

Fourth Quarter 2012 Earnings Review

January 17, 2013



Overview

- ▶ **Results reflect challenging environment**
- ▶ **Growth in key drivers highlights Citi's strategy and unique global footprint**
- ▶ **Focused on improving operating efficiency and returns**
- ▶ **Continue to optimize Citicorp and wind down Citi Holdings**
- ▶ **Solid capital and liquidity position**

Significant P&L Items – CVA / DVA & Repositioning

(\$MM, except per share)

| 4Q'12 | As Reported | Impact of: | | Adjusted Results ⁽³⁾ |
|-------------|-------------|--------------------------|------------------------------|---------------------------------|
| | | CVA / DVA ⁽¹⁾ | Repositioning ⁽²⁾ | |
| EBT | \$1,130 | \$(485) | \$(1,028) | \$2,643 |
| Net Income | 1,196 | (301) | (653) | 2,150 |
| Diluted EPS | \$0.38 | \$(0.10) | \$(0.21) | \$0.69 |

| 4Q'11 | As Reported | Impact of: | | Adjusted Results ⁽³⁾ |
|-------------|-------------|--------------------------|------------------------------|---------------------------------|
| | | CVA / DVA ⁽¹⁾ | Repositioning ⁽²⁾ | |
| EBT | \$1,089 | \$(40) | \$(428) | \$1,557 |
| Net Income | 956 | (22) | (275) | 1,253 |
| Diluted EPS | \$0.31 | \$(0.01) | \$(0.09) | \$0.41 |

Note: Totals may not sum due to rounding. EBT: Earnings before tax.

(1) Credit valuation adjustment (CVA) on derivatives (counterparty and own-credit), net of hedges, and debt valuation adjustment (DVA) on Citigroup's fair value option debt. Please refer to Slide 27.

(2) For more detail on repositioning charges, please refer to Slide 28.

(3) Adjusted results, as used throughout this presentation, are non-GAAP financial measures. For a reconciliation of the adjusted results to the reported results for Citigroup as well as each applicable business segment, please refer to Slides 44 and 45.

Significant P&L Items – Legal & Related and LLR

(\$MM, except EPS)

| Other Significant Items | 4Q'12 | 3Q'12 | 4Q'11 |
|--|------------------------|------------------------|------------------------|
| Legal & Related Costs | | | |
| Citicorp⁽¹⁾ | \$735 | \$279 | \$233 |
| Citi Holdings | 551 | 250 | 599 |
| Total | \$1,286 | \$529 | \$832 |
| <i>Memo: Diluted EPS impact</i> | <i>\$(0.27)</i> | <i>\$(0.11)</i> | <i>\$(0.17)</i> |
| Loan Loss Reserve Build / (Release)⁽²⁾ | | | |
| Citicorp⁽¹⁾ | \$(137) | \$(696) | \$(805) |
| Citi Holdings⁽³⁾ | 51 | (213) | (663) |
| Total | \$(86) | \$(909) | \$(1,468) |
| <i>Memo: Diluted EPS impact</i> | <i>\$0.02</i> | <i>\$0.19</i> | <i>\$0.31</i> |

Note: Totals may not sum due to rounding. All items above are pre-tax, except diluted EPS impact.

(1) Citicorp includes Corporate / Other segment.

(2) Includes provision for unfunded lending commitments.

(3) The impact of consumer loan sales are reflected in loan loss reserve builds / (releases). 3Q'12 excludes approximately \$600MM of reserve releases related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy.

Citigroup – Summary Financial Results⁽¹⁾

(\$MM, except EPS)

| | 4Q'12 | 3Q'12 | 4Q'11 | %Δ QoQ | %Δ YoY |
|--|-----------------|----------|----------|--------|--------|
| Revenues | \$18,659 | \$19,411 | \$17,214 | (4)% | 8% |
| Operating Expenses | 12,817 | 12,220 | 12,783 | 5% | 0% |
| Net Credit Losses⁽²⁾ | 3,066 | 3,979 | 4,108 | (23)% | (25)% |
| Net LLR Build / (Release)^(2,3) | (86) | (1,509) | (1,468) | 94% | 94% |
| PB&C | 219 | 225 | 234 | (3)% | (6)% |
| Cost of Credit | 3,199 | 2,695 | 2,874 | 19% | 11% |
| EBT | 2,643 | 4,496 | 1,557 | (41)% | 70% |
| Income Taxes | 353 | 1,172 | 262 | (70)% | 35% |
| Net Income | \$2,150 | \$3,268 | \$1,253 | (34)% | 72% |
| Diluted EPS | \$0.69 | \$1.06 | \$0.41 | (35)% | 68% |
| EOP Assets (\$B) | \$1,865 | \$1,931 | \$1,874 | (3)% | (0)% |
| EOP Loans (\$B) | 655 | 658 | 647 | (0)% | 1% |
| EOP Deposits (\$B) | 931 | 945 | 866 | (1)% | 7% |

Note: Totals may not sum due to rounding. EBT: Earnings before tax.

- (1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods, the 3Q'12 loss on MSSB, a 3Q'12 tax benefit, and 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 44 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.
- (2) 3Q'12 includes approximately \$635MM of charge-offs related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy. Substantially all of these charge-offs were offset by a reserve release of \$600MM. 4Q'12 includes an approximately \$40MM benefit to charge-offs related to finalizing the impact of this OCC guidance.
- (3) Includes provision for unfunded lending commitments.

Citigroup – Summary Financial Results⁽¹⁾

(\$MM, except EPS)

| | Citigroup | | Citicorp | | Citi Holdings | |
|--|-----------------|----------|-----------------|----------|----------------|---------|
| | 2012 | 2011 | 2012 | 2011 | 2012 | 2011 |
| Revenues | \$77,134 | \$76,348 | \$73,440 | \$70,151 | \$3,694 | \$6,197 |
| Operating Expenses | 49,486 | 50,505 | 44,310 | 44,101 | 5,176 | 6,404 |
| Net Credit Losses⁽²⁾ | 14,576 | 20,038 | 8,734 | 11,462 | 5,842 | 8,576 |
| Net LLR Build / (Release)^(2,3) | (3,744) | (8,214) | (2,137) | (4,896) | (1,607) | (3,318) |
| PB&C | 887 | 972 | 236 | 193 | 651 | 779 |
| Cost of Credit | \$11,719 | \$12,796 | \$6,833 | \$6,759 | \$4,886 | \$6,037 |
| EBT | 15,929 | 13,047 | 22,297 | 19,291 | (6,368) | (6,244) |
| Income Taxes | 3,641 | 2,922 | 6,297 | 5,057 | (2,656) | (2,136) |
| Net Income | 11,921 | 10,089 | 15,635 | 14,317 | (3,715) | (4,227) |
| Diluted EPS | \$3.86 | \$3.30 | | | | |
| EOP Assets (\$B) | \$1,865 | \$1,874 | \$1,709 | \$1,649 | \$156 | \$225 |
| EOP Loans (\$B) | 655 | 647 | 540 | 507 | 116 | 141 |
| EOP Deposits (\$B) | 931 | 866 | 863 | 804 | 68 | 62 |

Note: Totals may not sum due to rounding. EBT: Earnings before tax. Citicorp includes Corporate / Other segment.

- (1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods, gains / (losses) on minority investments, a 3Q'12 tax benefit, and 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 44 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.
- (2) For Citigroup and Citi Holdings, 1Q'12 includes approximately \$370MM of charge-offs related to previously deferred principal balances in modified mortgages, which were substantially offset with a reserve release of \$350MM. 3Q'12 includes approximately \$635MM of charge-offs related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy. Substantially all of these charge-offs were offset by a reserve release of approximately \$600MM. 4Q'12 includes an approximately \$40MM benefit to charge-offs related to finalizing the impact of this OCC guidance.
- (3) Includes provision for unfunded lending commitments.

Citicorp & Citi Holdings⁽¹⁾

(\$MM)

