



PUBLIC ACCOUNTABILITY STATEMENT

2009

Citi (NYSE: C), the leading global financial services company, has approximately 200 million customer accounts and does business in more than 140 countries. Through Citicorp and Citi Holdings, Citi provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services and wealth management.

Citi has had a presence in Canada for more than 50 years. Close to 5,000 employees are located in every province, the Northwest Territories and the Yukon. We proudly serve our customers and local communities every day, providing financial solutions in corporate and investment banking, private banking, capital markets, cash management, trade, custody, securities and fund services, credit cards, and consumer finance. Citi operates in Canada through the Citibank®, Citi Cards Canada, Citifinancial, Citi Funds Services Canada, and the Citi Private Bank brand names.



Citi's Institutional Clients Group (ICG) provides total banking solutions to satisfy our customers' financial needs. Dealing with Canada's top-tier corporate, financial and government organizations we offer global expertise, local insight, quality and innovation unmatched in the industry. ICG solutions encompass strategic and financial advisory services, debt and equity underwriting, foreign exchange, derivatives, and cash management services. The ICG businesses in Canada are Global Banking, Global Capital Markets and Global Transaction Services.

Global Banking has the ability to deliver complex corporate finance, capital markets, treasury and structured solutions through an unmatched global network to help our clients grow and succeed in their global businesses.

Global Capital Markets, through the Canadian Derivatives & Structured Products team, provide Canadian clients with value-added solutions for risk management, investment and other customized needs by leveraging Citi's global platform.

Global Transaction Services (GTS) offers a broad range of cash management, treasury, trade financing, custody, clearing, securities financing, depositary receipt, and agency and trust services. Our global platform is unique in the industry for its reach, interoperability and flexibility. It provides clients with timely, accurate information and dynamic, web-based tools to effectively manage their securities portfolios, financial positions, working capital and supply chain around the world. Combined with a worldwide network of dedicated and experienced transaction services professionals, GTS is well suited to serve clients anywhere they do business. Citibank Corporate Card, Purchasing Card and other payment solution programs are available to Fortune 2000 companies with an existing Citibank global relationship.

Citi Private Bank



The Citi Private Bank is the largest non-Swiss private bank in the world. Citi's global capabilities and reach are ideally suited for individuals with international interests and assets. Our wealth management capabilities include investment advice and portfolio management, business financing, risk management, trust and estate services, foreign currency trading, real estate financing and investments, as well as art and family advisory practices. Drawing on expertise from all areas of Citi's global talents, our Private Bankers are able to deliver customized solutions tailored to our clients' individual needs and objectives.



Citigroup Fund Services Canada, Inc. (CFSC) is a Canadian provider of third party administrative services to asset management clients across Canada. Services provided to asset managers by CFSC include transfer agency services, fund valuation services and other fund administration services offered through a full-service outsource offering, as well as technology based services provided by CFSC's technology team.



Citi Cards is Canada's leading provider of general purpose and private label credit and charge cards, and is affiliated with Citibank Canada. Major credit and charge cards under the Citi Cards banner include Citi MasterCard, Club Sobeys MasterCard, The Home Depot, STAPLES and Petro-Canada. MasterCard reward offerings include the Citi PETRO-POINTS[®] MasterCard, the Citi STAPLES easyRewards MasterCard and business MasterCard, and the Citi Driver's Edge Gold and Platinum cards.



Since 1912, Citifinancial[®] has been helping people realize their financial goals and dreams. With more than 340 branches in neighbourhoods all across Canada, we provide our customers with local, friendly, personalized service. At Citifinancial, we believe in "getting personal." That's why we work hard to understand our customers' needs. With a variety of personal and home equity loan solutions, we're able to find a solution tailored to meet those needs. We also offer credit payment protection to provide peace of mind when faced with the unexpected and loan decisions are made locally, by team members that live and work in the communities they serve.

