both interest bearing and non-interest bearing assets and liabilities.

Potential interest rate risk in banking book is monitored through interest rate exposure from movement in interest rates per table below:

Interest rate exposures at each major currency level for the Banking Book are as follows:

	Group and Bank			
	Impact on Positions as at 31 December 2024 ± 200 bps (Parallel Shift)		Impact on Positions as at 31 December 2023 ± 200 bps (Parallel Shift)	
Currency	Increase / (Decline) in Earnings RM'000	Increase / (Decline) in Economic Value RM'000	Increase / (Decline) in Earnings RM'000	Increase / (Decline) in Economic Value RM'000
MYR	188,606	(10,337)	154,841	(4,468)
USD	(29,551)	110,017	2,734	119,473
Others	(207)	9,353	2,080	(20,474)

30. Financial risk management (continued)

(2) Market Risk (continued)

Liquidity Risk

Liquidity is the ability of a financial institution to fund increases in assets and meet obligations as they come due at a reasonable cost. Liquidity risk represents the potential loss arising from the inability to access liquidity to meet all obligations as and when due without adversely affecting daily operations or the financial condition of the firm.

Citibank Berhad complies with both Citigroup's liquidity and funding policy as well as BNM's liquidity requirements, in the management, monitoring and measurement of liquidity risk within a high effective process. Citibank Berhad has established a robust control framework which ensures that liquidity risk is effectively managed within predefined and agreed risk tolerances. The control framework is being integrated into the overall Citibank Berhad's liquidity and funding process, and the liquidity monitoring framework where under the Liquidity Risk Management Policy, there is a single set of standards for the measurement, reporting and management of liquidity risk in order to ensure consistency across businesses, stability in methodologies, and transparency of risk and the establishment of appropriate risk appetite.

The control framework consists of Liquidity Review Process ("LRP") which incorporates several review requirements where main ones are in the following:

- Funding and Liquidity Forecasting
- Limits and Triggers, including Universal currency status
- Contingency Funding Plan
- Term Liquidity Stress Testing (TLST) FX capacity
- U.S. Liquidity Coverage Ratio (LCR) Highly Qualified Liquid Assets (HQLA) Tests include the following 2 tests.
    - Liquid and Readily-Marketable Tests using Liquid and Readily-Marketable Tests Template
    - Operational Capabilities Test using HQLA Sample Monetization Template and HQLA Operational Capability Assessment Template
- Local Liquidity Requirements
- Cash-Flow Projection
- Higher Risk Assessment Questionnaire (HRAQ)
- Intraday Monitoring, Management and Reserving Document (IMMRD)
- Central Bank Facility Inventory

30. Financial risk management (continued)

The following table indicates the effective interest/profit rate at the reporting dates and periods in which the financial instruments reprice or mature, whichever is earlier.

(i) Interest/Profit rate risk

Group 2024	Up to 1 month RM'000	> 1 - 3 months RM'000	> 3 - 12 months RM'000	> 1 - 5 years RM'000	Over 5 years RM'000	Non-interest sensitive RM'000	Trading book RM'000	Total RM'000	Effective interest rate %
Financial assets									
Cash and short-term funds	6,175,463	-	-	-	-	20	-	6,175,483	3.88
Deposits and placements with banks and other financial institutions	-	-	-	500,976	-	-	-	500,976	5.19
Securities purchased under resale agreements	2,411,295	4,691,700	-	-	-	-	-	7,102,995	2.98
Investment securities	16,631	2,126,680	3,485,901	6,982,878	-	-	812,852	13,424,942	2.58
Loans, advances and financing									
- performing	2,627,049	1,263,651	1,414,114	5,183	6,601	(7,927)	-	5,308,671	4.59
- credit-impaired	6,479	-	-	-	-	(3,831)	-	2,648	-
Other assets #	-	-	-	-	-	683,691	694,109	1,377,800	-
Total financial assets	11,236,917	8,082,031	4,900,015	7,489,037	6,601	671,953	1,506,961	33,893,515	

Other assets exclude prepayment of RM2,518,000.

Group 2024	Up to 1 month RM'000	> 1 - 3 months RM'000	> 3 - 12 months RM'000	> 1 - 5 years RM'000	Over 5 years RM'000	Non-interest sensitive RM'000	Trading book RM'000	Total RM'000	Effective interest rate %
Financial liabilities									
Deposits from customers	22,830,246	184,472	81,504	-	-	-	-	23,096,222	1.21
Deposits and placements with banks and other financial institutions	4,825,153	6,263	-	-	-	-	-	4,831,416	1.07
Lease liabilities	-	32	-	23,667	-	-	-	23,699	4.35-5.09
Other liabilities	-	-	-	-	-	839,401	692,727	1,532,128	-
Total financial liabilities	27,655,399	190,767	81,504	23,667	-	839,401	692,727	29,483,465	
On-balance sheet interest sensitivity gap	(16,418,482)	7,891,264	4,818,511	7,465,370	6,601	(167,448)	814,234		
Off-balance sheet interest sensitivity gap	524	1,683	(1,594)	(844)	(215)	-	-		
	(16,417,958)	7,892,947	4,816,917	7,464,526	6,386	(167,448)	814,234		

30. Financial risk management (continued)

(i) Interest/Profit rate risk (continued)

Group 2023	Up to 1 month RM'000	> 1 - 3 months RM'000	> 3 - 12 months RM'000	> 1 - 5 years RM'000	Over 5 years RM'000	Non-interest sensitive RM'000	Trading book RM'000	Total RM'000	Effective interest rate %
Financial assets									
Cash and short-term funds	4,067,347	-	-	-	-	20	-	4,067,367	4.68
Deposits and placements with banks and other financial institutions	-	-	-	548,718	-	-	-	548,718	5.33
Securities purchased under resale agreements	3,133,363	1,823,391	187,129	-	-	-	-	5,143,883	2.39
Investment securities	3,781,514	787,430	4,556,221	5,571,721	-	-	1,369,223	16,066,109	1.56
Loans, advances and financing									
- performing	2,318,979	1,402,063	534,722	329,649	7,398	(8,860)	-	4,583,951	4.58
- credit-impaired	26,160	-	-	-	-	(3,843)	-	22,317	-
Other assets #	-	-	-	-	-	690,568	654,812	1,345,380	-
Statutory deposits with BNM	-	-	-	-	-	1,000	-	1,000	-
Total financial assets	13,327,363	4,012,884	5,278,072	6,450,088	7,398	678,885	2,024,035	31,778,725	

Other assets exclude prepayment of RM4,859,000.