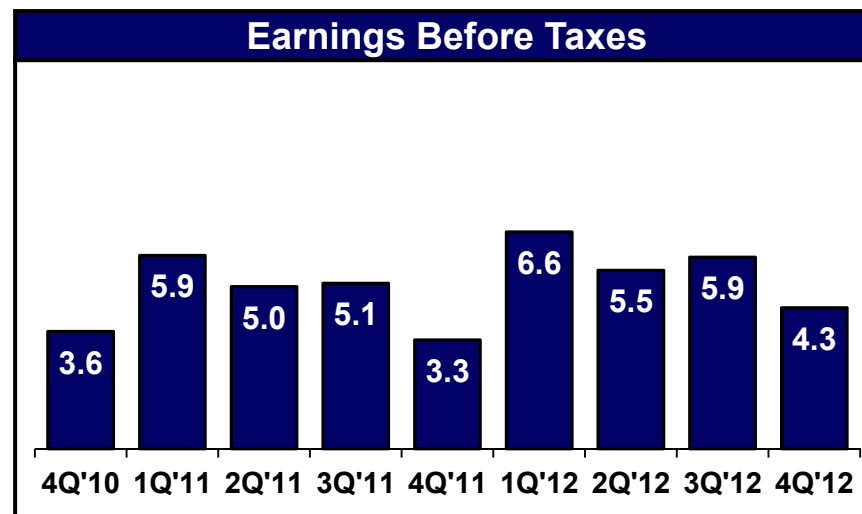
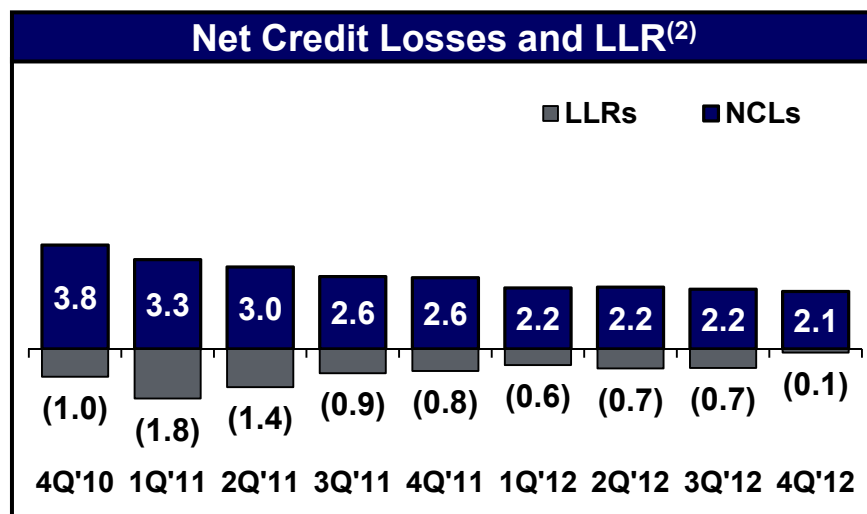
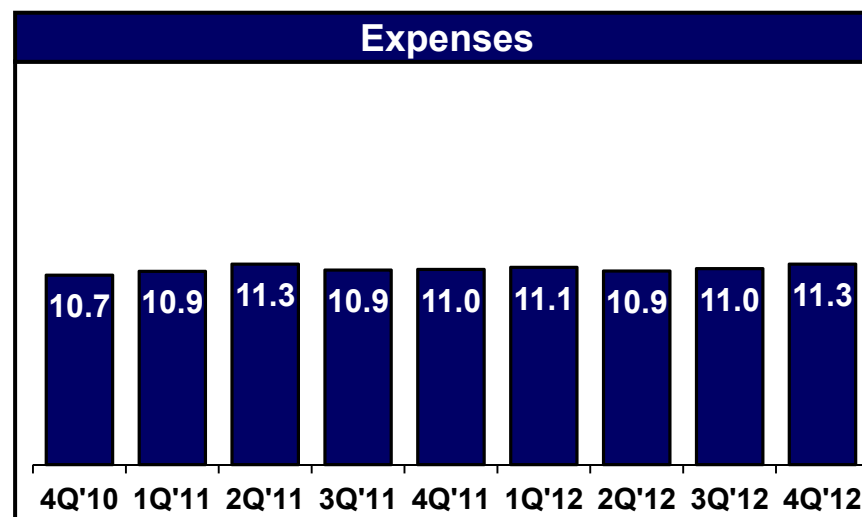
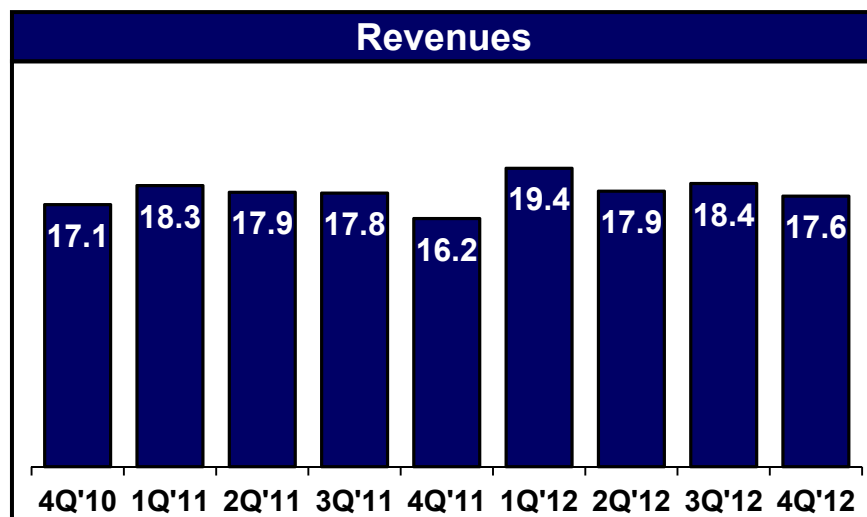
| | Citicorp | | | | Citi Holdings | | | |
|--|----------|----------|----------|-------|---------------|---------|---------|-------|
| | 4Q'12 | 3Q'12 | 4Q'11 | YoY | 4Q'12 | 3Q'12 | 4Q'11 | YoY |
| Revenues | \$17,625 | \$18,440 | \$16,160 | 9% | \$1,034 | \$971 | \$1,054 | (2)% |
| Operating Expenses | 11,287 | 11,030 | 10,988 | 3% | 1,530 | 1,190 | 1,795 | (15)% |
| Net Credit Losses ⁽²⁾ | 2,094 | 2,172 | 2,596 | (19)% | 972 | 1,807 | 1,512 | (36)% |
| Net LLR Build / (Release) ^(2,3) | (137) | (696) | (805) | 83% | 51 | (813) | (663) | NM |
| PB&C | 64 | 65 | 46 | 39% | 155 | 160 | 188 | (18)% |
| Cost of Credit | \$2,021 | \$1,541 | \$1,837 | 10% | \$1,178 | \$1,154 | \$1,037 | 14% |
| EBT | 4,317 | 5,869 | 3,335 | 29% | (1,674) | (1,373) | (1,778) | 6% |
| Net Income | 3,171 | 3,947 | 2,548 | 24% | (1,021) | (679) | (1,295) | 21% |
| EOP Assets (\$B) | \$1,709 | \$1,760 | \$1,649 | 4% | \$156 | \$171 | \$225 | (31)% |
| EOP Loans (\$B) | 540 | 537 | 507 | 7% | 116 | 122 | 141 | (18)% |
| EOP Deposits (\$B) | 863 | 878 | 804 | 7% | 68 | 67 | 62 | 10% |

Note: Totals may not sum due to rounding. EBT: Earnings before tax. Citicorp includes Corporate / Other segment. NM: Not meaningful.

- (1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods and 4Q'11 and 4Q'12 repositioning charges for Citicorp and Citi Holdings, as well as a 3Q'12 tax benefit in Citicorp and the 3Q'12 loss on MSSB in Citi Holdings. Please refer to Slide 44 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.
- (2) In Citi Holdings, 3Q'12 includes approximately \$635MM of charge-offs related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy. Substantially all of these charge-offs were offset by a reserve release of approximately \$600MM. 4Q'12 includes an approximately \$40MM benefit to charge-offs related to finalizing the impact of this OCC guidance.
- (3) Includes provision for unfunded lending commitments.

Citicorp – Key Financial Metrics⁽¹⁾

(\$B)



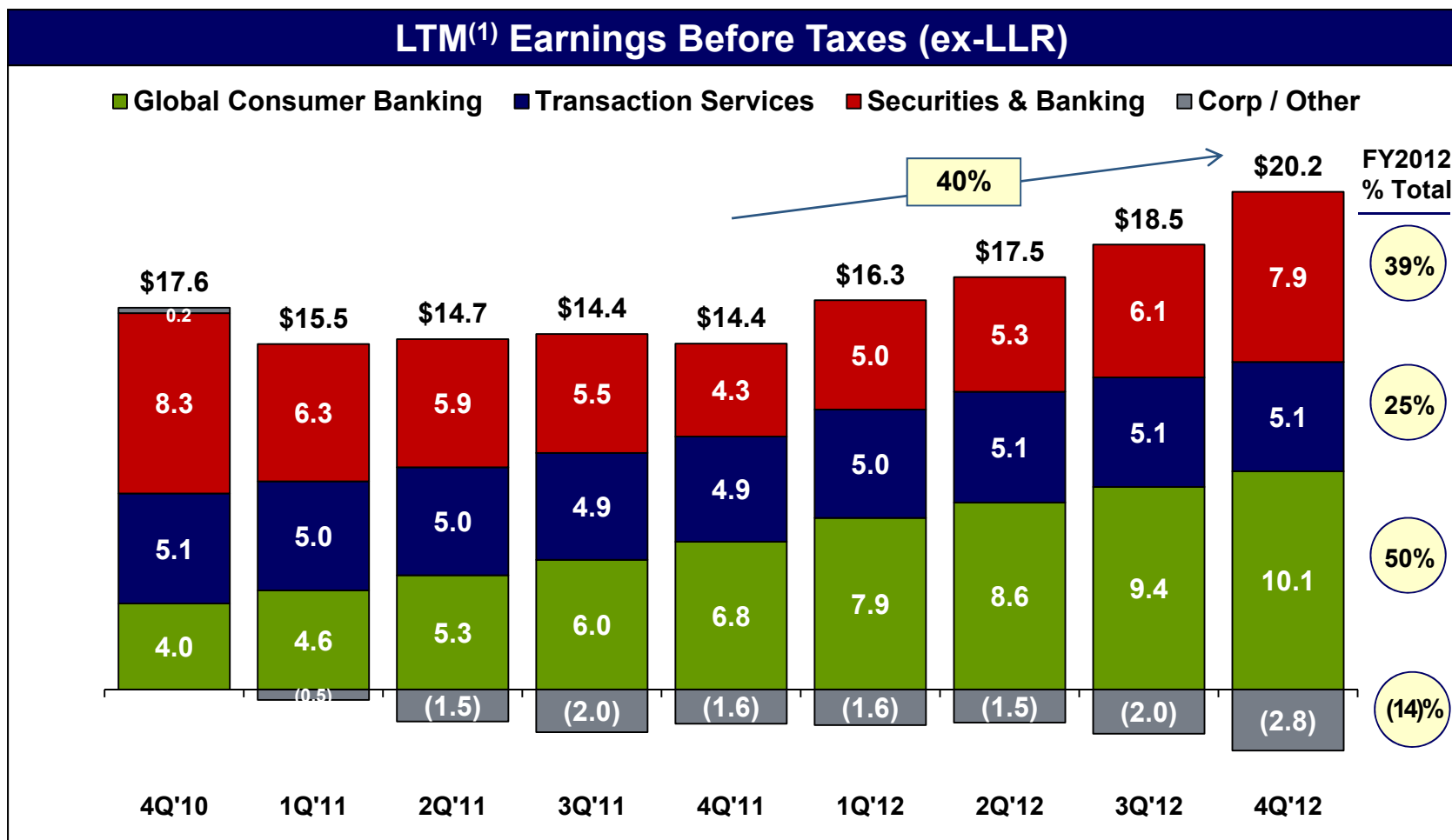
Note: Citicorp includes Corporate / Other segment. Totals may not sum due to rounding.

(1) Adjusted results, which exclude, as applicable, CVA / DVA for each period, gains / (losses) on minority investments in 2Q'11, 1Q'12, and 2Q'12, and 4Q'11 and 4Q'12 repositioning charges. For CVA / DVA and the impact of minority investments for each of the periods presented, please refer to Slide 44 and Citigroup's Historical and Fourth Quarter 2012 Quarterly Financial Data Supplements furnished as exhibits to Form 8-K filed with the U.S. Securities and Exchange Commission on March 26, 2012 and January 17, 2013, respectively. For more detail on repositioning charges, please refer to Slide 28.

(2) Includes provision for unfunded lending commitments.

Citicorp – Diverse Earnings Base

(\$B)



Note: Totals may not sum due to rounding. Includes Corporate / Other segment.

(1) Last twelve months to each period. Adjusted results, which exclude, as applicable, CVA / DVA for each period, gains / (losses) on minority investments in 2Q'11, 1Q'12, and 2Q'12, and 4Q'11 and 4Q'12 repositioning charges. For the LLR, CVA / DVA, and impact of minority investments for each of the periods presented, please refer to both Slide 44 and Citigroup's Historical and Fourth Quarter 2012 Quarterly Financial Data Supplements furnished as exhibits to Form 8-K filed with the U.S. Securities and Exchange Commission on October 15, 2012 and January 17, 2013, respectively. For more detail on repositioning charges, please refer to Slide 28.