The affiliates also include the following companies operating in Canada:

Citicorp:

- Citibank Canada
- Citibank N.A. Canadian Branch
- Citigroup Fund Services Canada Inc.
- Citi Trust Company Canada
- Citibank Canada Investment Funds Limited
- Citigroup Global Markets Canada Inc.
- Citi Transaction Services Canada Ltd
- Citigroup Energy Canada ULC
- Citigroup Finance Canada Inc.

Citi Holdings:

- Citi Cards Canada Inc.
- Citifinancial Canada Inc.
- Citigroup Finance Canada Inc.
- Triton Insurance Company (Branch)
- Primerica Life Insurance Company of Canada

Principles and policies



Our Shared Responsibilities

Citi's goal is to be the most respected global financial services company. As a great institution with a unique and proud history, we play an important role in the global economy. Each member of the Citi family has three Shared Responsibilities:

- 1 We have a responsibility to our clients**
We must put our clients first, provide superior advice, products and services, and always act with the highest level of integrity.
- 2 We have a responsibility to each other**
We must provide outstanding people the best opportunity to realize their potential. We must treat our teammates with respect, champion our remarkable diversity, share the responsibility for our successes, and accept accountability for our failures.
- 3 We have a responsibility to our franchise**
We must put Citi's long-term interests ahead of each unit's short-term gains, and provide superior results for our shareholders. We must respect the local culture and take an active role in the communities where we work and live. We must honour those who come before us and extend our legacy for those who will come after us.

Guiding Workplace Principles

What we stand for as an employer is defined in a set of workplace principles. These principles guide our continuing efforts to support the mutual success of employees, clients, and shareholders.

Working at Citi

We are committed to being a company that attracts highly skilled and talented people, where innovation and an entrepreneurial spirit are encouraged and rewarded and where employees are provided with the necessary tools to help them meet the challenges of their work and personal responsibilities.

Training and Development

Our employees benefit from development programs that are tailored to the specific needs of each business. Throughout the company, employee training needs are considered during the appraisal and individual performance planning process. In addition to these formal processes, employees may receive informal feedback on a regular basis.

Balancing work and life

We understand that the rigours of our businesses may make balancing work and life a challenge for many employees. In response to this, we have developed a variety of programs to help employees meet their commitments outside of work and enjoy a fulfilling career at Citi.

Community

“At Citi we believe we have not only an opportunity but an obligation to make a positive contribution to the communities we serve. This is not a new thought, but something baked into the way we run the company. While our philanthropy makes a positive impact, we know that our business is where the real power to make the largest impact lies – focusing on areas where we can serve clients and produce results for our shareholders while at the same time helping to improve communities, people and the planet.”

– Pamela Flaherty,
Director of Corporate Citizenship;
President and CEO of the Citi Foundation

Ours is a work culture that encourages, supports and rewards participation in the community, and this value is supported by a wide variety of company sponsored tools:

The Citi Volunteer Management System (VMS)

VMS is a multidimensional online platform available to all employees where they can find and register for volunteer opportunities in their area, and track their volunteer hours. This application is intranet – and internet – based so that employees can login to view/signup for events and submit hours – personal or work related – either at work or remotely.

Volunteer Day

Active and qualified employees are encouraged to take a paid day off from their job each calendar year to volunteer for the eligible organization of their choice. Employees may use this day for any charitable activity at a registered charity or a school. In 2009 employees across Canada used their Volunteer Day to support dozens of organizations, totaling more than 4,000 hours in volunteer time.

Employee Time and Talent

Big Sisters / Big Brothers
Boys and Girls Club of London – Koats For Kids
Canadian Cancer Society Daffodil Campaign
Clothing Works
Dress Your Best
Earth Day – London 20 Minute Makeover
Elementary schools across the country
Girl Guides of Canada
Habitat For Humanity Edmonton
Habitat For Humanity Brampton
Investing in Children
Junior Achievement – Banks In Action
London Boys and Girls Club

London Humane Society
London Pride Festival
Lung Association
MS Carnation Campaign
Parkwood Hospital
Peel Children’s Aid Society
RCTA & Friends of the Coves
ReForest London
Salvation Army Centre of Hope
United Way Days of Caring
United Way Red Feather Games
Women’s Community House