Group 2023	Up to 1 month RM'000	> 1 - 3 months RM'000	> 3 - 12 months RM'000	> 1 - 5 years RM'000	Over 5 years RM'000	Non-interest sensitive RM'000	Trading book RM'000	Total RM'000	Effective interest rate %
Financial liabilities									
Deposits from customers	21,161,640	195,852	44,585	-	-	-	-	21,402,077	1.21
Deposits and placements with banks and other financial institutions	4,336,184	39,803	9,677	-	-	-	-	4,385,664	1.07
Lease liabilities	-	-	-	217	27,873	-	-	28,090	4.35-5.09
Other liabilities	-	-	-	-	-	646,878	676,020	1,322,898	-
Total financial liabilities	25,497,824	235,655	54,262	217	27,873	646,878	676,020	27,138,729	
On-balance sheet interest sensitivity gap	(12,170,461)	3,777,229	5,223,810	6,449,871	(20,475)	32,007	1,348,015		
Off-balance sheet interest sensitivity gap	75	928	896	(73)	-	-	-		
	(12,170,386)	3,778,157	5,224,706	6,449,798	(20,475)	32,007	1,348,015		

The disclosures represented the Bank's exposures except for RM20,000 cash and short-term funds (2023: RM20,000 cash and short-term funds) deposited by the subsidiaries which were eliminated in the above tables.

30. Financial risk management (continued)

(ii) Foreign currency risk

Foreign currency risk results in the Group's exposure to the effects of fluctuations in the prevailing foreign currency exchange rates on its financial position and cash flows. The tables below summarise the RM equivalent amount of the Group's and the Bank's exposure to foreign currency risk as at the reporting date:

Group 2024	MYR RM'000	USD RM'000	JPY RM'000	Others RM'000	Total RM'000
Financial assets					
Cash and short-term funds	5,913,983	4,855	13,267	243,378	6,175,483
Deposits and placements with banks and other financial institutions	-	-	-	500,976	500,976
Securities purchased under resale agreements	7,102,995	-	-	-	7,102,995
Investment securities	12,001,239	1,423,703	-	-	13,424,942
Loans, advances and financing	3,357,620	1,863,582	74,830	15,287	5,311,319
Other assets #	612,758	728,065	2,650	34,327	1,377,800
Total financial assets	28,988,595	4,020,205	90,747	793,968	33,893,515
Financial liabilities					
Deposits from customers	15,299,925	7,393,835	15,128	387,334	23,096,222
Deposits and placements of banks and other financial institutions	3,005,150	1,555,539	7,089	263,638	4,831,416
Lease liabilities	23,699	-	-	-	23,699
Other liabilities	733,566	764,600	2,655	31,308	1,532,129
Total financial liabilities	19,062,340	9,713,974	24,872	682,280	29,483,466

Other assets exclude prepayment of RM2,518,000.

30. Financial risk management (continued)

(ii) Foreign currency risk (continued)

Group 2023	MYR RM'000	USD RM'000	JPY RM'000	Others RM'000	Total RM'000
Financial assets					
Cash and short-term funds	3,765,838	4,978	26,328	270,223	4,067,367
Deposits and placements with banks and other financial institutions	-	-	-	548,718	548,718
Securities purchased under resale agreements	5,143,883	-	-	-	5,143,883
Investment securities	13,516,488	2,549,621	-	-	16,066,109
Loans, advances and financing	2,547,112	1,810,753	108,860	139,543	4,606,268
Other assets #	894,859	346,668	1,620	102,233	1,345,380
Statutory deposits with BNM	1,000	-	-	-	1,000
Total financial assets	25,869,180	4,712,020	136,808	1,060,717	31,778,725
Financial liabilities					
Deposits from customers	13,572,318	7,174,214	47,459	608,086	21,402,077
Deposits and placements of banks and other financial institutions	2,727,432	1,421,033	4,818	232,381	4,385,664
Lease liabilities	28,090	-	-	-	28,090
Other liabilities	825,063	423,147	3,457	71,231	1,322,898
Total financial liabilities	17,152,903	9,018,394	55,734	911,698	27,138,729

Other assets exclude prepayment of RM4,859,000.

The disclosures represented the Bank's exposures except for RM20,000 cash and short-term funds (2023: RM20,000 cash and short-term funds) deposited by the subsidiaries which were eliminated in the above tables.

30. Financial risk management (continued)

(iii) Analysis of assets and liabilities by remaining maturity

The following maturity profile is based on the remaining period to the contractual maturity at the reporting date.

Group 2024	Less than 7 days RM'000	7 days to 1 month RM'000	1 to 3 months RM'000	3 to 6 months RM'000	6 to 12 months RM'000	1 to 3 years RM'000	3 to 5 years RM'000	Over 5 years RM'000	No specific maturity RM'000	Loss allowance RM'000	Total RM'000
Financial assets											
Cash and short-term funds	5,593,300	-	-	-	-	-	-	-	582,483	-	6,175,483
Deposits and placements with banks and other financial institutions	-	-	-	-	-	500,976	-	-	-	-	500,976
Securities purchased under resale agreements	50,327	2,360,968	4,691,700	-	-	-	-	-	-	-	7,102,995
Investment securities	5,556	240,068	2,127,132	1,274,931	2,503,861	7,133,537	53,438	86,419	-	-	13,424,942
Loans, advances and financing	1,112,118	1,521,410	1,263,651	1,203,951	210,163	5,183	-	6,601	-	(11,758)	5,311,319
Other assets #	275,891	121,756	155,178	166,853	109,110	383,723	128,401	37,653	-	(765)	1,377,800
Total financial assets	7,036,892	4,244,202	8,237,661	2,645,735	2,823,134	8,023,419	181,839	130,673	582,483	(12,523)	33,893,515

Other assets exclude prepayment of RM2,518,000.

Group 2024	Less than 7 days RM'000	7 days to 1 month RM'000	1 to 3 months RM'000	3 to 6 months RM'000	6 to 12 months RM'000	1 to 3 years RM'000	3 to 5 years RM'000	Over 5 years RM'000	Loss allowance RM'000	Total RM'000
Financial liabilities										
Deposits from customers	21,400,755	1,429,491	184,472	23,789	57,715	-	-	-	-	23,096,222
Deposits and placements of banks and other financial institutions	4,814,593	10,560	6,263	-	-	-	-	-	-	4,831,416
Lease liabilities	-	-	32	-	-	-	23,667	-	-	23,699
Other liabilities	545,582	156,483	260,673	100,089	63,544	277,392	102,602	25,764	6,326	1,538,455
Total financial liabilities	26,760,930	1,596,534	451,440	123,878	121,259	277,392	126,269	25,764	6,326	29,489,792

30. Financial risk management (continued)

(iii) Analysis of assets and liabilities by remaining maturity (continued)