Citicorp – North America Consumer Banking⁽¹⁾

| (\$MM) | 4Q'12 | 3Q'12 | %Δ | 4Q'11 | %Δ | FY2012 | %Δ |
|---------------------------------|----------------|----------------|--------------|----------------|-------------|-----------------|--------------|
| Revenues | \$5,346 | \$5,402 | (1)% | \$5,167 | 3% | \$21,081 | 5% |
| ▪ Retail Banking | 1,666 | 1,736 | (4)% | 1,392 | 20% | 6,677 | 31% |
| ▪ Total Cards | 3,680 | 3,666 | 0% | 3,775 | (3)% | 14,404 | (4)% |
| Expenses | 2,576 | 2,465 | 5% | 2,654 | (3)% | 9,833 | 2% |
| Credit Costs | 1,068 | 852 | 25% | 968 | 10% | 3,438 | (14)% |
| Net Income | \$1,064 | \$1,299 | (18)% | \$955 | 11% | \$4,876 | 19% |
| EBT ex-LLR⁽²⁾ | \$1,487 | \$1,567 | (5)% | \$761 | 95% | \$5,422 | NM |
| Key Indicators (\$B) | | | | | | | |
| Accounts (MM) | 115 | 115 | (0)% | 119 | (4)% | 115 | (4)% |
| RB Avg. Deposits | \$160 | \$154 | 3% | \$147 | 9% | 154 | 6% |
| RB Avg. Loans | 42 | 41 | 2% | 37 | 13% | 41 | 19% |
| Investment Sales | 3 | 3 | 4% | 2 | 32% | 11 | (1)% |
| Card Avg. Loans | 108 | 108 | 0% | 113 | (4)% | 109 | (3)% |
| Purchase Sales | 62 | 58 | 7% | 63 | (1)% | 232 | 0% |
| Card 90+ DPD | 1.35% | 1.36% | | 1.68% | | 1.35% | |

► Revenues

- Retail Banking – Up YoY on higher mortgage revenues
- Total Cards – Down YoY reflecting lower average loans, partially offset by higher spreads and higher partner payments given improving credit trends in Retail Services

► Expenses

- Down YoY reflecting efficiency savings. Up QoQ on higher legal and related costs

► Credit Costs

- NCLs declined 27% YoY to \$1.3B, driven by improvement in cards
- LLR release of \$215MM in 4Q'12, compared to \$784MM in prior year

Note: Totals may not sum due to rounding. NM: Not meaningful.

(1) Adjusted results, which exclude, as applicable, 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 45 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.

(2) EBT ex-LLR represents income (loss) from continuing operations before taxes, excluding loan loss reserve build / (release), provision for unfunded lending commitments, and 4Q'11 and 4Q'12 repositioning charges.

Citicorp – International Consumer Banking⁽¹⁾

| (Constant \$MM) | 4Q'12 | 3Q'12 | %Δ | 4Q'11 | %Δ | FY2012 | %Δ |
|---------------------------------|----------------|----------------|-------------|----------------|-------------|-----------------|-------------|
| Revenues | \$4,903 | \$4,808 | 2% | \$4,737 | 4% | \$19,133 | 5% |
| ▪ EMEA | 391 | 389 | 1% | 353 | 11% | 1,516 | 2% |
| ▪ Latin America | 2,520 | 2,427 | 4% | 2,345 | 7% | 9,702 | 9% |
| ▪ Asia | 1,992 | 1,992 | 0% | 2,039 | (2)% | 7,915 | 0% |
| Expenses | \$2,965 | \$2,938 | 1% | \$2,847 | 4% | \$11,620 | 4% |
| ▪ EMEA | 345 | 341 | 1% | 328 | 5% | 1,377 | 8% |
| ▪ Latin America | 1,457 | 1,390 | 5% | 1,365 | 7% | 5,571 | 4% |
| ▪ Asia | 1,163 | 1,207 | (4)% | 1,154 | 1% | 4,672 | 3% |
| Credit Costs | 869 | 726 | 20% | 776 | 12% | 3,120 | 27% |
| Net Income | \$931 | \$869 | 7% | \$825 | 13% | \$3,458 | (1)% |
| EBT ex-LLR⁽²⁾ | \$1,137 | \$1,139 | (0)% | \$1,184 | (4)% | \$4,650 | 5% |
| Key Indicators (\$B) | | | | | | | |
| Accounts (MM) | 84 | 84 | 0% | 81 | 4% | 84 | 4% |
| RB Avg. Deposits | \$168 | \$171 | (2)% | \$168 | 0% | \$169 | 2% |
| RB Avg. Loans | 102 | 101 | 1% | 96 | 6% | 101 | 11% |
| Investment Sales | 20 | 21 | (3)% | 15 | 36% | 78 | 11% |
| Card Avg. Loans | 37 | 37 | 1% | 36 | 4% | 37 | 6% |
| Card Purchase Sales | 35 | 32 | 9% | 32 | 10% | 130 | 10% |

► Revenues

- Latam up 7% YoY, driven by strong growth in Mexico
- Asia down 2% YoY, as higher volumes were more than offset by spread compression and the impact of regulatory changes in certain markets
- Continued YoY growth in average loans, purchase sales and investment sales

► Expenses

- YoY increase driven by volume growth partly offset by efficiency savings

► Credit Costs

- NCLs up 12%, reflecting Latam portfolio growth and specific commercial charge-offs
- NCL rates remained near historically low levels
- LLR build of \$68MM reflecting portfolio growth

Note: Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes. Results presented excluding the impact of foreign exchange translation are non-GAAP financial metrics. For a reconciliation of constant dollars to reported results, please refer to Slide 46. Totals may not sum due to rounding.

- (1) Adjusted results, which exclude, as applicable, 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 45 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.
- (2) EBT ex-LLR represents income (loss) from continuing operations before taxes, excluding loan loss reserve build / (release), provision for unfunded lending commitments, and 4Q'11 and 4Q'12 repositioning charges.

Citicorp – Asia Consumer Banking

(in Constant \$)

| Revenues & Expenses (\$MM) | 4Q'12 | 3Q'12 | (%) | 4Q'11 | (%) |
|--|----------------|----------------|-----------|----------------|-------------|
| Cards Revenues | \$826 | \$796 | 4% | \$812 | 2% |
| Investment Sales Revenues | 287 | 301 | (5)% | 252 | 14% |
| Retail Revenues (ex-Investment Sales) | 879 | 895 | (2)% | 975 | (10)% |
| Total Consumer Banking Revenues | \$1,992 | \$1,992 | 0% | \$2,039 | (2)% |
| Expenses ⁽¹⁾ | \$1,163 | \$1,189 | (2)% | \$1,154 | 1% |

| Total Asia (\$B) | 4Q'12 | 3Q'12 | (%) | 4Q'11 | (%) |
|----------------------|-------|-------|------|-------|-----|
| Card Purchase Sales | \$21 | \$19 | 8% | \$19 | 8% |
| Investment Sales | 9 | 9 | (3)% | 6 | 48% |
| Average Retail Loans | 70 | 70 | 0% | 69 | 1% |

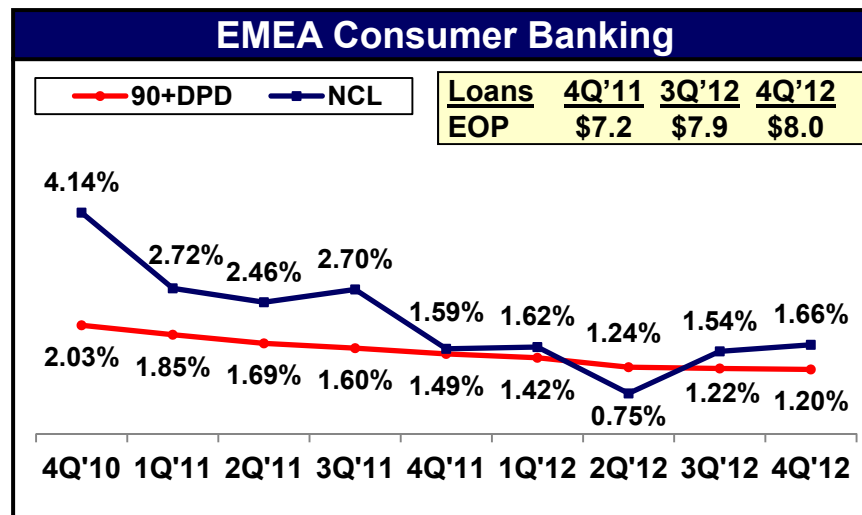
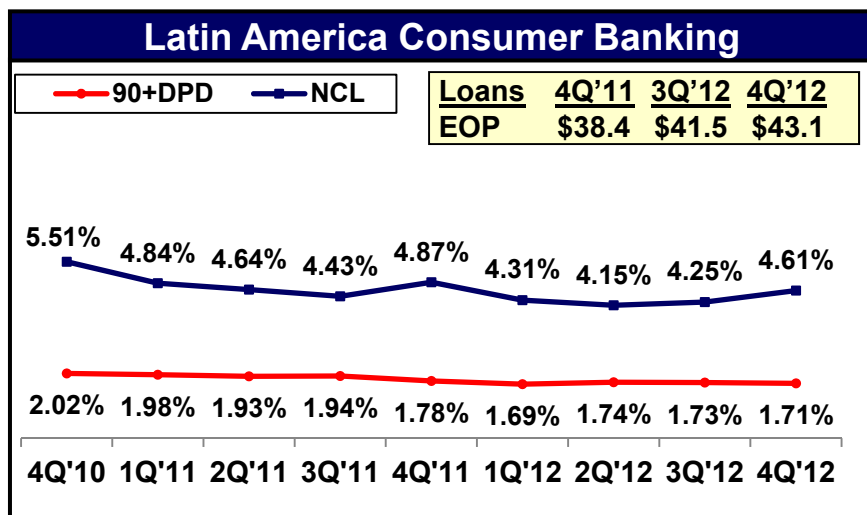
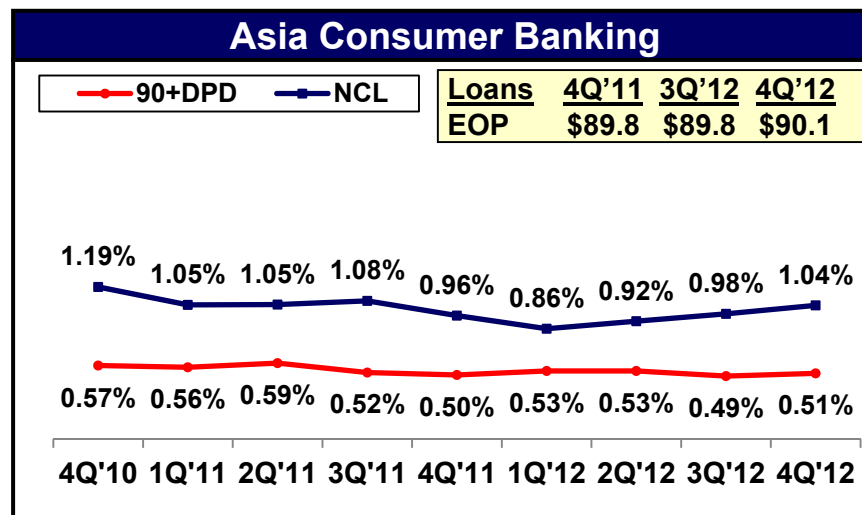
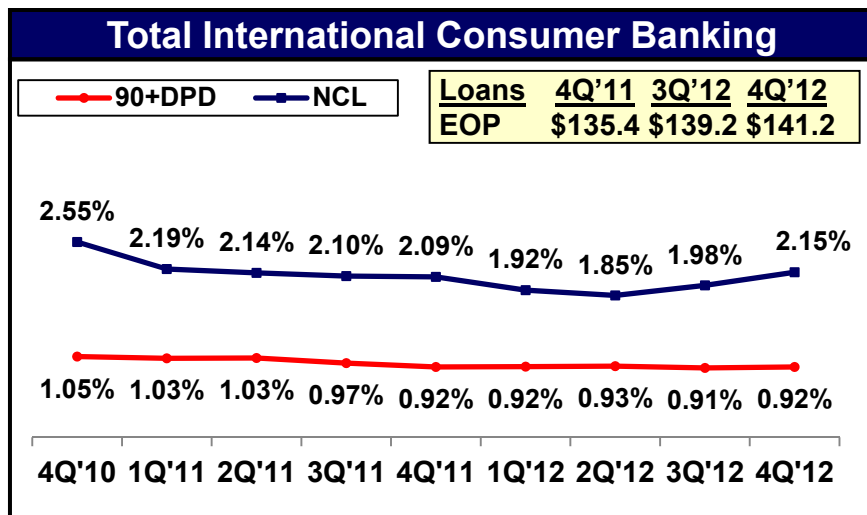
| Asia (ex-Korea) (\$B) | 4Q'12 | 3Q'12 | (%) | 4Q'11 | (%) |
|-----------------------|-------|-------|------|-------|-----|
| Card Purchase Sales | \$18 | \$16 | 9% | \$16 | 9% |
| Investment Sales | 8 | 8 | (4)% | 6 | 38% |
| Average Retail Loans | 46 | 45 | 2% | 43 | 8% |