Pictured left and above: Global Community Day –Saturday November 7, 2009. More than 500 Citi volunteers in Canada joined 47,000 Citi volunteers around the World on the second annual Citi Global Community Day

Global Community Day

Global Community Day is one of the many ways that Citi employees contribute to making their communities stronger through volunteerism. On Saturday, November 7, 2009, more than 47,000 Citi employees along with their families and friends in more than 900 cities across more than 90 countries gave their time to improve their local communities. Citi Volunteers worked on a variety of projects, including literacy, financial education, housing, environmental protection, nutrition and healthcare.

Around the world, Global Community Day saw:

- 460,791 lives impacted;
- 22,459 meals served;
- 56,834 pounds of food donated;
- 13,673 flora planted;
- 14,014 people received financial education.

In Canada, more than 500 employees, friends and families from all Citi businesses participated in five volunteer events. In Mississauga, volunteers worked together with two community partners: outdoors at Thornlodge, wood chipping a natural trail along the Sheridan Creek, constructing a boardwalk bridge over a small stream and clean-up of a nearby park; and indoors at the Mississauga Seniors Centre, painting the library, hallways and a bathroom. In London, volunteers were grateful for a warm and sunny fall day as they partnered once again with the Upper Thames River Conservation Authority, to plant 300 trees at Greenway Park. In Toronto, volunteers worked with Dress Your Best to size and organize hundreds of items for their men's and children's boutiques, a project that is often difficult for the organization to complete during the week due to client service delivery. CitiFinancial volunteers supported their local food banks with a month long food drive in hundreds of communities, collecting more than six thousand pounds of food coast to coast.



Corporate Community Involvement

In 2009 employees in Canada walked, rode, rowed, collected, sorted, bowled, planted, built, pinned, trained and performed a myriad of other tasks in support of community initiatives.

Local and national charitable organizations were supported by a host of employee-led fundraisers, event participation and through Citi corporate matching gifts and corporate charitable contributions:

Charitable Contributions & Sponsorships (C\$)	Corporate Contributions	Employee Giving
BC Children's Hospital Foundation	\$ 1,000	
Big Brothers Big Sisters of London and Area	\$ 6,000	\$ 4,983
Big Brothers Burlington		\$ 500
Boys and Girls Club - Koats For Kids		\$ *1,000
Canadian Cancer Society - Run For A Cure Vancouver and Kelowna		\$ 6,025
Canadian Cancer Society Elgin and Mississauga Units	\$ 28,000	\$ 27,850
Canadian Red Cross - Haiti Relief		\$ **7,100
Children's Aid Foundation	\$ 8,000	
Children's Health Foundation	\$ 2,000	\$ 2,975
Credit Canada - Credit Education Week	\$ 11,200	
Edmonton Food Bank		\$ *959
Hazel McCallion Annual Fund	\$ 4,000	
Heart and Stroke Foundation	\$ 2,000	\$ 13,159
Jeunesse au Soleil		\$ *200
London Food Bank		\$ *500
London Humane Society		\$ *300
Mississauga Daily Bread Food Bank		\$ *560
PC Children's Charity	\$ 10,000	
Peel Children's Aid Society		\$ *750
Peel United Way - Chef's Challenge	\$ 2,500	



Pillar Nonprofit Network - Citi ED Breakfasts	\$	3,000	
Pillar Nonprofit Network - Power of Philanthropy Conference	\$	7,500	
Prostate Cancer research			\$ 1,035
Salvation Army Centre of Hope			\$ *5,000
St. Joseph's Health Centre Foundation Toronto - neonatal intensive care unit	\$	3,000	
United Way	\$	70,000	\$ 443,125
Upper Thames River Conservation Authority	\$	2,500	
Women In Capital Markets - Vinifera	\$	3,000	
Women's Community House			\$ *2,050
Total	\$	163,700	\$ 518,071

* gifts in kind

**represents gifts made by employees and possibly customers through the Citi Red Cross portal



United Way

In 2009, Citi employees supported local United Ways in communities coast to coast, contributing a record high of more than \$443,000 in pledges, despite – or perhaps because of – the difficult economic climate this year. Our Hurontario site in Mississauga was recognized with the Best Corporate Campaign Award by the Peel United Way and we saw increases in every site and business campaign.