Group 2023	Less than 7 days RM'000	7 days to 1 month RM'000	1 to 3 months RM'000	3 to 6 months RM'000	6 to 12 months RM'000	1 to 3 years RM'000	3 to 5 years RM'000	Over 5 years RM'000	No specific maturity RM'000	Loss allowance RM'000	Total RM'000
Financial assets											
Cash and short-term funds	3,366,000	-	-	-	-	-	-	-	701,367	-	4,067,367
Deposits and placements with banks and other financial institutions	-	-	-	-	-	152,013	396,705	-	-	-	548,718
Securities purchased under resale agreements	1,995,689	1,137,674	1,823,391	187,129	-	-	-	-	-	-	5,143,883
Investment securities	5,883	4,191,817	1,111,606	2,492,738	2,388,442	5,511,040	203,600	160,983	-	-	16,066,109
Loans, advances and financing	1,138,806	1,206,333	1,402,063	320,942	213,780	322,463	7,186	7,398	-	(12,703)	4,606,268
Other assets #	339,611	133,429	161,140	67,172	107,137	289,568	210,845	37,515	-	(1,037)	1,345,380
Statutory deposits with BNM	-	-	-	-	-	-	-	-	1,000	-	1,000
Total financial assets	6,845,989	6,669,253	4,498,200	3,067,981	2,709,359	6,275,084	818,336	205,896	702,367	(13,740)	31,778,725

Other assets exclude prepayment of RM4,859,000.

Group 2023	Less than 7 days RM'000	7 days to 1 month RM'000	1 to 3 months RM'000	3 to 6 months RM'000	6 to 12 months RM'000	1 to 3 years RM'000	3 to 5 years RM'000	Over 5 years RM'000	Loss allowance RM'000	Total RM'000
Financial liabilities										
Deposits from customers	19,912,705	1,248,935	195,852	14,786	29,799	-	-	-	-	21,402,077
Deposits and placements of banks and other financial institutions	4,320,897	15,287	39,803	-	9,677	-	-	-	-	4,385,664
Lease liabilities	-	-	-	-	-	217	-	27,873	-	28,090
Other liabilities	398,214	120,668	215,702	157,515	56,856	195,688	157,565	20,690	11,630	1,334,528
Total financial liabilities	24,631,816	1,384,890	451,357	172,301	96,332	195,905	157,565	48,563	11,630	27,150,359

The disclosures represented the Bank's exposures except for RM20,000 cash and short-term funds (2023: RM20,000 cash and short-term funds) deposited by the subsidiaries which were eliminated in the above tables.

30. Financial risk management (continued)

(iv) Analysis of financial liabilities by contractual undiscounted cash flows

The table below details the remaining contractual maturities at the reporting date of the Group's financial liabilities, which are based on contractual undiscounted cash flows (including interest payments computed using contractual rates or if floating, based on current rates at the reporting date) and the earliest date the Group can be required to pay.

Group 2024	Carrying Amount RM'000	Total contractual undiscounted cash flows RM'000	1 month or less RM'000	Over 1 month to 3 months RM'000	Over 3 months to 1 year RM'000	Over 1 year to 5 years RM'000	Over 5 years RM'000
Financial liabilities							
Deposits from customers	23,096,222	23,103,655	22,834,709	185,421	83,525	-	-
Deposits and placements of banks and other financial institutions	4,831,416	4,831,944	4,825,661	6,283	-	-	-
Other liabilities	1,532,129	1,532,129	702,065	260,673	163,633	379,994	25,764
Total financial liabilities	29,459,767	29,467,728	28,362,435	452,377	247,158	379,994	25,764
2023							
Financial liabilities							
Deposits from customers	21,402,077	21,409,433	21,166,707	197,269	45,457	-	-
Deposits and placements of banks and other financial institutions	4,385,664	4,386,683	4,336,840	39,989	9,854	-	-
Other liabilities	1,322,898	1,322,898	518,882	215,702	214,371	353,253	20,690
Total financial liabilities	27,110,639	27,119,014	26,022,429	452,960	269,682	353,253	20,690

30. Financial risk management (continued)

(3) Operational Risk

Operational risk is defined by the Basel Committee on Banking Supervision as the risk of loss resulting from inadequate or failed internal processes, people, and systems or from external events. This definition of operational risk includes legal risk – which is the risk of loss (including litigation costs, settlements, and regulatory fines) resulting from the failure of the bank to comply with laws, regulations, prudent ethical standards, and contractual obligations in any aspect of the Citigroup's business – but excludes strategic and reputation risks (US Basel II Final Rule - Federal Register 2007). Nevertheless, Citigroup recognizes the impact of Operational Risk on the reputation risk associated with its business activities.

The Bank's Independent Operational Risk Management group has established an Operational Risk Management Policy to ensure effective management of operational risk. Effective management of operational risk means bringing or maintaining operational risk exposures within operational risk appetite and adhering to regulatory requirements.

The Policy describes the roles and responsibilities, processes, and systems and tools employed to help Citibank Berhad measure, monitor, and mitigate operational risk.

The Policy aligns to the Enterprise Risk Management Framework.

The Enterprise Risk Management Framework (ERMF) defines the concept of the Lines of Defense. The high-level roles and responsibilities across the Lines of Defense for operational risk management are as follows:

- The 1st Line of Defense includes Business Management and certain Corporate Functions, and owns the risks and associated controls inherent in, or arising from, the execution of their business activities.

- The 2nd Line of Defense comprises Independent Risk Management (which includes Operational Risk Management) and Independent Compliance Risk Management. The 2nd Line provides an independent view of risk quality and quantity to management. ORM is responsible for setting requirements around operational risk management (particularly, policy, framework, and tools), and challenging Businesses' and Functions' implementation of the ORM framework as well as the quality and outcomes of their operational risk management activities.

- The 3rd Line of Defense (Internal Audit) is responsible for providing senior management with independent opinions on the effectiveness of the Operational Risk Management framework as a whole.

Additionally, Enterprise Support consists of HR and Legal, and these Functions are subject to the relevant independent oversight processes specific to the risks for which they are accountable.

Regardless of their line-of-defense designation, all organizational units at Citibank Berhad have the potential to generate and be accountable for risk (e.g., operational and compliance risks) through their activities (i.e., they are "Risk Accountable"). In such cases: (i) these organizational units have the same responsibilities as the 1st Line regarding the risks for which they are accountable; and (ii) are subject to second-line oversight of these risks as required under Citibank Berhad's oversight processes specific to these risks. For the purposes of this Policy and the roles and responsibilities it defines, the term "Businesses and Functions" refers to all Risk Accountable units.

30. Financial risk management (continued)

(3) Operational Risk (continued)

Operational risk must be managed at both a granular (e.g., a single risk or control in a particular Business, Function, Country, or Legal Entity) and an aggregated level (e.g., all operational risks in a particular Business or Function).