Note: Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes. Please see note on Slide 11. Totals may not sum due to rounding.

(1) Adjusted expenses, which exclude repositioning charges in all periods. For more detail on repositioning charges, please refer to Slide 28.

Citicorp – International Consumer Credit Trends

(in Constant \$B)



Citicorp – Securities and Banking⁽¹⁾

| (\$MM) | 4Q'12 | 3Q'12 | %Δ | 4Q'11 | %Δ | FY2012 | %Δ |
|--|----------------|----------------|--------------|----------------|-------------|-----------------|-------------|
| Product Revenues (ex-CVA / DVA & Loan Hedges) | | | | | | | |
| ▪ Investment Banking | \$996 | \$926 | 8% | \$638 | 56% | \$3,641 | 10% |
| ▪ Equity Markets | 455 | 510 | (11)% | 233 | 95% | 2,418 | 1% |
| ▪ Fixed Income Markets | 2,710 | 3,697 | (27)% | 1,716 | 58% | 13,961 | 28% |
| ▪ Lending ⁽²⁾ | 397 | 445 | (11)% | 339 | 17% | 1,694 | 31% |
| ▪ Private Bank | 578 | 590 | (2)% | 517 | 12% | 2,314 | 8% |
| ▪ Other | (75) | (348) | 78% | (1) | NM | (1,101) | (28)% |
| Revenues | \$5,061 | \$5,820 | (13)% | \$3,442 | 47% | \$22,927 | 20% |
| Gain / (Loss) on Loan Hedges ⁽²⁾ | (258) | (252) | (2)% | (174) | (48)% | (698) | NM |
| Total Revenues (ex-CVA / DVA) | \$4,803 | \$5,569 | (14)% | \$3,268 | 47% | \$22,230 | 13% |
| Expenses | 3,439 | 3,486 | (1)% | 3,521 | (2)% | 14,207 | (4)% |
| Credit Costs | 78 | (73) | NM | 69 | 13% | 122 | 5% |
| Net Income | \$1,099 | \$1,619 | (32)% | \$21 | NM | \$6,081 | 55% |

▶ **Revenues**

- Ex-CVA / DVA: Up 47% YoY but down 14% QoQ on seasonally lower markets revenues
- **Investment Banking**: Up YoY and QoQ with growth in all major products
- **Equity Markets**: Up 95% YoY on better performance in derivatives and absence of prior year proprietary trading losses. Down 11% QoQ on lower derivatives revenues
- **Fixed Income**: Up 58% YoY, on better results in all products. Down 27% QoQ from strong 3Q performance

▶ **Expenses**

- Down YoY and QoQ reflecting efficiency savings

Note: Totals may not sum due to rounding. NM: Not meaningful.

- (1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods as well as 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 45 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.
- (2) Lending revenues exclude the impact of gains / losses on hedges related to accrual loans. Hedges on accrual loans reflect the mark-to-market on credit derivatives used to hedge the corporate loan accrual portfolio. The fixed premium cost of these hedges is included (netted against) the core lending revenues to reflect the cost of the credit protection.

Citicorp – Transaction Services⁽¹⁾

| (\$MM) | 4Q'12 | 3Q'12 | %Δ | 4Q'11 | %Δ | FY2012 | %Δ | |
|------------------------------------|----------------|----------------|-------------|----------------|--------------|-----------------|-------------|---|
| Revenues | \$2,649 | \$2,658 | (0)% | \$2,624 | 1% | \$10,857 | 3% | <p>► Revenues</p> <ul style="list-style-type: none"> – Total revenues up 1% YoY – TTS: Up 1% YoY on growth in trade loans and deposits, partially offset by ongoing spread compression given low rate environment – End of period trade loans up 24% YoY – SFS: Flat YoY on growth in fee income, largely offset by spread compression <p>► Expenses</p> <ul style="list-style-type: none"> – Up 2% YoY on higher legal and related costs and episodic items |
| ▪ North America | 635 | 623 | 2% | 605 | 5% | 2,564 | 5% | |
| ▪ EMEA | 885 | 867 | 2% | 858 | 3% | 3,576 | 3% | |
| ▪ Latin America | 444 | 447 | (1)% | 413 | 8% | 1,797 | 5% | |
| ▪ Asia | 685 | 721 | (5)% | 748 | (8)% | 2,920 | (1)% | |
| Expenses | 1,502 | 1,391 | 8% | 1,476 | 2% | 5,693 | (0)% | |
| Credit Costs | 6 | 41 | NM | 13 | (54)% | 154 | NM | |
| Net Income | 869 | 843 | 3% | 797 | 9% | 3,539 | 5% | |
| Product Revenues | | | | | | | | |
| ▪ Treasury and Trade Solutions | \$1,993 | \$1,991 | 0% | \$1,965 | 1% | 8,150 | 6% | |
| ▪ Securities and Fund Services | 656 | 667 | (2)% | 659 | (0)% | 2,707 | (6)% | |
| Key Indicators | | | | | | | | |
| Avg. Deposits ⁽²⁾ (\$B) | \$428 | \$415 | 3% | \$369 | 16% | \$404 | 11% | |
| EOP Assets Under Custody (\$T) | 13.2 | 12.8 | 3% | 12.0 | 10% | 13.2 | 10% | |

Note: Totals may not sum due to rounding. NM: Not meaningful.

(1) Adjusted results, which exclude, as applicable, 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 45 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.

(2) Average deposits and other customer liability balances.

Corporate / Other⁽¹⁾

| (\$MM) | 4Q'12 | 3Q'12 | %Δ | 4Q'11 | %Δ | FY2012 | %Δ |
|---------------------------------|----------|----------|-------|---------|-------|------------|-------|
| Revenues | \$ (76) | \$ 33 | NM | \$ 383 | NM | \$ 139 | (80)% |
| Expenses | \$ 805 | \$ 764 | 5% | \$ 478 | 68% | \$ 2,957 | 31% |
| Earnings Before Taxes | \$ (881) | \$ (730) | (21)% | \$ (95) | NM | \$ (2,817) | (79)% |
| N.I. from Cont. Ops. | \$ (675) | \$ (637) | (6)% | \$ (20) | NM | \$ (2,085) | NM |
| Balance Sheet (EOP \$B): | | | | | | | |
| ▪ Assets | \$ 249 | \$ 302 | (18)% | \$ 284 | (12)% | \$ 249 | (12)% |