Advancing Financial Education

Citi helps individuals, families and entrepreneurs learn to manage money effectively, use credit wisely and understand how financial services can help them achieve their personal and business goals. As part of Citi's 10-year, \$200 million commitment to financial education, the Citi Financial Education Curriculum & Facilitator's Guide, which offer basic lessons in personal finances, were customized for the Canadian market and also translated into French this year.

We funded financial capability programs through Citi Foundation and involved our employees in community training using this free resource. In a partnership with the London Middlesex United Way, Citi volunteers worked with 85 service providers from 43 London and area agencies to help familiarize them with the curriculum content so it could be integrated into their existing service delivery. Citi volunteers also assisted the Peel Children's Aid Society Skills For Success program by delivering lessons from our financial education curriculum to small groups of youth aged 15-18. Citi also supported the Child Welfare League of Canada Building Education Opportunities program with training for service providers.

Citi businesses funded the publication of the Citi Common Sense Money Guide For Real People - Canadian Edition, edited by former FCAC Commissioner Bill Knight. Citi's personal finance guide provides effective & easy-to-understand solutions to basic financial challenges and 10,000 copies have been made available at no cost to agencies who deliver credit counselling services.

Citi continued to work with community credit counselling organizations across the country and contributed \$1,672,847 toward credit education, credit counselling services and customer payment solutions based on client need.



Citi Foundation

Raising the quality of life in communities around the world

The Citi Foundation is committed to the economic empowerment of individuals and families, particularly those in need, in the communities where we work so that they can improve their standard of living.

We fulfill this mission by providing grant support for programs that are aligned with our priority focus areas, promote collaboration and effective use of philanthropic resources, engage our employees, and demonstrate impact and positive outcomes. We are particularly interested in supporting program innovations in the following priority focus areas:

Priority Funding Areas

Microfinance and Microenterprise, to help individuals and families improve their lives through economic self-sufficiency and reduce their financial vulnerability

Small and Growing Businesses, to create employment opportunities and support broad economic growth

Education and Careers, to help improve quality and access to primary and secondary education in Citi markets with a focus on programs that increase the number of low-income and first-generation students who enroll in postsecondary education and earn a degree

Financial Capability and Asset Building, to help individuals and families develop the knowledge they need to achieve financial stability

In addition, the Citi Foundation works with its partners in its priority focus areas of Microfinance and Microenterprise and Small and Growing Businesses to support environmental innovations and embed a “green” component within key areas of their work.

In 2009, The Citi Foundation invested USD \$280,000 in Canadian communities

Citi Foundation Grants in Canada in 2007

British Columbia	Habitat For Humanity Vancouver: Burnaby Build Project	\$ 18,000
Alberta	Habitat For Humanity Edmonton: Kirkness Project	\$ 18,000
Ontario	Children's Aid Foundation: Peel Skills For Success Program	\$ 25,000
Ontario	Children's Aid Foundation: Voyageur Program	\$ 40,000
Ontario	Habitat For Humanity Huronia: Livingstone Street Build	\$ 18,000
Ontario	Habitat For Humanity Mississauga: Daniel's Home Build	\$ 39,000
Ontario	Habitat For Humanity Waterloo: Cherry Street Condominium Build	\$ 18,000
Ontario	Junior Achievement: Banks In Action	\$ 30,000
Ontario	London Boys and Girls Club: My Action Plan to Education Program	\$ 20,000
Quebec	YMCA Montreal: You Can Go Program	\$ 18,000
New Brunswick	Junior Achievement: Economics For Success	\$ 18,000
Nova Scotia	Junior Achievement: Halifax Regional Municipality Company Program	\$ 18,000
	Total (USD)	\$ 280,000

Employment in Canada

Citi has approximately 4,695 employees in Canada.

