In the long history of humankind, those who learned to collaborate and improvise most effectively have prevailed.

Charles Darwin
# Citigroup Results – 2013 3Q YTD

## Results reflect operating environment
- Slowdown in client activity given macro uncertainty
- Global spread compression and regulatory changes in certain markets
- Headwinds from North America mortgages

## Improved efficiency
- Maintaining expense discipline
- On track to meet our repositioning targets announced in 4Q’12

## Winding down Citi Holdings
- Assets down 29% YoY to $122B (6% of Citigroup assets)
- Earnings drag further reduced as credit continues to improve
- Freddie Mac agreement a significant step in moving past legacy issues

## Building a stronger institution
- Utilized approximately $1.8B of deferred tax assets year-to-date
- Basel III Tier 1 Common Ratio of 10.4%
- Supplementary Leverage Ratio of 5.1%
- Prudently managing risk given challenging environment

### Net Income (1)

<table>
<thead>
<tr>
<th>Net Income</th>
<th>YTD ’13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Consumer Banking (GCB)</td>
<td>$5.5</td>
</tr>
<tr>
<td>Securities &amp; Banking (S&amp;B)</td>
<td>5.8</td>
</tr>
<tr>
<td>Transaction Services (CTS)</td>
<td>2.4</td>
</tr>
<tr>
<td>Corporate/ Other</td>
<td>(1.0)</td>
</tr>
<tr>
<td><strong>Citicorp</strong></td>
<td>$12.6</td>
</tr>
<tr>
<td><strong>Citigroup (2)</strong></td>
<td>$11.0</td>
</tr>
</tbody>
</table>

### Net Income

<table>
<thead>
<tr>
<th>Sector</th>
<th>YTD ’13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Consumer Banking (GCB)</td>
<td>$5.5</td>
</tr>
<tr>
<td>Securities &amp; Banking (S&amp;B)</td>
<td>5.8</td>
</tr>
<tr>
<td>Transaction Services (CTS)</td>
<td>2.4</td>
</tr>
<tr>
<td>Corporate/ Other</td>
<td>(1.0)</td>
</tr>
<tr>
<td><strong>Citicorp</strong></td>
<td>$12.6</td>
</tr>
<tr>
<td><strong>Citigroup (2)</strong></td>
<td>$11.0</td>
</tr>
</tbody>
</table>

### Risk-Weighted Assets (SB)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Baseline I</th>
<th>Baseline II</th>
<th>Leverage Ratio (Basel III)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3Q’11</td>
<td>$964</td>
<td>$49.7</td>
<td></td>
</tr>
<tr>
<td>4Q’11</td>
<td>$973</td>
<td>$49.7</td>
<td>12.5%</td>
</tr>
<tr>
<td>1Q’12</td>
<td>$974</td>
<td>$50.9</td>
<td>12.7%</td>
</tr>
<tr>
<td>2Q’12</td>
<td>$978</td>
<td>$51.8</td>
<td>12.7%</td>
</tr>
<tr>
<td>3Q’12</td>
<td>$975</td>
<td>$52.6</td>
<td>12.7%</td>
</tr>
<tr>
<td>4Q’12</td>
<td>$1,111</td>
<td>$51.19</td>
<td>11.1%</td>
</tr>
<tr>
<td>1Q’13</td>
<td>$1,227</td>
<td>$52.55</td>
<td>11.8%</td>
</tr>
<tr>
<td>2Q’13</td>
<td>$1,250</td>
<td>$53.10</td>
<td>12.2%</td>
</tr>
<tr>
<td>3Q’13</td>
<td>$1,237</td>
<td>$54.52</td>
<td>12.6%</td>
</tr>
</tbody>
</table>

Notes:
- (1) Adjusted results, excluding CVA / DVA and tax benefit in 3Q’13.
- (2) Represents Citigroup net income less preferred dividends of $123MM.
Institutional Clients Group Reorganization

A new management structure and a more integrated business model
Secular Trends Shaping the World