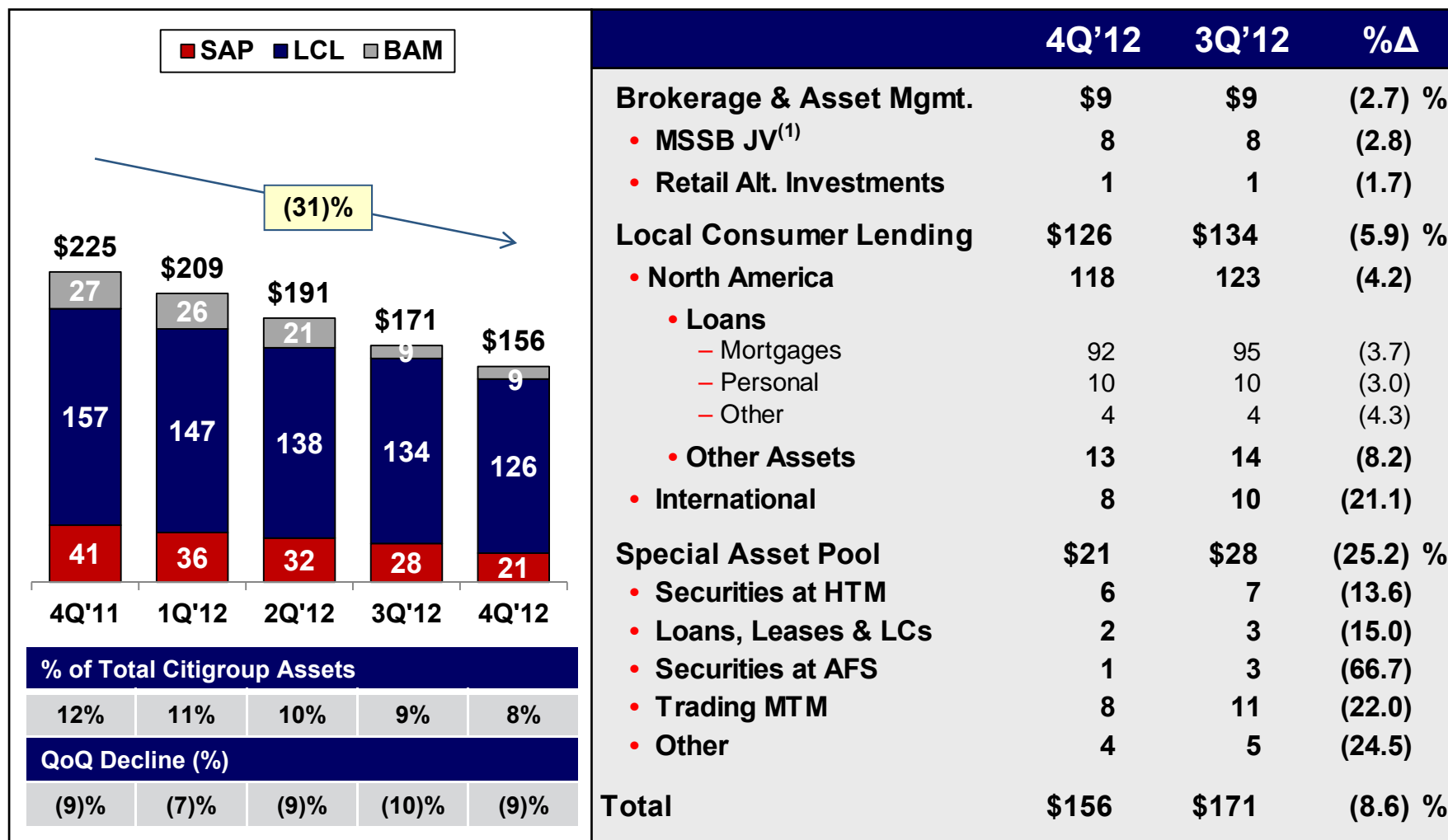
- ▶ **Revenues:** Down YoY due to the absence of hedging gains in prior period and lower investment yields
- ▶ **Expenses:** Increase YoY driven by higher legal and related costs
- ▶ **Assets:** Cash and deposits with banks plus liquid AFS investments represent 76% of Corporate / Other assets

Note: Totals may not sum due to rounding. NM: Not meaningful.

(1) Adjusted results, which exclude, as applicable, gains / (losses) on minority interests, 4Q'11 and 4Q'12 repositioning charges, as well as the \$582MM 3Q'12 tax benefit affecting net income from continuing operations. Please refer to Slide 44 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.

Citi Holdings – Asset Summary

EOP Assets (\$B)



Note: Totals and percentage changes may not sum due to rounding.

(1) The Morgan Stanley Smith Barney joint venture (MSSB JV) assets are comprised of a \$4.7B equity investment in MSSB JV and \$3B of other MSSB JV financing (preferred stock \$2B and loans \$1B).

Citi Holdings – Financials⁽¹⁾

| (\$MM) | 4Q'12 | 3Q'12 | %Δ | 4Q'11 | %Δ | FY2012 | %Δ |
|-------------------------------------|------------------|----------------|--------------|------------------|--------------|------------------|--------------|
| Revenues | \$1,034 | \$971 | 6% | \$1,054 | (2)% | \$3,694 | (40)% |
| ▪ LCL | 1,005 | 1,104 | (9)% | 1,279 | (21)% | 4,366 | (20)% |
| ▪ BAM | 64 | (120) | NM | 43 | 49% | (15) | NM |
| ▪ SAP | (35) | (13) | NM | (268) | 87% | (657) | NM |
| Expenses | 1,530 | 1,190 | 29% | 1,795 | (15)% | 5,176 | (19)% |
| Cost of Credit⁽²⁾ | 1,178 | 1,154 | 2% | 1,037 | 14% | 4,886 | (19)% |
| Net Income | \$(1,021) | \$(679) | (50)% | \$(1,295) | 21% | \$(3,715) | 12% |
| Key Indicators (\$B) | | | | | | | |
| EOP Loans | 116 | 122 | (5)% | 141 | (18)% | 116 | (18)% |
| EOP N.A. Mortgage Loans | 92 | 95 | (4)% | 108 | (15)% | 92 | (15)% |

▶ Revenues

- LCL: Down YoY on declining loan balances
- BAM: Up YoY on improved private equity marks
- SAP: Up YoY on improved asset marks

▶ Expenses

- Down YoY on declining assets
- Up QoQ on higher legal and related costs

▶ Credit Costs

- NCLs of \$1.0B down 36% YoY
- LLR build reflecting significantly lower loan loss reserve releases and losses on loan sales

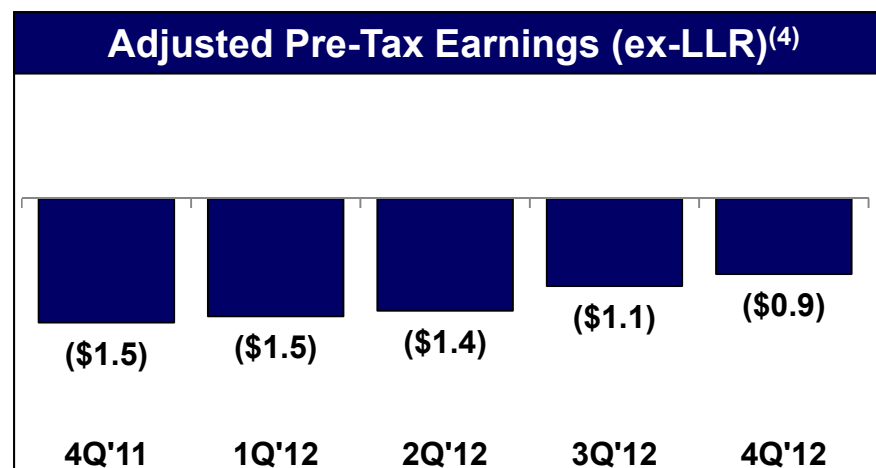
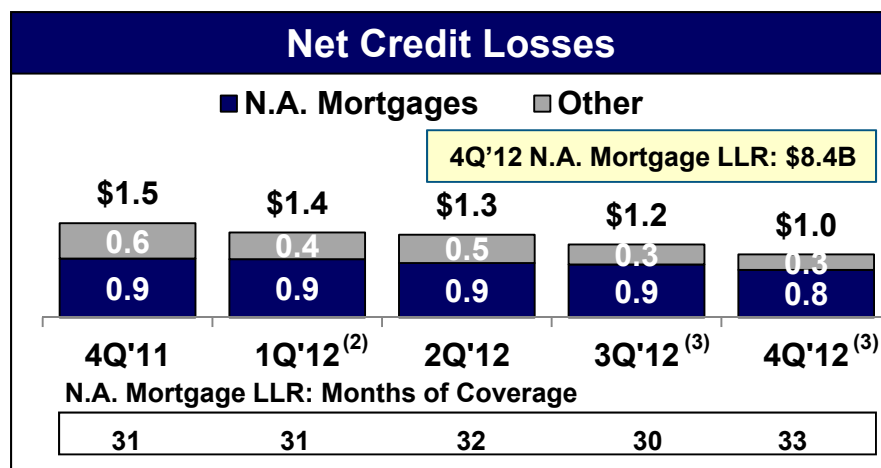
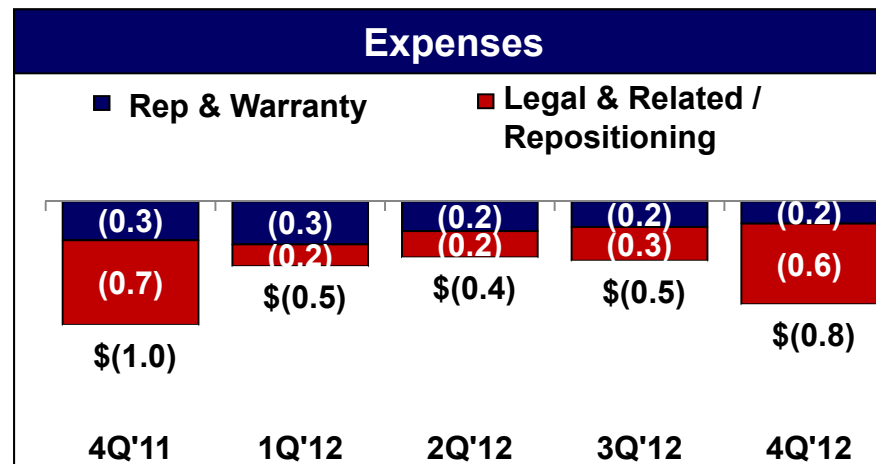
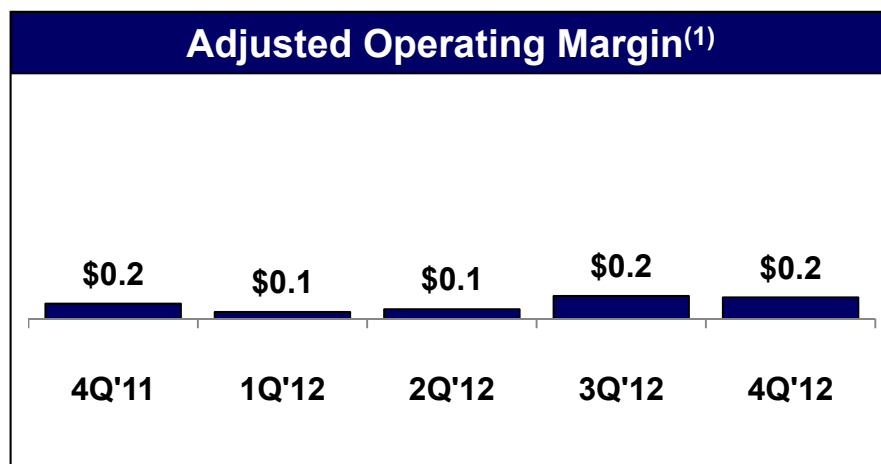
Note: NM: Not meaningful. Totals may not sum due to rounding.