Citi Employment in Canada

As at December 31, 2009

Provinces and Territories	Number of Employees	Full-time	Part-time
Newfoundland and Labrador	73	71	2
Prince Edward Island	8	8	
Nova Scotia	65	60	5
New Brunswick	69	57	12
Quebec	393	274	119
Ontario	3,731	3,488	243
Manitoba	56	55	1
Saskatchewan	27	25	2
Alberta	150	144	6
British Columbia	119	114	5
Yukon, Northwest Territories and Nunavut	4	4	
Total	4,695	4,300	395

Taxes

In 2009, the overall tax contribution in Canada was \$147,378,712. This amount includes \$123,725,245 of income taxes and \$23,653,467 in capital taxes.

Taxes in Canada and other jurisdictions

As at December 31, 2009

Provinces and Territories	Capital Taxes	Income Taxes	Total Taxes
Newfoundland and Labrador	\$ 0	\$ 0	\$ 0
Prince Edward Island	\$ 0	\$ 0	\$ 0
Nova Scotia	\$ 0	\$ 0	\$ 0
New Brunswick	\$ 0	\$ 0	\$ 0
Quebec	\$ 1,478,055	\$ 4,084,095	\$ 5,562,150
Ontario	\$ 4,824,690	\$ 16,747,352	\$ 21,572,042
Manitoba	\$ 26,490	\$ 0	\$ 26,490
Saskatchewan	\$ 0	\$ 0	\$ 0
Alberta	\$ 0	\$ 6,011,514	\$ 6,011,514
British Columbia	\$ 464,605	\$ 0	\$ 464,605
Yukon, Northwest Territories and Nunavut	\$ 0	\$ 0	\$ 0
Federal	\$ 16,859,627	\$ 96,882,283	\$ 113,741,910
Total Taxes	\$ 23,653,467	\$ 123,725,245	\$ 147,378,712

Debt financing for businesses in Canada

At Citi, we are committed to making debt financing available to our clients across Canada. As December 31, 2009, authorized amounts available to businesses in Canada totaled approximately \$6,925,106,999