Globalization
- Past (1990): 17% Exports share of GDP
- Present: 26% Exports share of GDP
- Future: 33% Exports share of GDP

Urbanization
- Past (1990): 43% world population in cities
- Present: 52% world population in cities
- Future: 60% world population in cities

Digitization
- Past (1990): Mobile broadband subscriptions: None
- Present: 1.4bn
- Future: 5bn (2017)

Regulation
- Major New Regulation passed every 15-20 years
  - 1950 - Office of Foreign Asset Control
  - 1970 - Bank Secrecy Act
  - 1986 - Money Laundering Control Act
- Increasingly complex banking rules passed at an escalating pace in the past 13 years, with indications that pace will continue...

Primary Sources: EIU, Roland Berger, United Nations Statistics, Forrester Research, Citi Analysis
Trends are Shifting “Quantum” & “Direction” of Flows

Cross-Border Investment Flows

- New corridors of flows
- Rise of Emerging Markets
- Globally integrated marketplace

Source: International Monetary Fund, McKinsey Global Capital Markets, and TTS analysis
(1) Includes total value of cross-border investments in equity and debt securities, lending and deposits, and foreign direct investment
TTS Facilitating New and Emerging Corridors

**Product and Capabilities**
- Launched RMB cash and trade services
- Global clearing platforms for consistency
- Extending network management capability
- Supply Chain Finance for LCY flows
- Streamline documentation requirements
- Invest and re-engineer Implementation, Client Service & Account Management model

**Solution and Pricing**
- Regional Cash solution based pricing
- Package Cash and Trade for working capital
- More pricing power at global sales level
- Customise capabilities to local standards

**Local Resources**
- Mobile payment/collection capabilities
- PAM support/credit and recalibrate returns
- Rely on partner banks to tailor local service

**Technical Solutions**
- Implement Flows Solutioning Framework
- Emerging Markets Resource Center Portal
- Partnership w/ FXLM for x-currency payments
Digitization - TTS Strategy

Continuing to invest in innovation that creates value for our clients

**Macro-Trends**

- **Macro Economy**
  - Changing direction of flows & markets uncertainties

- **Regulation**
  - Transparency requirements driven by regulations

- **Competition**
  - Banks and non-traditional competitors are expanding into transaction banking

- **Globalization**
  - Automation, centralization of information across ecosystems

**Digital Strategy**

- Enhance **end-to-end client experience**
- Deliver **greater value to our clients**
- Leverage our global scale to **digitize financial flows**
- Drive **competitive differentiation**

**Strategic Priorities**

- **Expand**
  - channels and capture new flows

- **Extend**
  - core digital platforms, products, and services

- **Optimize**
  - business performance for Citi and clients through rich data and analytics

- **Deliver**
  - Platforms and products that enable channel & device expansion, and reduced cycle times
Innovation: Ideation to Execution

Creating value and growth through innovation

Increase the volume of interesting ideas …

… the velocity and effectiveness of experimentation …

… the funding for validated proofs-of-concept …

…to get breakthrough solutions here

Citi Innovation Labs: Dublin, Singapore & Miami

1. Deliver Innovation Portfolios
2. Client Showcase & Solutions Center
3. Regional Innovation Center of Excellence
4. Execution of the Innovation Process

Transforming your tomorrow.

Today.
Innovation Concepts

Our innovation priorities are focused on addressing clients needs across our business

<table>
<thead>
<tr>
<th>Cash Management</th>
<th>Cards</th>
<th>Trade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquidity</td>
<td>Payments</td>
<td>Collections</td>
</tr>
</tbody>
</table>

**DIGITAL BANK**

Delivery of new concepts to be the worlds leading Digital Bank

e.g. CitiDirect BE (online upgrade, mobile, tablet), Payment Analytics/ Payment Exchange, Treasury Analytics, CitiConnect (ERP integration), Citi Commerce Services