(1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods, the 3Q'12 loss on MSSB, and 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 44 for a reconciliation of this information to reported results. For more detail on repositioning charges, please refer to Slide 28.

(2) 3Q'12 includes approximately \$635MM of charge-offs related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy. Substantially all of these charge-offs were offset by a reserve release of approximately \$600MM. 4Q'12 includes an approximately \$40MM benefit to charge-offs related to finalizing the impact of this OCC guidance.

Citi Holdings – Key Financial Metrics

(\$B)



Note: Totals may not sum due to rounding.

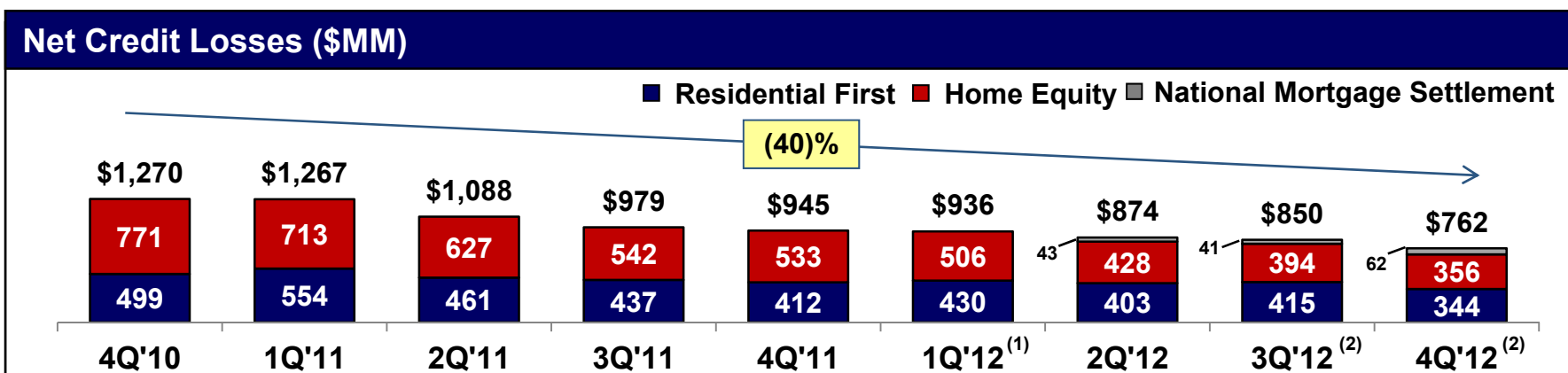
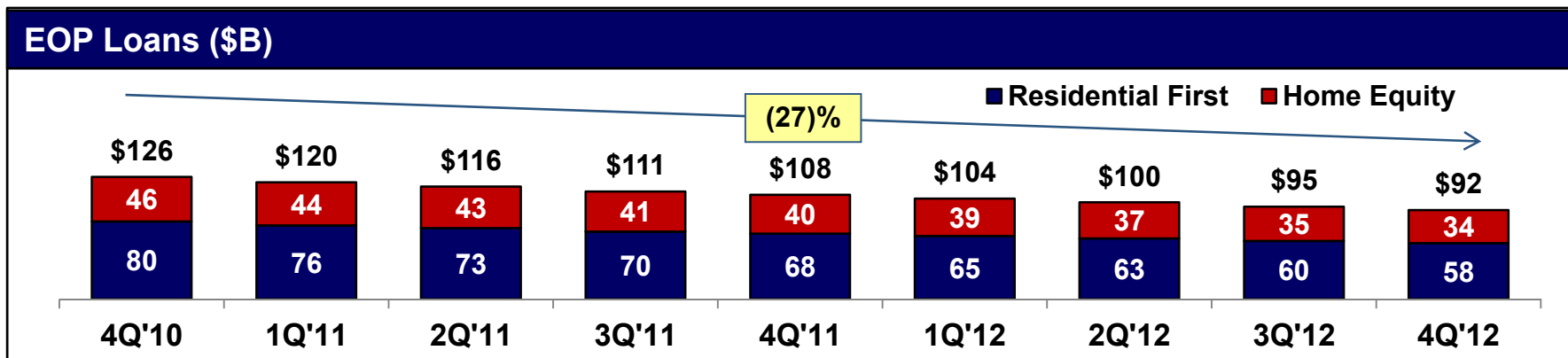
(1) Operating margin is defined as revenues less expenses, excluding the 3Q'12 loss on MSSB, CVA / DVA, rep and warranty reserve builds, legal and related costs, and repositioning expenses. Please refer to Slides 28 and 44 and Citigroup's Fourth Quarter 2012 Quarterly Financial Data Supplement furnished as an exhibit to Form 8-K filed with the U.S. Securities and Exchange Commission on January 17, 2013 (for the CVA / DVA and LLR for each period presented).

(2) 1Q'12 excludes approximately \$370MM of charge-offs related to previously deferred principal balances on modified mortgages.

(3) 3Q'12 excludes approximately \$635MM of charge-offs related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy. 4Q'12 excludes an approximately \$40MM benefit to charge-offs related to finalizing the impact of this OCC guidance.

(4) Pre-tax earnings, excluding the 3Q'12 loss on MSSB, CVA / DVA, rep and warranty reserve builds, legal and related costs, loan loss reserve builds / (releases), and repositioning charges in each period. Please refer to Footnotes 1, 2, and 3 above.

Citi Holdings – N.A. Mortgage Details



S&P / Case-Shiller Home Price Index⁽³⁾

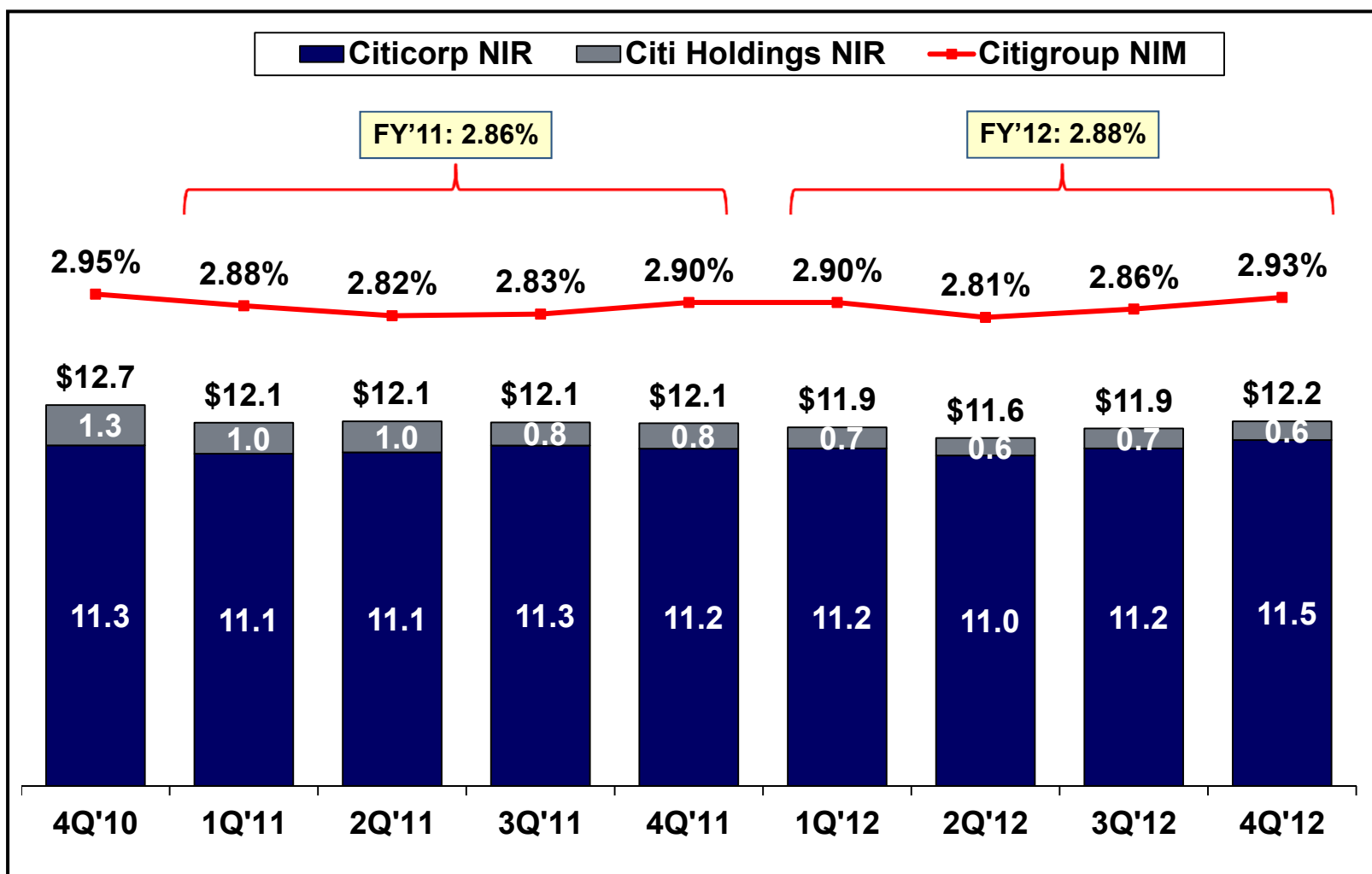
| | | | | | | | | |
|--------|--------|--------|--------|--------|--------|------|------|-----|
| (3.8)% | (4.9)% | (5.4)% | (3.5)% | (3.7)% | (1.3)% | 1.6% | 3.6% | n/a |
|--------|--------|--------|--------|--------|--------|------|------|-----|

Note:

- (1) 1Q'12 excludes approximately \$370MM of charge-offs related to previously deferred principal balances on modified mortgages, of which approximately \$315MM was attributable to residential first mortgages and approximately \$55MM to home equity loans.
- (2) 3Q'12 excludes approximately \$635MM of charge-offs related to OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 bankruptcy, of which \$181MM was attributable to residential first mortgages and \$454MM to home equity loans. 4Q'12 excludes an approximately \$40MM benefit to charge-offs related to finalizing the impact of this OCC guidance (approximately \$10MM of which was attributable to residential first mortgages and \$30MM to home equity loans).
- (3) Year-over-year change in the S&P / Case-Shiller U.S. National Home Price Index.