Granular risk exposures (specific instances of risk) are identified, assessed, monitored, and mitigated through Risk & Control Assessment (RCA) mechanisms. The minimum requirements for the RCAs are documented in the RCA Standard.

Citibank Berhad is exposed to a wide variety of operational risk types (organized and defined in risk categories in the Risk Taxonomy). Senior Management are ultimately accountable for prioritizing and allocating resources and investments in order to effectively manage these exposures. The Risk Taxonomy is a core requirement defined within Citigroup's Enterprise Risk Management Framework (ERMF) and is a foundational input to the risk management lifecycle. The Risk Taxonomy Standard outlines the requirements to review, update, approve, and govern Citigroup's Risk Taxonomy.

The BRCCs provide the foundation for committee governance oversight of operational risk and are a key forum for ORM to review and challenge the risk profile of Businesses and Functions.

31. Financial assets and liabilities

31.1 Categories of financial instruments

The table below provides an analysis of financial instruments categorised as follows:

(a) Amortised cost;

(b) Fair value through profit or loss ("FVTPL"); and

(c) Fair value through other comprehensive income ("FVOCI").

31. Financial assets and liabilities (continued)

31.1 Categories of financial instruments (continued)

Group 2024	Carrying amount RM'000	Amortised cost RM'000	FVTPL RM'000	FVOCI RM'000
Financial assets				
Cash and short-term funds	6,175,483	6,175,483	-	-
Deposits and placements with banks and other financial institutions	500,976	500,976	-	-
Securities purchased under resale agreements	7,102,995	7,102,995	-	-
Investment securities	13,424,942	-	812,852	12,612,090
Loans, advances and financing	5,311,319	5,311,319	-	-
Derivative financial assets	694,090	-	694,090	-
Other debtors and deposits *	539,262	539,262	-	-
Interest/Profit receivable	144,448	144,448	-	-
Total financial assets	33,893,515	19,774,483	1,506,942	12,612,090
Financial liabilities				
Deposits from customers	23,096,222	23,096,222	-	-
Deposits and placements of banks and other financial institutions	4,831,416	4,831,416	-	-
Derivative financial liabilities	692,727	-	692,727	-
Other creditors and accruals	829,731	829,731	-	-
Interest/Profit payable	9,671	9,671	-	-
Total financial liabilities	29,459,767	28,767,040	692,727	-

*exclude prepayment of RM2,518,000.

31. Financial assets and liabilities (continued)

31.1 Categories of financial instruments (continued)

Group 2023	Carrying amount RM'000	Amortised cost RM'000	FVTPL RM'000	FVOCI RM'000
Financial assets				
Cash and short-term funds	4,067,367	4,067,367	-	-
Deposits and placements with banks and other financial institutions	548,718	548,718	-	-
Securities purchased under resale agreements	5,143,883	5,143,883	-	-
Investment securities	16,066,109	-	1,369,223	14,696,886
Loans, advances and financing	4,606,268	4,606,268	-	-
Statutory deposits with BNM	1,000	1,000	-	-
Derivative financial assets	654,799	-	654,799	-
Other debtors and deposits *	491,813	491,813	-	-
Interest/Profit receivable	198,768	198,768	-	-
Total financial assets	31,778,725	15,057,817	2,024,022	14,696,886
Financial liabilities				
Deposits from customers	21,402,077	21,402,077	-	-
Deposits and placements of banks and other financial institutions	4,385,664	4,385,664	-	-
Derivative financial liabilities	676,020	-	676,020	-
Other creditors and accruals	637,161	637,161	-	-
Interest/Profit payable	9,717	9,717	-	-
Total financial liabilities	27,110,639	26,434,619	676,020	-

*exclude prepayment of RM4,859,000.

The disclosures represented the Bank's exposures except for RM20,000 cash and short-term funds (2023: RM20,000 cash and short-term funds) deposited by the subsidiaries which were eliminated in the above tables.

31. Financial assets and liabilities (continued)

31.2 Net gains and lossed arising from financial instruments

	Group and Bank	
	2024 '000	2023 '000
Net gains/(losses) arising from:		
Financial instruments measured at amortised cost:		
- Interest income	637,038	593,109
- Interest expense	(333,208)	(315,498)
- Fees income	200,916	247,337
	504,746	524,948
Financial instruments measured at FVTPL:		
- Interest income	29,768	19,917
- Net unrealised (loss)/gain from revaluation of investment securities at FVTPL – debt instruments	(523)	2,731
- Net gain from sales of investment securities at FVTPL – debt instruments	2,501	6,770
- (Loss)/Gain from derivatives	(12,974)	114,787
- Net loss on revaluation of investment securities at FVTPL – debt instruments	(97)	(2,649)
	18,675	141,556
Financial instruments measured at FVOCI:		
- Interest income	341,633	335,685
- Net gain from sales of investment securities at FVOCI – debt instruments	4,355	7,196
	345,988	342,881
- Net gains arising from financial instruments	869,409	1,009,385

31.3 Determination of fair value and fair value hierarchy

MFRS 13, *Fair Value Measurement* requires each class of assets and liabilities measured at fair value in the statements of financial position after initial recognition to be categorised according to hierarchy that reflects the significance of inputs used in making the measurements, in particular, whether the inputs used are observable or unobservable as discussed in Note 2(d)(v).

31. Financial assets and liabilities (continued)

31.3 Determination of fair value and fair value hierarchy (continued)

31.3.1 Financial instruments carried at fair value

Group and Bank	Level 1 RM'000	Level 2 RM'000	Level 3 RM'000	Total RM'000
2024				
Financial assets				
Investment securities	10,559,963	2,859,418	5,561	13,424,942
Derivative financial assets	-	650,961	43,129	694,090
	10,559,963	3,510,379	48,690	14,119,032
Financial liabilities				
Derivative financial liabilities	-	677,900	14,827	692,727
2023				
Financial assets				
Investment securities	8,751,705	7,308,747	5,657	16,066,109
Derivative financial assets	-	585,352	69,447	654,799
	8,751,705	7,894,099	75,104	16,720,908
Financial liabilities				
Derivative financial liabilities	-	662,778	13,242	676,020

Policy on transfer between levels

The fair value of an asset to be transferred between levels is determined as of the date of the event or change in circumstances that caused the transfer.

Transfers between Level 1 and Level 2 fair values

On 31 December 2024, investment securities measured at fair value with a carrying amount of RM2.9 billion (2023: RM7.3 billion) was reported as Level 2 because of the implementation of the Fair Value Hierarchy Levelling Procedure.

On 31 December 2024, investment securities measured at fair value with carrying amount of RM3.2 billion (2023: RM0.8 billion) were transferred from Level 2 to Level 1 due to availability of quoted prices in the market. In turn, there was no transfer (2023: RM1.5 billion) in investment securities measured at fair value with carrying amount from Level 1 to Level 2. In order to determine the fair value of such debt securities, the Bank used a valuation technique in which all significant inputs were based on observable market data.