**PUBLIC SECTOR PAYMENTS**

Tackling fraud and overpayments in Public Sector Flows

e.g. Life Validation Services, Digital Identity, Welfare Tourism

**ENHANCED CLIENT EXPERIENCE**

Delivery of tools/ capabilities to enhance user experience across our products/ services

e.g. STaRs, Interactive solutions, Capability Grid, UX enhancements to CitiDirect, CitiManager

**CLIENT INSIGHTS & ANALYTICS**

Leverage data to generate new insights/ commercial opportunities

e.g. New Silk Roads (NSR), Supplier Spend solutions, Citi Insights FI

*Displayed in CAB Innovation Kiosks*
Bringing Innovation to our Clients

**CitiDirect BE℠ Tablet**

Our clients helped us design a better model of the first corporate banking tablet application providing financial analytics & transaction functionality.

- Through a prototype, 20+ client interviews informed key design decisions:
  - Create Regional & Country User Experiences & simple button to toggle between Chart & Map Views
- Launched in Sept. As of Nov 20th CitiDirect BE Tablet is live in **34 countries and 5 languages**

**New Silk Roads**

Mining Citi’s global transaction flow data at scale to yield actionable intelligence to enable clients to visualize their supply chains and uncover valuable insights

- Visualization of inter company payments and flows from buyers and flows to suppliers
- Prioritization of buyers and suppliers by risk rating
- Identify supply chain optimization opportunities

**Interactive Client Solutions**

- Liquidity solutioning
- Benchmarking using a lite version of Citi Treasury Diagnostics
- Visualization of our collections network and Payments & Receivables capabilities

We continue to deliver innovation within our core product groups
(27 global and regional TTS solution enhancements since Mar 2013)

*For More Details on Latest Developments – pick up a copy of our “What’s New” handout available outside*
Focusing on Ease of Doing Business

We are listening to our clients feedback and are focusing on key initiatives with clear deliverables to be more responsive

### What we are doing

<table>
<thead>
<tr>
<th>Providing Knowledge</th>
<th>Global Regulatory Guide</th>
<th>Country Regulatory Guides</th>
<th>Treasury Diagnostics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Inquiry Analysis (SIA)</strong></td>
<td>• Incorporating transaction and straight through processing data (per clients feedback)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• In pilot phase - targeted rollout scheduled for 1Q’14</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Improving Client Productivity</strong></td>
<td>• Facilitate Implementations process though Video Conference and Screen Sharing Capabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• New functionalities to access information/ make amendments via CitiDirect BE Mobile and Portal</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>User Experience (UX) Design</strong></td>
<td>• Embedding UX Design standards across all development projects to deliver intuitive and consistent experiences</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Account Opening</strong></td>
<td>• Streamlining Documentation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Automating Process &amp; Digitization</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Enhancing Service &amp; Operating Model</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TTS Business Results – 2013 3Q YTD

Strong core business & market share growth despite headwinds

- Strong underlying growth in liabilities and assets mostly offset the continued rate compression and FX headwinds
- Sales volumes remained strong with pipeline growth YoY

Continued disciplined Balance Sheet Management

Maintaining expense discipline

- More efficient allocation of resources by market, client and product
- Improved measurement and decision making
TTS 2014: Looking Forward

Enhance Client Experience
- Deliver end-to-end client experience and integrated solutions

Grow the Core
- Continue to deliver integrated solutions and invest in our platform infrastructure to maintain and grow market share

Invest in Growth Businesses
- Continue to invest to capture greater wallet share in sub-products with high growth potential due to Citi’s competitive advantages (e.g. Commercial Cards, Supply Chain Finance, Trade Commodity, Payments)

Innovate and Digitize
- Leverage the scale, scope and skill/expertise of TTS to extend the core and deliver compelling digital solutions to our clients

One ICG
- Leverage Citi capabilities to serve our institutional clients across the full spectrum of Citi products and services

Drive Productivity
- Cultivate productivity management as a core competency and continuously seek to automate and improve TTS products, delivery mechanisms and core processes
Alone we can do so little;
Together we can do so much

Helen Keller