Citigroup – Net Interest Revenue & Margin

(\$B)



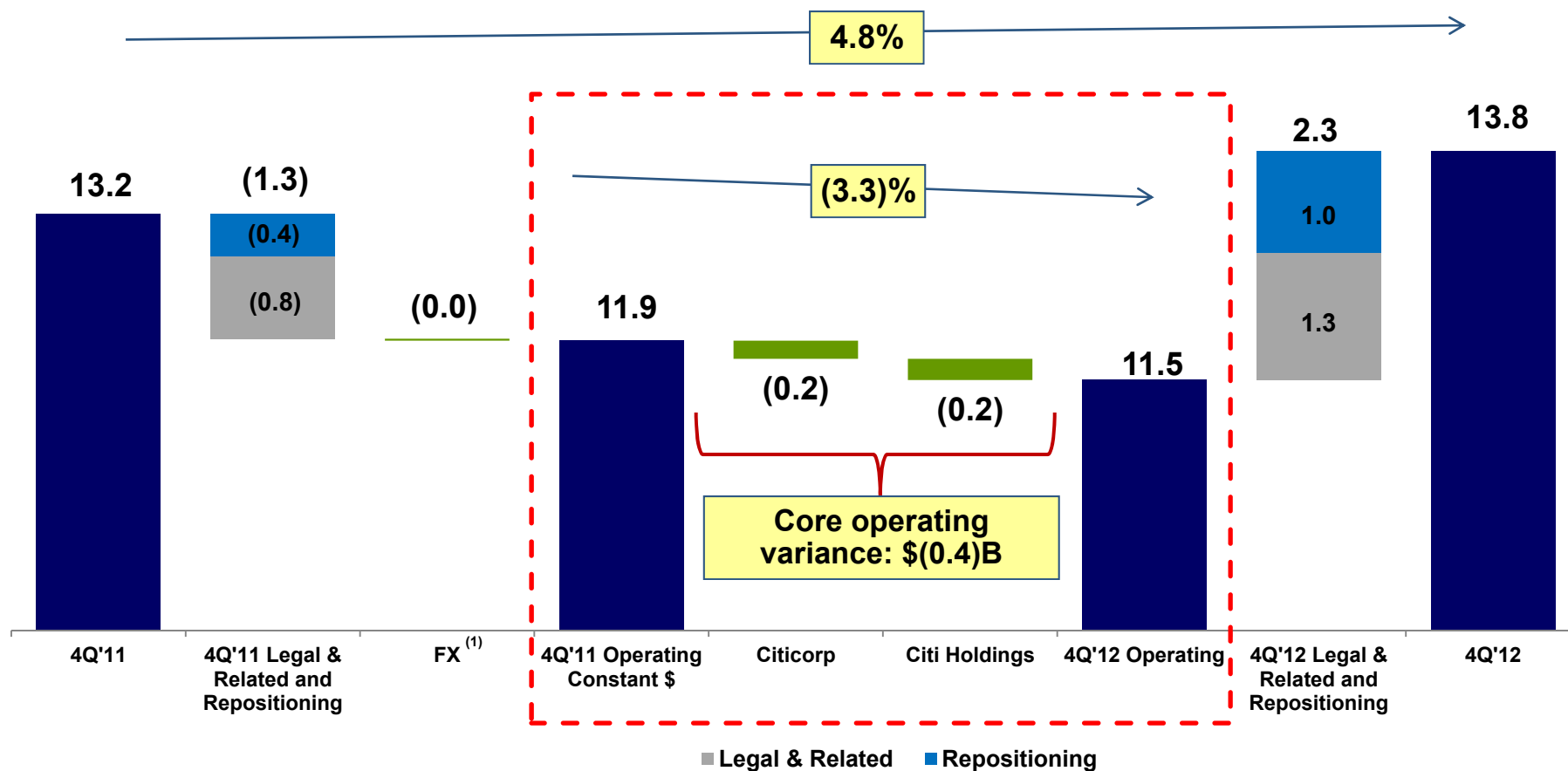
Note: Totals may not sum due to rounding.

NIM (%) includes the taxable equivalent adjustment (based on the U.S. federal statutory tax rate of 35%).

NIR (\$) excludes the taxable equivalent adjustment (based on the U.S. federal statutory tax rate of 35%).

Citigroup – 4Q'12 Expense Drivers (YoY)

(\$B)

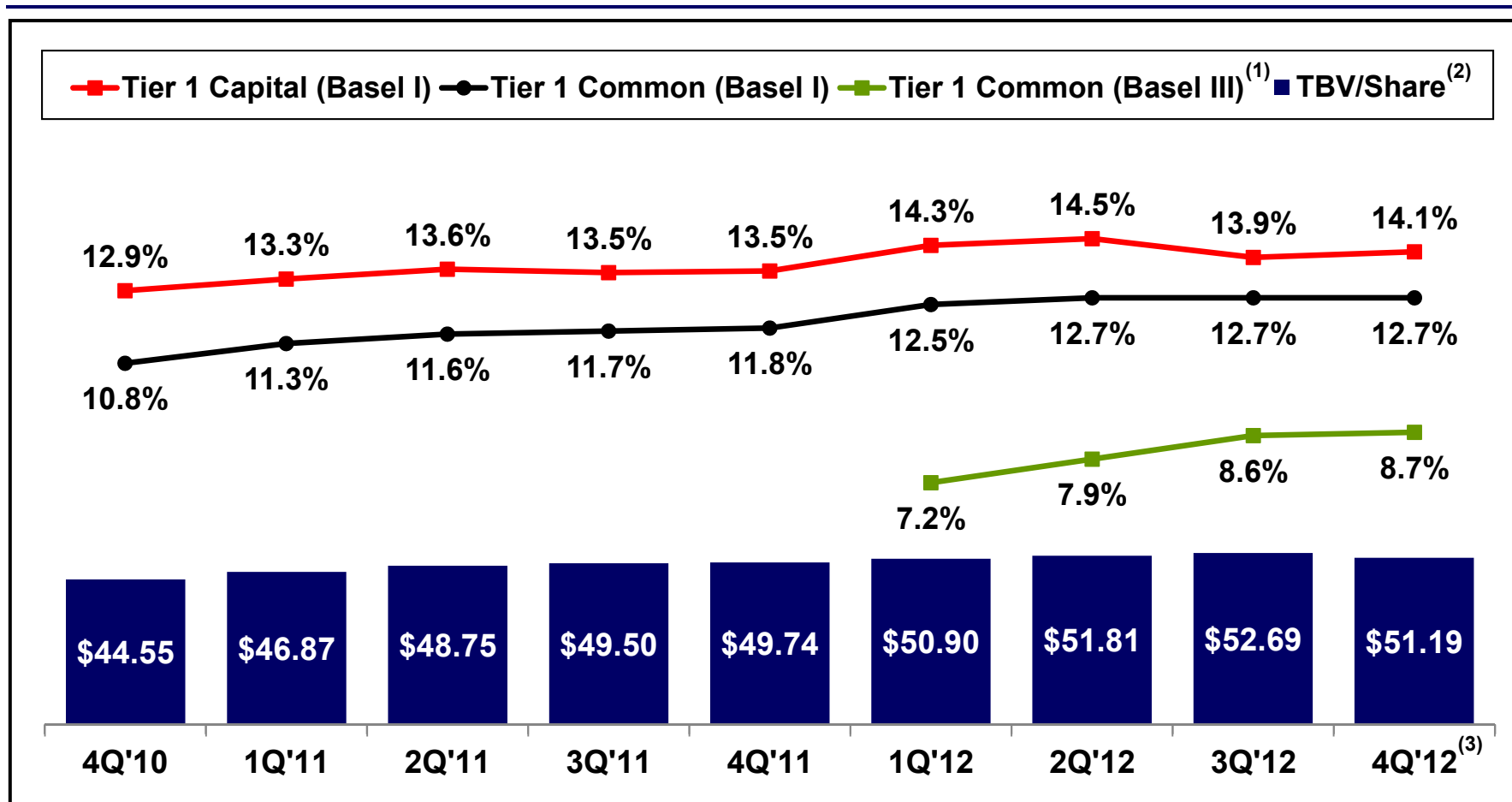


Core operating expenses down 3.3% on a constant dollar basis

Note: Totals may not sum due to rounding.

(1) The impact of foreign exchange translation into U.S. dollars for reporting purposes.

Citigroup – Key Capital Metrics



Basel I Risk-Weighted Assets (\$B)

| | | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| \$978 | \$992 | \$993 | \$984 | \$973 | \$974 | \$978 | \$975 | \$971 |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|

Note:

- (1) Citigroup's estimated Basel III Tier 1 Common ratio is a non-GAAP financial measure. For additional information regarding Citi's estimated Basel III Tier 1 Common ratio, including the calculation of the ratio and a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 42.
- (2) Tangible book value per share is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 43.
- (3) Preliminary. Citi's tangible book value per share declined in the fourth quarter 2012 as compared to the third quarter 2012 due to the dilutive impact of the issuance of approximately 96 million shares of common stock during the quarter upon the automatic settlement of the T-DECS issued in December 2009, as previously announced.

Conclusions

- ▶ **Results reflect operating environment**
- ▶ **Global Consumer Banking**
 - Continued growth in key drivers, especially outside the U.S.
 - Credit trends remain stable at favorable levels
- ▶ **Securities & Banking**
 - Ongoing expense discipline even with revenue growth
 - Investment banking performance starting to reflect prior investments
- ▶ **Transaction Services**
 - Generated positive operating leverage in FY'12
 - Continued growth in volumes, offset by global spread compression
- ▶ **Citi Holdings wind down continues**
- ▶ **Strong capital position**

APPENDIX

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Tier 1 Common Ratio Comparison

(\$B)

| 4Q'12 | Basel I | % | Basel III ⁽¹⁾ | % | BIII / B1 RWA |
|------------------------------|--------------|-----|--------------------------|-----|---------------|
| Tier 1 Common Capital | \$123 | | \$105 | | |
| Global Consumer Banking | 292 | | 283 | | 0.97x |
| Institutional Clients Group | 516 | | 582 | | 1.13x |
| Corporate / Other | 19 | | 59 | | NM |
| Citicorp | 827 | 85% | 924 | 77% | 1.12x |
| Citi Holdings | 144 | 15% | 283 | 23% | 1.97x |
| Risk Weighted Assets | \$971 | | \$1,207 | | 1.24x |
| Tier 1 Common Ratio | 12.7% | | 8.7% | | |

Note: Preliminary. Totals may not sum due to rounding.

(1) Please refer to Footnote 1 on Slide 23.