31. Financial assets and liabilities (continued)

31.3 Determination of fair value and fair value hierarchy (continued)

31.3.1 Financial instruments carried at fair value (continued)

The following table shows a reconciliation from the beginning balances to the ending balances for fair value measurements in Level 3 of the fair value hierarchy:

	Group and Bank	
	2024 RM'000	2023 RM'000
Financial assets		
Balance at 1 January	75,104	121,201
Addition	2,239	1,155
Total losses recognised in profit or loss:		
Attributable to losses relating to assets that have not been realised	(28,653)	(47,252)
Balance at 31 December	48,690	75,104
Financial liabilities		
Balance at 1 January	13,242	6,323
Addition	4,252	1,126
Total (losses)/gains recognised in profit or loss:		
Attributable to (losses)/gains relating to liabilities that have not been realised	(2,667)	5,793
Balance at 31 December	14,827	13,242

The following shows the valuation techniques used in the determination of fair values within Level 3:

(a) Investment securities

The fair value of non-marketable equity securities under the measurement alternative is based on observed transaction prices for identical or similar investments of the same issuer, or an internal valuation technique in the case of an impairment. Where significant adjustments are made to the observed transaction price or when an internal valuation technique is used, the security is classified as Level 3. Fair value may differ from the observed transaction price due to a number of factors, including the book value of the underlying investment and marketability adjustments when the observed transaction is not for the identical investment held by the Group and the Bank.

(b) Derivative financial assets and liabilities

Fair values of financial instruments classified at Level 3 are determined using appropriate valuation technique which includes the use of mathematical models, such as discounted cash flow models and option pricing models, comparison to similar instruments for which market observable prices exist and other valuation techniques. Valuation techniques used incorporate assumptions regarding discount rates, interest/profit rate yield curves, estimates of future cash flows and other factors, as applicable.

31. Financial assets and liabilities (continued)

31.3 Determination of fair value and fair value hierarchy (continued)

31.3.2 Financial instruments not carried at fair value

In respect of cash and short-term funds, deposits and placements with banks and other financial institutions, securities purchased under resale agreements, other assets (excluding derivatives), bills and acceptances payable, and other liabilities (excluding derivatives), the carrying amounts in the statements of financial position approximate their fair values due to the relatively short-term/on demand nature of these financial instruments.

The fair values of other financial assets, together with the carrying amounts shown in the statements of financial position, are as follows:

Group and Bank 2024	Level 1 RM'000	Level 2 RM'000	Level 3 RM'000	Total RM'000	Carrying amount RM'000
Financial assets					
Loans, advances and financing	-	-	5,323,026	5,323,026	5,311,319
Financial liabilities					
Deposits from customers	-	-	23,103,655	23,103,655	23,096,222
Deposits and placements of banks and other financial institutions	-	-	4,831,944	4,831,944	4,831,416
2023					
Financial assets					
Loans, advances and financing	-	-	4,606,132	4,606,132	4,606,268
Financial liabilities					
Deposits from customers	-	-	21,409,433	21,409,433	21,402,077
Deposits and placements of banks and other financial institutions	-	-	4,386,683	4,386,683	4,385,664

The fair values of fixed rate loans with remaining maturity of less than one year and variable rate loans are estimated to approximate their carrying values at statements of financial position date. The fair value for loans, advances and financing, deposits from customers and deposits and placements of banks and other financial institutions are estimated with similar methodology as discussed in Note 31.3.1(a) and (b).

31. Financial assets and liabilities (continued)

31.4 Offsetting of financial assets and liabilities

Financial assets and financial liabilities are offset and the net amounts are reported in the statements of financial position when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, or realise the asset and settle the liability simultaneously.

Amounts which are not offset in the statement of financial position are related to:

(i) The counterparties' offsetting exposures with the Group and the Bank where the right to set-off is only enforceable in the event of default, insolvency or bankruptcy of the counterparties; and

(ii) Cash and securities that are received from or pledged with counterparties.

Financial assets and financial liabilities subject to offsetting, enforceable master netting arrangements and similar agreements are as follows:

Group and Bank 2024	Gross amount of recognised financial assets/ financial liabilities RM'000	Gross amount offset in the financial position RM'000	Amount presented in the statement of financial position RM'000	Amount not offset in the statement of financial position: Financial collateral received/pledged RM'000	Net amount RM'000
Derivative assets	1,121,911	(427,821)	694,090	(218,988)	475,102
Securities purchased under resale agreements	7,102,995	-	7,102,995	(7)	7,102,988
	8,224,906	(427,821)	7,797,085	(218,995)	7,578,090
Derivative liabilities	1,120,548	(427,821)	692,727	(166,308)	526,419

Group and Bank 2023	Gross amount of recognised financial assets/ financial liabilities RM'000	Gross amount offset in the financial position RM'000	Amount presented in the statement of financial position RM'000	Amount not offset in the statement of financial position: Financial collateral received/pledged RM'000	Net amount RM'000
Derivative assets	917,013	(262,214)	654,799	(200,635)	454,164
Securities purchased under resale agreements	5,143,883	-	5,143,883	(42,565)	5,101,318
	6,060,896	(262,214)	5,798,682	(243,200)	5,555,482
Derivative liabilities	938,234	(262,214)	676,020	(81,374)	594,646

32. Capital commitments

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000
Contracted but not provided for	3,154	6,262

33. Capital adequacy

(a) The capital adequacy ratios are as follows:

	Group and Bank 2024 RM'000	Group and Bank 2023 RM'000 Restated
Computation of Total Risk-Weighted Assets ("RWA")		
Total credit RWA	11,453,677	11,372,075
Total market RWA	919,806	1,119,420
Total operational RWA	3,212,893	3,269,214
Total Risk-Weighted Assets	15,586,376	15,760,709
Computation of Capital Ratios		
Common Equity Tier (1) ("CET 1") Capital	4,353,605	4,595,246
Tier 1 Capital	4,353,605	4,595,246
Total Capital	4,432,297	4,670,142

	Group and Bank 2024	Group and Bank 2023
Before deducting proposed dividends:		
CET 1 Capital ratio	27.932%	29.156%
Total Tier 1 Capital ratio	27.932%	29.156%
Total Capital ratio	28.437%	29.632%
After deducting proposed dividends:		
CET 1 Capital ratio	21.131%	22.378%
Total Tier 1 Capital ratio	21.131%	22.378%
Total Capital ratio	21.636%	22.853%

33. Capital adequacy (continued)

(a) The capital adequacy ratios are as follows (continued):

There has been a revision to the market RWA previously reported for December 2023 due to an update on the market RWA computations. As a result of that, the market RWA has been revised from RM1,802 million to RM1,119 million and accordingly the revision is made to the CET1 Capital and Total Capital ratios as disclosed above.