Debt financing for businesses in Canada

As at December 31, 2009

Provinces and Territories	Metrics	\$0 – \$24,999	\$25,000 – \$99,999	\$100,000 – \$249,999	\$250,000 – \$499,999	\$500,000 – \$999,999	\$1,000,000 – \$4,999,999	\$5,000,000 and greater	Grand total
Newfoundland and Labrador	Number of clients	2,545	46	*	**	0	0	0	2,591
	Authorized amount	\$ 8,374,750	\$ 1,841,014			\$ 0	\$ 0	\$ 0	\$ 10,215,764
Prince Edward Island	Number of clients	1,231	9	0	**	0	0	0	1,240
	Authorized amount	\$ 3,805,650	\$ 390,000	\$ -		\$ 0	\$ 0	\$ 0	\$ 4,195,650
Nova Scotia	Number of clients	9,119	74	*	**	***	***	***	9,193
	Authorized amount	\$ 31,772,693	\$ 2,619,007						\$ 34,391,700
New Brunswick	Number of clients	6,357	87	22	12	***	***	***	6,478
	Authorized amount	\$ 19,046,373	\$ 3,061,500	\$ 3,059,007	\$ 4,028,021				\$ 29,194,901
Quebec	Number of clients	73,408	571	95	44	36	24	16	74,194
	Authorized amount	\$ 216,789,224	\$ 22,593,655	\$ 13,559,591	\$ 14,726,556	\$ 25,375,734	\$ 50,391,305	\$ 884,630,408	\$ 1,228,066,473
Ontario	Number of clients	157,240	1,896	313	145	89	64	53	159,800
	Authorized amount	\$ 627,260,391	\$ 73,620,339	\$ 43,749,947	\$ 48,514,695	\$ 63,830,948	\$ 128,247,695	\$ 2,364,936,146	\$ 3,350,160,161
Manitoba	Number of clients	11,811	149	21	****	****	*****	*****	11,981
	Authorized amount	\$ 47,649,829	\$ 6,148,056	\$ 2,974,514					\$ 56,772,399
Saskatchewan	Number of clients	8,568	69	14	11	11	*****	*****	8,673
	Authorized amount	\$ 34,153,697	\$ 2,405,000	\$ 1,955,000	\$ 3,378,014	\$ 9,809,993			\$ 51,701,704
Alberta	Number of clients	40,255	450	68	22	18	*****	*****	40,813
	Authorized amount	\$ 155,604,800	\$ 16,542,942	\$ 87,337,077	\$ 7,561,350	12,339,005			\$ 279,385,174
British Columbia	Number of clients	69,041	586	62	22	*****	21	15	69,747
	Authorized amount	\$ 233,460,860	\$ 20,857,656	\$ 8,394,070	\$ 6,999,021		\$ 41,763,301	\$ 1,552,942,661	\$ 1,864,417,569
Yukon	Number of clients	106	18	*****	*****	0	0	0	124
	Authorized amount	\$ 387,150	\$ 816,000			\$ 0	\$ 0	\$ 0	\$ 1,203,150
Northwest Territories	Number of clients	247	47	*****	*****	9	0	0	303
	Authorized amount	\$ 1,984,450	\$ 1,940,507			\$ 7,500,997	\$ 0	\$ 0	\$ 11,425,954
Nunavut	Number of clients	49	10	21	*****	0	0	0	80
	Authorized amount	\$ 283,400	\$ 476,000	\$ 3,217,000		\$ 0	\$ 0	\$ 0	\$ 3,976,400
Total	Number of clients	379,977	4,012	616	256	163	109	84	385,217
	Authorized amount	\$ 1,380,573,267	\$ 153,311,676	\$ 164,246,206	\$ 85,207,657	\$ 118,856,677	\$ 220,402,301	\$ 4,802,509,215	\$ 6,925,106,999

*Client counts and authorizations for Newfoundland and Labrador and Nova Scotia have been added to New Brunswick for the same dollar band to preserve confidentiality.

** Client counts and authorizations for Newfoundland and Labrador, Prince Edward Island and Nova Scotia have been added to New Brunswick for the same dollar band to preserve confidentiality.

*** Client counts and authorizations for Nova Scotia and New Brunswick have been added to Quebec for the same dollar band to preserve confidentiality.

****Client counts and authorizations for Manitoba have been added to Saskatchewan for the same dollar band to preserve confidentiality.

***** Client counts and authorizations for Manitoba, Saskatchewan and Alberta have been added to BC for the same dollar band to preserve confidentiality.

***** Client counts and authorizations for Yukon and Northwest Territories have been added to Nunavut for the same dollar band to preserve confidentiality.

*****Client counts and authorizations for Yukon, Northwest Territories and Nunavut have been added to British Columbia for the same dollar band to preserve confidentiality.

***** Client counts and authorizations for British Columbia have been added to Northwest Territories for the same dollar band to preserve confidentiality.

Access to banking

Reaching out to clients 24/7

Citibank Canada, a Schedule II bank and member of the Canada Deposit Insurance Corporation, provides its customers with access to banking services 24 hours a day, 7 days a week through online banking, telephone banking (agent assisted and Interactive Voice Response) and ABMs. As a member of THE EXCHANGE® network, Citibank customers can access their bank accounts at over 2,000 THE EXCHANGE® ABMs surcharge free.

Banking network in Canada

Citibank offers a wide range of banking products for personal and business customers including an affordable “pay as you go” chequing account and a no fee savings account to personal banking customers and two low fee operating accounts to business customers. Citibank Global Transfers offer customers a low cost online money transfer service that allows customers to send funds instantaneously to other Citibank customers at participating locations around the world.

There were no branches or ABM's opened or closed in 2009.





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