



Citi Commercial Cards Conference

Banking on Tomorrow

Your Questions on the America's Answered

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What's New in North America (US & Canada)

- Wallets in Canada
- Travel Roaring Back
- Variable Interchange Capability
- Improved Online Navigation & Login
- Application Privacy Changes



- ❖ \$50B in Annual Charge Volume
- ❖ 6MM Cardholders
- ❖ 1.8MM Active Cardholders
- ❖ 530,000 contacts a monthly
- ❖ 48% Mobile Usage

U.S. & Canada Market Update



Cost of
Capital



Geopolitical
Landscape



US
Elections



Interchange
Legislation



Pace of
Regulatory
Changes



International Payment Cards: Program Overview

What is IPC

IPC programs are an *ancillary feature* which allow Citi to *better serve* a complex global card programs

Citi offers IPC to:



Accommodate client needs for **cards beyond the 58 local markets** where Citi currently offers local currency programs



Support a **small number of cards in a specific country** which do not require local contracting, implementation, and management

84
COUNTRIES

84 countries are available globally for IPC

77 countries are available for NAM IPC

7
ISSUERS

IPC programs are issued from Citi Legal Entities based in the U.S., U.K., Ireland, U.A.E, Panama, Costa Rica, Puerto Rico

NAM IPC programs are issued from Citibank, N.A.

5
CURRENCIES

IPC programs are offered in 5 currencies, depending on the location of the issuing Legal Entity:
USD, GBP, EUR, AED, CRC

NAM IPC programs are offered in USD



All US IPC programs are Central Bill/ Central Pay/ Central Liability; IPC plastics must be mailed to the client's US entity where the client is responsible for distribution to the appropriate cardholder; IPC cannot be offered as a standalone product

Latam Highlights

Overview

Citi Commercial Cards Latin America



2023
\$2.4 billion+
in charge volume
▲ 22% YOY

100+ years of
banking and payments
experience in the region

8 Countries covered through
self-issued local currency
programs.

2,700+ active
commercial card programs in
the region

20 years of
implementation in the region

4 Card Products: T&E,
Purchasing Card, CTA, Virtual
Card Accounts (VCA)

What's happening on the Market



Politics

- Presidential elections in some LATAM countries expecting continuity rather than drastic changes in policies
- Mexico, El Salvador, and Venezuela have new presidents, economic changes to be expected



Economy

- U.S. presidential election in 2024 could significantly impact LATAM
- Argentina facing aggressive economic reforms following the election of new president
- In a few markets where inflation is stabilizing (e.g. Argentina, Brazil, Peru, Mexico), central banks are beginning to lower interest rates



New Solutions

- IPC from Panama, Costa Rica and Puerto Rico, covering El Salvador, DR, Jamaica, and Guatemala
- VCA launched in Puerto Rico in Q4'23 and in Panama Q1'24, to be rolled out in Argentina and Costa Rica during 2025
- Mastercard being launched in Argentina

ECS+ Migration Update

Citi is investing to implement ECS+ in Colombia and Peru



Cardholder Main Benefits

- CitiManager: self-service tools to view authorizations in real-time, view/download statements, view/change PIN, activate card, set up email alerts, dispute transactions, and perform online maintenance (request credit limit increase or update demographic data).
- Cash Advance functionality
- 2-way SMS fraud alerts
- 3D Secure

PA Main Benefits

- CitiManager: ability to apply for cards (individually or in bulk, IOLA/BOLA 2.0), block cards, dispute transactions, perform online maintenance such as credit limit increases/decreases individually or in bulk (Individual or Bulk Online Maintenance, IOLM/BOLM).
- Global IVR for a better and more consistent service experience

Mexico Divestiture

Citi is exiting the Consumer, Small Business, and Middle Market banking operations. Citi will maintain significant presence and investment in Mexico through its Institutional Clients Group.

What's the change for Commercial Cards?

The legal entity that manages the program changes from Tarjetas Banamex to Citi Mexico

How is this impacting current programs?

- There is no need to sign a new contract
- No card replacement needed
- There are some changes on how the payments will be processed:
 - The account number that receives CombiPay payments will change to a new Citi Mexico account number
- Changes on how to activate card PIN:
 - Process won't be changing on the short term after the divestiture, PIN can be activated through Banamex ATM's
 - Process will change to activation via EVO's POS. Dates will be communicated next year.

When?

12/1/2024 – Legal Day One

Q&A

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