Detailed information on the risk exposures above are disclosed in the Pillar 3 disclosures of the annual report as prescribed under BNM's Risk-Weighted Capital Adequacy Framework (Basel II) – Disclosures requirements (Pillar 3).

The total capital and capital adequacy ratios of the Group and the Bank are computed in accordance with Bank Negara Malaysia's Capital Adequacy Framework (Capital Components and Basel II – Risk-Weighted Assets) dated 14 June 2024 and 18 December 2023 respectively. The Group and the Bank have adopted the Standardised Approach for Credit Risk and Market Risk, and the Basic Indicator Approach for Operational Risk. In line with the transitional arrangements under the Bank Negara Malaysia's Capital Adequacy Framework (Capital Components), the minimum capital adequacy requirement for Common Equity Tier 1 Capital Ratio, Tier 1 Capital Ratio and Total Capital Ratio are 4.5%, 6.0% and 8.0% respectively for year 2024 before including capital conservation buffer and countercyclical capital buffer ("CCyB").

Banking institutions are required to maintain a capital conservation buffer of 2.5% and CCyB above the minimum regulatory capital adequacy ratios above.

(b) The components of CET 1, Tier 1 and Tier 2 Capital are as follows:

	Group and Bank	
	2024 RM'000	2023 RM'000
Paid up ordinary share capital	502,000	502,000
Retained profits	3,879,353	4,122,874
Other reserves	73,491	56,251
Less: Regulatory reserves	(70,000)	(65,000)
Less: Deferred tax assets	(29,318)	(20,879)
Less: 55% of cumulative gains of financial assets measured at FVOCI	(1,921)	-
Total CET 1 Capital/Tier 1 Capital	4,353,605	4,595,246
Tier 2 Capital		
Loss allowance and regulatory reserves	78,692	74,896
Total Tier 2 Capital	78,692	74,896
Total Eligible Tier 2 Capital	78,692	74,896
Total Capital	4,432,297	4,670,142

34. Commitments and contingencies

The off-balance sheet exposures and their related counterparty credit risk of the Group and the Bank are as follows:

Group and Bank 2024	Principal amount RM'000	Credit equivalent amount RM'000	Risk weighted assets RM'000
Nature of item			
Direct credit substitutes	1,834,652	1,834,652	1,792,383
Transaction related contingent items	630,424	315,212	300,093
Short-term self-liquidating trade related contingencies	175,498	35,100	26,480
Forward asset purchases	62,341	62,341	41,560
Foreign exchange related contracts:			
One year or less	99,632,581	1,109,574	602,299
Over one year to five years	7,067,705	331,314	163,131
Over five years	184,950	11,596	5,798
Interest/Profit rate related contracts:			
One year or less	27,036,339	21,529	8,052
Over one year to five years	75,519,284	905,154	327,495
Over five years	4,336,660	102,423	45,866
Equity related contracts:			
One year or less	178,514	5,961	5,575
Debt security contracts and other commodity contracts:			
One year or less	8,607,732	390,332	291,717
Over one year to five years	141,562	8,436	6,267
Other commitments, such as formal standby facilities and credit lines, with an original maturity of up to one year	355,653	71,131	71,131
Other commitments, such as formal standby facilities and credit lines, with an original maturity of over one year	1,146	573	573
Any commitments that are unconditionally cancelled at any time by the Bank without prior notice or that effectively provide for automatic cancellation due to deterioration in a borrower's creditworthiness	17,627,358	-	-
Unutilised credit card lines	945,955	189,191	189,081
Total	244,338,354	5,3,94,519	3,877,501

34. Commitments and contingencies (continued)

Group and Bank 2023	Principal amount RM'000	Credit equivalent amount RM'000	Risk weighted assets RM'000
Nature of item			
Direct credit substitutes	1,812,972	1,812,972	1,794,849
Transaction related contingent items	844,552	422,276	403,547
Short-term self-liquidating trade related contingencies	435,902	87,180	86,263
Forward asset purchases	18,340	18,340	18,340
Foreign exchange related contracts:			
One year or less	108,992,631	1,158,275	634,133
Over one year to five years	5,426,865	240,487	117,630
Interest/Profit rate related contracts:			
One year or less	42,859,800	33,594	12,369
Over one year to five years	60,029,045	769,094	274,231
Over five years	2,661,160	107,157	46,760
Equity related contracts:			
One year or less	242,682	8,908	8,908
Debt security contracts and other commodity contracts:			
One year or less	11,983,016	687,343	499,237
Over one year to five years	44,596	2,676	2,026
Other commitments, such as formal standby facilities and credit lines, with an original maturity of up to one year	112,562	22,512	22,512
Any commitments that are unconditionally cancelled at any time by the Bank without prior notice or that effectively provide for automatic cancellation due to deterioration in a borrower's creditworthiness	15,426,018	-	-
Unutilised credit card lines	777,797	155,559	155,449
Total	251,667,938	5,526,373	4,076,254

35. The operations of Islamic Banking

Statement of financial position as at 31 December 2024

	Note	Bank 2024 RM'000	Bank 2023 RM'000
Assets			
Cash and short-term funds	(a)	1,136,006	1,279,966
Investment securities	(b)	1,038,406	630,788
Deferred tax assets		-	42
Other assets	(c)	8,969	6,017
Total assets		2,183,381	1,916,813
Liabilities			
Deposits and funds from customers	(d)	749,610	731,643
Deposits and placements of banks and other financial institutions	(e)	689,865	485,668
Deferred tax liabilities		25	-
Other liabilities	(f)	8,693	6,486
Provision for taxation		11,823	7,478
Total liabilities		1,460,016	1,231,275
Islamic Banking funds	(g)	723,365	685,538
Total liabilities and Islamic Banking funds		2,183,381	1,916,813

35. The operations of Islamic Banking (continued)

Statement of profit or loss and other comprehensive income for the financial year ended 31 December 2024

	Note	Bank 2024 RM'000	Bank 2023 RM'000
Continuing operations			
Income derived from investment of depositors' funds and others	(h)	40,886	33,924
Income attributable to depositors and others	(i)	(11,328)	(9,552)
Total attributable to the Bank		29,558	24,372
Income derived from investment of Islamic Banking funds	(j)	24,460	7,242
Total net income		54,018	31,614
Other operating expenses	(l)	(4,811)	(456)
(Allowance for)/Write back of impairment on other assets		(237)	6
Profit before taxation		48,970	31,164
Tax expense	(m)	(11,766)	(7,479)
Profit for the year		37,204	23,685
Other comprehensive income, net of tax			
Items that are or may be reclassified subsequently to profit or loss			
Debt investment securities measured at FVOCI			
- Net change in fair value		623	3,008
Total other comprehensive income for the year		623	3,008
Total comprehensive income for the year		37,827	26,693
Profit for the year attributable to:			
Owner of the Bank		37,204	23,685
Total comprehensive income attributable to:			
Owner of the Bank		37,827	26,693

35. The operations of Islamic Banking (continued)

Statement of changes in Islamic Banking funds for the financial year ended 31 December 2024

Bank	Capital funds RM'000	Fair value reserve RM'000	Retained profits RM'000	Total RM'000
At 1 January 2023	20,000	(3,142)	641,987	658,845
Fair value reserve on investment securities:				
- Net change in fair value	-	3,008	-	3,008
Profit for the year	-	-	23,685	23,685
Total comprehensive income for the year	-	3,008	23,685	26,693
At 31 December 2023/1 January 2024	20,000	(134)	665,672	685,538
Fair value reserve on investment securities:				
- Net change in fair value	-	623	-	623
Profit for the year	-	-	37,204	37,204
Total comprehensive income for the year	-	623	37,204	37,827
At 31 December 2024	20,000	489	702,876	723,365
				Note 35(g)

35. The operations of Islamic Banking (continued)

Statement of cash flows for the financial year ended 31 December 2024

	Bank	
	2024 RM'000	2023 RM'000
Cash flows from operating activities		
Profit before taxation	48,970	31,164
Adjustments for:		
Accretion of discount less amortisation of premium of investment securities	(5,028)	4,389
Allowance for/(Write back of) impairment on other assets	237	(6)
Gain from sale of investment securities at FVOCI	-	(22)
Operating profit before working capital changes	44,179	35,525
Changes in working capital:		
Investment securities	(34,113)	16,419
Other assets	(3,426)	(83)
Deposits and funds from customers	17,967	177,768
Deposits and placements of banks and other financial institutions	204,197	(165,422)
Other liabilities	2,568	(46,395)
Cash generated from operating activities	231,372	17,812
Income taxes	(7,478)	(27,385)
Net cash generated from/(used in) operating activities	223,894	(9,573)
Cash flows from investing activities		
Purchase of investment securities	(628,384)	(1,739,950)
Proceeds from disposal of investment securities	260,530	1,852,773
Net cash generated (used in)/from investing activities	(367,854)	112,823
Net (decrease)/increase in cash and cash equivalents	(143,960)	103,250
Cash and cash equivalents at 1 January	1,279,966	1,176,716
Cash and cash equivalents at 31 December (Note 35(a))	1,136,006	1,279,966

35. The operations of Islamic Banking (continued)

(a) Cash and short-term funds

	Bank 2024 RM'000	Bank 2023 RM'000
Money at call and deposit placements maturing within one month	1,136,006	1,279,966

(b) Investment securities

(i) By measurement

	Bank 2024 RM'000	Bank 2023 RM'000
Investment securities measured at FVOCI	1,038,406	630,788

(ii) By type

	Bank 2024 RM'000	Bank 2023 RM'000
Malaysian Government Investment Issues	1,038,406	630,788

(c) Other assets

	Bank 2024 RM'000	Bank 2023 RM'000
Profit receivables	8,944	5,951
Other debtors, deposits and prepayments	31	66
	8,975	6,017
Less: Loss allowance	(6)	-
	8,969	6,017

35. The operations of Islamic Banking (continued)

(d) Deposits and funds from customers

(i) By type of deposits and funds/contracts

	Bank 2024 RM'000	Bank 2023 RM'000
Qard Fund		
Demand deposits	749,610	731,643

(ii) By type of customer

	Bank 2024 RM'000	Bank 2023 RM'000
Government and statutory bodies	600,817	576,399
Business enterprises	148,793	155,244
	749,610	731,643

(e) Deposits and placements of banks and other financial institutions

	Bank 2024 RM'000	Bank 2023 RM'000
Bank Negara Malaysia	113,597	-
Licensed banks	22,926	43,780
Licensed financial institutions	553,342	441,888
	689,865	485,668

(f) Other liabilities

	Bank 2024 RM'000	Bank 2023 RM'000
Other creditors and accruals	8,693	6,486

(g) Islamic Banking funds

	Bank 2024 RM'000	Bank 2023 RM'000
Capital funds	20,000	20,000
Fair value reserve	489	(134)
Retained profits	702,876	665,672
	723,365	685,538

35. The operations of Islamic Banking (continued)

(h) Income derived from investment of depositors' funds and others

		Bank 2024 RM'000	Bank 2023 RM'000
Income derived from investment of:			
General investment funds	(i)	40,886	33,924

(i) Income derived from investment of general investment funds

	Bank 2024 RM'000	Bank 2023 RM'000
Finance income and hibah		
Money at call and placements with financial institutions	23,680	15,965
Investment securities at FVOCI	17,206	17,959
Total finance income and hibah	40,886	33,924
Income from general investment funds	40,886	33,924

(i) Income attributable to depositors and others

	Bank 2024 RM'000	Bank 2023 RM'000
Deposits and funds from customers		
- Qard Fund	11,328	9,552

(j) Income derived from investment of Islamic Banking funds

	Bank 2024 RM'000	Bank 2023 RM'000
Money at call and placements with financial institutions	10,946	7,803
Investment securities at FVOCI	7,953	8,778
	18,899	16,581
Accretion of discount less amortisation of premium	(779)	(1,381)
Total finance loss and hibah	18,120	15,200
Other operating income		
Gain from investment securities at FVOCI	-	22
Fee income	4,800	164
Foreign exchange gains/(losses), net	1,540	(8,144)
	6,340	(7,958)
	24,460	7,242

35. The operations of Islamic Banking (continued)

(k) Net income from Islamic Banking operations

For consolidation with the conventional operations, income from Islamic Banking operations comprises the following:

	Note	Bank 2024 RM'000	Bank 2023 RM'000
Income derived from investment of depositors' funds and others	(h)	40,886	33,924
Income attributable to depositors an others	(i)	(11,328)	(9,552)
Income derived from investment of Islamic Banking funds	(j)	24,460	7,242
		54,018	31,614

(l) Other operating expenses

	Bank 2024 RM'000	Bank 2023 RM'000
Personnel costs		
- Salaries, allowances and bonuses	381	217
- Contributions to Employees' Provident Fund	75	40
- Staff allowances and benefits	50	34
Establishment costs	-	83
Administrative and general expenses	4,305	82
	4,811	456

Included in other operating expenses is the Shariah Committee's remuneration. The total remuneration of the Shariah committee members are as follows:

	Bank 2024 RM'000	Bank 2023 RM'000
Prof. Dr. Muhammad Ridhwan bin Ab. Aziz	60	62
Dato. Prof. Dr. Noor Inayah binti Yaakub	-	20
Encik Shahrir bin Sofian	60	35
Dr. Mohd Hafiz bin Mohd Dasar	60	25
Assoc. Prof. Dr. Mushaddad bin Hasbullah	78	7
	258	149

35. The operations of Islamic Banking (continued)

(m) Tax expense

	Bank	
	2024 RM'000	2023 RM'000
Malaysia income tax		
- Current tax expense	11,823	7,479
- Deferred tax expense	(57)	-
	11,766	7,479

Reconciliation of tax expense

	Bank	
	2024 RM'000	2023 RM'000
Profit before taxation	48,970	31,164
Income tax using Malaysian tax rate of 24% (2023:24%)	11,753	7,479
Non-deductible expenses	13	-
	11,766	7,479

(n) Zakat

Zakat is compulsory for business activities. According to the principles of Shariah, Muslim shareholders of the Bank are obliged to make payment. Thus, the Bank is not obliged for the collection or payment of zakat on behalf of its Muslim depositors and shareholders as resolved by its Shariah Committee.

As of 31 December 2024, the shareholding of Citibank Berhad is 100% owned by Citigroup Holding (Singapore) Pte. Ltd., hence no assessment was made on zakat payable.

Notwithstanding, the Bank has distributed RM 29,088 from the Zakat Wakalah that was contributed by the Bank's staff.

35. The operations of Islamic Banking (continued)

(o) Capital adequacy

(i) The capital adequacy ratios are as follows:

	Bank	
	2024 RM'000	2023 RM'000
Computation of Total Risk-Weighted Assets ("RWA")		
Total credit RWA	34	75
Total market RWA	-	-
Total operational RWA	75,609	72,590
Total Risk-Weighted Assets	75,643	72,665
Computation of Capital Ratios		
Common Equity Tier (1) ("CET 1") Capital	723,096	685,496
Tier 1 Capital	723,096	685,496
Total Capital	723,096	685,496
CET 1 Capital Ratio	955.925%	943.365%
Total Tier 1 Capital Ratio	955.925%	943.365%
Total Capital Ratio	955.925%	943.365%

The total capital and capital adequacy ratios of the Bank are computed in accordance with Bank Negara Malaysia's Capital Adequacy Framework for Islamic Banks (Capital Components and Risk-Weighted Assets) dated 14 June 2024 and 18 December 2023 respectively. The Group and the Bank have adopted the Standardised Approach for Credit Risk and Market Risk, and the Basic Indicator Approach for Operational Risk. In line with the transitional arrangements under the Bank Negara Malaysia's Capital Adequacy Framework for Islamic Banks (Capital Components), the minimum capital adequacy requirement for Common Equity Tier 1 Capital Ratio and Tier 1 Capital Ratio are 4.5% and 6.0% respectively for year 2024 (2023: 4.0% and 5.5% respectively). The minimum regulatory capital adequacy requirement remains at 8.0% (2023: 8.0%) for Total Capital Ratio.

Islamic financial institutions are required to maintain a capital conservation buffer of 2.5% and CCyB above the minimum regulatory capital adequacy ratios above.

35. The operations of Islamic Banking (continued)

(o) Capital adequacy (continued)

(ii) The components of CET 1, Tier 1 and Tier 2 Capital are as follows:

	Bank 2024 RM'000	Bank 2023 RM'000
Capital funds	20,000	20,000
Retained profits	702,876	665,672
Other reserves	489	(134)
Less: Deferred tax assets	-	(42)
55% of cumulative gains of financial assets measured at FVOCI	(269)	-
Total CET 1 Capital/Tier 1 Capital	723,096	685,496
Tier 2 Capital		
Loss allowance and regulatory reserve	-	-
Total Tier 2 Capital	-	-
Total Capital	723,096	685,496

(p) Sources and uses of charity funds

Earnings that were realised sources or by means prohibited by Shariah have been considered for charitable causes.

	Bank 2024 RM'000	Bank 2023 RM'000
Sources of charity funds		
Balances as at 1 January	-	-
Syariah non-compliant income	1	2
Total sources of charity funds during the year	1	2
Uses of charity funds		
Contribution to non-profit organisation	(1)	(2)
Total uses of charity funds during the year	(1)	(2)
Undistributed charity funds as at 31 December	-	-

35. The operations of Islamic Banking (continued)

(q) Profit rate risk

Bank 2024	Up to 1 month RM'000	> 1 - 3 months RM'000	> 3 - 12 months RM'000	> 1 - 5 years RM'000	Over 5 years RM'000	Non-profit sensitive RM'000	Trading book RM'000	Total RM'000	Effective profit rate %
Financial assets									
Cash and short-term funds	1,136,006	-	-	-	-	-	-	1,136,006	2.61
Investment securities	-	-	625,638	412,768	-	-	-	1,038,406	-
Others assets	-	-	-	-	-	8,969	-	8,969	-
Total financial assets	1,136,006	-	625,638	412,768	-	8,969	-	2,183,381	
Financial liabilities									
Deposits and funds from customers	749,610	-	-	-	-	-	-	749,610	1.10
Deposits and placements of banks and other financial institutions	689,865	-	-	-	-	-	-	689,865	1.18
Other liabilities	-	-	-	-	-	8,693	-	8,693	-
Total financial liabilities	1,439,475	-	-	-	-	8,693	-	1,448,168	
On-balance sheet profit sensitivity gap	(303,469)	-	625,638	412,768	-	276	-		

35. The operations of Islamic Banking (continued)

(q) Profit rate risk (continued)

Bank 2023	Up to 1 month RM'000	> 1 - 3 months RM'000	> 3 - 12 months RM'000	> 1 - 5 years RM'000	Over 5 years RM'000	Non-profit sensitive RM'000	Trading book RM'000	Total RM'000	Effective profit rate %
Financial assets									
Cash and short-term funds	1,279,966	-	-	-	-	-	-	1,279,966	2.07
Investment securities	-	-	150,433	480,355	-	-	-	630,788	-
Others assets	-	-	-	-	-	6,017	-	6,017	-
Total financial assets	1,279,966	-	150,433	480,355	-	6,017	-	1,916,771	
Financial liabilities									
Deposits and funds from customers	731,643	-	-	-	-	-	-	731,643	0.96
Deposits and placements of banks and other financial institutions	485,668	-	-	-	-	-	-	485,668	0.61
Other liabilities	-	-	-	-	-	6,486	-	6,486	-
Total financial liabilities	1,217,311	-	-	-	-	6,486	-	1,223,797	
On-balance sheet profit sensitivity gap	62,655	-	150,433	480,355	-	(469)	-		

CITIBANK BERHAD
Registration No. 199401011410 (297089-M)

Level 44, Menara Citibank, 165 Jalan Ampang, 50450 Kuala Lumpur

+603 2383 1111

www.citigroup.com/Malaysia