Citigroup – CVA / DVA

(\$MM)

| | 4Q'12 | 3Q'12 | 4Q'11 |
|---|----------------|----------------|---------------|
| <u>Securities and Banking</u> | | | |
| Counterparty CVA ⁽¹⁾ | \$108 | \$204 | \$84 |
| Own-Credit CVA ⁽¹⁾ | (166) | (454) | (200) |
| Derivatives CVA ⁽¹⁾ | (58) | (249) | (116) |
| DVA on Citi Liabilities at Fair Value | (452) | (549) | 43 |
| Total Securities and Banking CVA / DVA | \$(510) | \$(799) | \$(74) |
| <u>Special Asset Pool</u> | | | |
| Counterparty CVA ⁽¹⁾ | \$37 | \$46 | \$53 |
| Own-Credit CVA ⁽¹⁾ | (8) | (12) | (17) |
| Derivatives CVA ⁽¹⁾ | \$29 | \$34 | \$36 |
| DVA on Citi Liabilities at Fair Value | (4) | (11) | (2) |
| Total Special Asset Pool CVA / DVA | \$25 | \$23 | \$34 |
| Total Citigroup CVA / DVA | \$(485) | \$(776) | \$(40) |

Note: Totals may not sum due to rounding.

(1) Net of hedges.

Citigroup – Repositioning Charges

(\$MM)

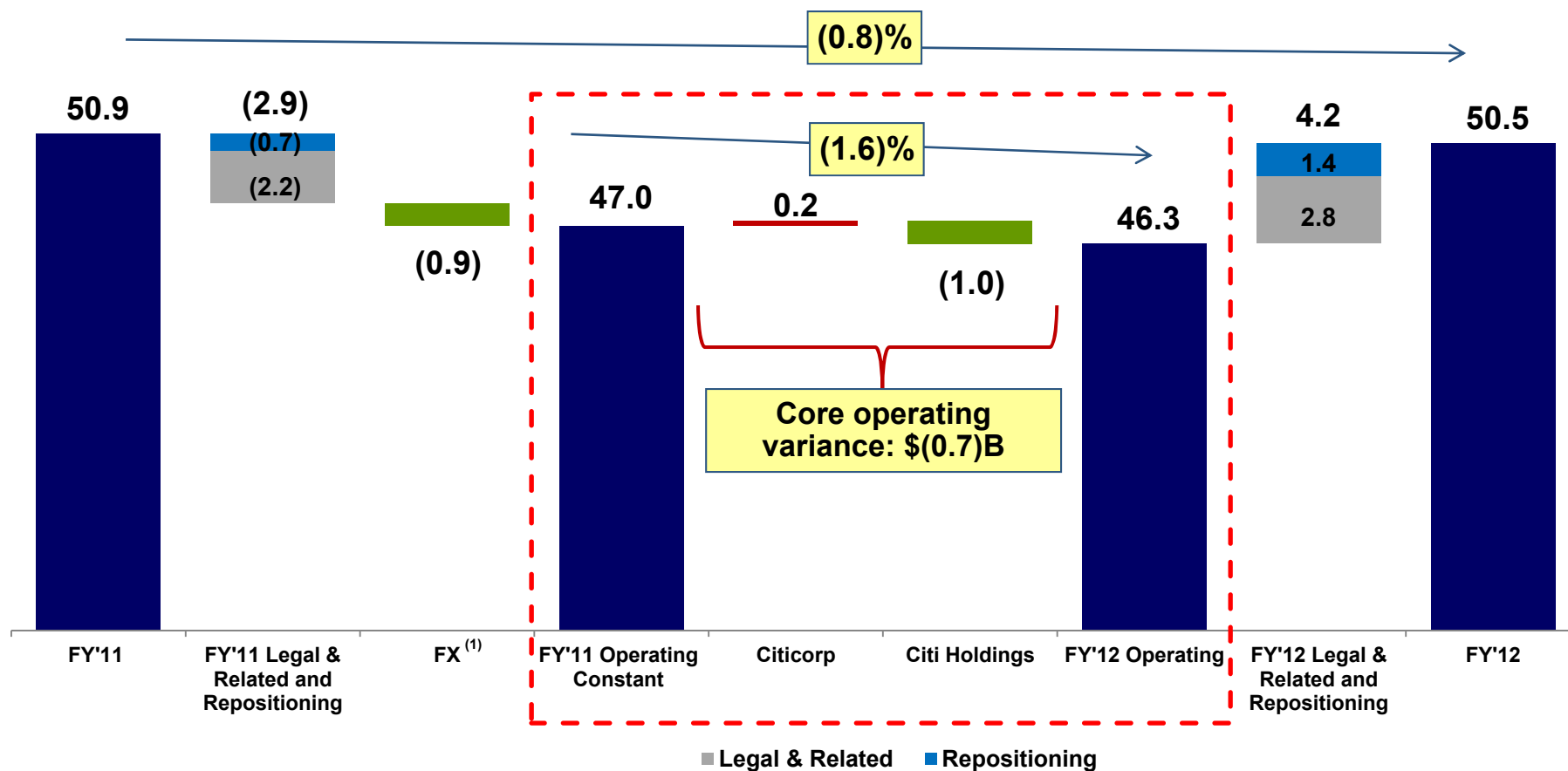
| | 2011 | | | | 2012 | | | | FY | |
|------------------------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|----------------|--------------|----------------|
| | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q | 2011 | 2012 |
| NA GCB | \$2 | \$8 | \$28 | \$18 | \$2 | \$0 | \$4 | \$100 | \$57 | \$106 |
| Asia GCB | 0 | 0 | 0 | 23 | 2 | 0 | 18 | 78 | 23 | 98 |
| Latam GCB | 0 | 0 | 0 | 23 | 0 | 18 | 5 | 131 | 23 | 153 |
| EMEA GCB | 0 | 1 | 0 | 1 | 10 | 4 | 2 | 57 | 2 | 73 |
| Total GCB | 2 | 9 | 29 | 65 | 14 | 21 | 29 | 366 | 105 | 431 |
| S&B | 4 | 18 | 30 | 215 | 23 | 89 | 0 | 237 | 267 | 349 |
| CTS | 0 | 0 | 6 | 54 | 8 | 30 | 0 | 95 | 60 | 134 |
| Corp / Other | 22 | 4 | 44 | 34 | 18 | 44 | 52 | 253 | 104 | 367 |
| Total Citicorp | 29 | 31 | 109 | 368 | 63 | 184 | 82 | 951 | 537 | 1,280 |
| Citi Holdings | 6 | 5 | 99 | 60 | 3 | 2 | 13 | 77 | 170 | 95 |
| Total Citigroup | \$35 | \$36 | \$208 | \$428 | \$66 | \$186 | \$95 | \$1,028 | \$707 | \$1,375 |

4Q'11 and 4Q'12 repositioning charges excluded from results throughout this earnings presentation

Note: Totals may not sum due to rounding. All items above are pre-tax.

Citigroup – FY'12 Expense Drivers (YoY)

(\$B)



Core operating expenses down 1.6% on a constant dollar basis

Note: Totals may not sum due to rounding.

(1) The impact of foreign exchange translation into U.S. dollars for reporting purposes.

Citigroup – Estimated FX⁽¹⁾ Impact on Key P&L Metrics

| Year-over-Year Impact (\$B) | 4Q'11 | 1Q'12 | 2Q'12 | 3Q'12 | 4Q'12 |
|------------------------------------|----------------|----------------|----------------|----------------|----------------|
| Revenues | \$(0.3) | \$(0.2) | \$(0.7) | \$(0.4) | \$(0.0) |
| Expenses | (0.2) | (0.1) | (0.5) | (0.3) | (0.0) |
| Cost of Credit | (0.0) | (0.0) | (0.1) | (0.1) | (0.0) |
| Earnings Before Taxes | \$(0.1) | \$(0.1) | \$(0.1) | \$(0.0) | \$(0.0) |

Note: Totals may not sum due to rounding.

(1) Impact of foreign exchange translation into U.S. dollars. Please also refer to Slides 11 and 46.

Citicorp – Drivers in Constant Dollars

(\$B)

| Asia GCB | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | 4Q'11 | 4Q'12 | |
|----------------------|-------|-------|-------|-------|-------|-------|------|
| | | | | | | YoY | QoQ |
| Cards Purchase Sales | 20.7 | 19.2 | 19.2 | 18.7 | 19.2 | 8% | 8% |
| Cards Average Loans | 19.9 | 20.0 | 19.9 | 20.0 | 19.8 | 1% | (0%) |
| Cards EOP Loans | 20.4 | 19.8 | 20.0 | 19.6 | 20.2 | 1% | 3% |
| RB Average Loans | 69.7 | 69.7 | 69.4 | 69.4 | 68.8 | 1% | 0% |
| RB EOP Loans | 69.7 | 69.9 | 69.9 | 70.1 | 69.6 | 0% | (0%) |
| RB Average Deposits | 110.1 | 113.4 | 111.6 | 111.2 | 110.9 | (1%) | (3%) |
| RB Investment Sales | 9.0 | 9.3 | 7.2 | 8.4 | 6.1 | 48% | (3%) |
| RB Investment AUMs | 52.0 | 49.6 | 48.0 | 47.9 | 45.7 | 14% | 5% |

| LATAM GCB | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | 4Q'11 | 4Q'12 | |
|----------------------|-------|-------|-------|-------|-------|-------|------|
| | | | | | | YoY | QoQ |
| Cards Purchase Sales | 11.5 | 10.3 | 9.9 | 9.5 | 10.4 | 11% | 12% |
| Cards Average Loans | 14.3 | 14.0 | 13.6 | 13.6 | 13.3 | 8% | 3% |
| Cards EOP Loans | 14.8 | 14.2 | 13.9 | 13.7 | 13.7 | 8% | 5% |
| RB Average Loans | 27.7 | 26.8 | 25.8 | 25.3 | 23.3 | 19% | 3% |
| RB EOP Loans | 28.3 | 27.4 | 26.4 | 25.6 | 24.7 | 14% | 3% |
| RB Average Deposits | 45.4 | 45.0 | 44.8 | 45.4 | 45.1 | 1% | 1% |
| RB Investment Sales | 9.9 | 10.4 | 9.5 | 9.8 | 7.9 | 25% | (5%) |
| RB Investment AUMs | 65.9 | 64.4 | 59.3 | 57.4 | 52.7 | 25% | 2% |

Note: Totals and percentage changes may not sum due to rounding.

Citicorp – Drivers in Constant Dollars

(\$B)

| EMEA GCB | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | 4Q'11 | 4Q'12 | |
|----------------------|-------|-------|-------|-------|-------|-------|------|
| | | | | | | YoY | QoQ |
| Cards Purchase Sales | 3.1 | 2.9 | 2.8 | 2.7 | 2.7 | 15% | 7% |
| Cards Average Loans | 2.9 | 2.9 | 2.8 | 2.8 | 2.8 | 5% | 2% |
| Cards EOP Loans | 2.9 | 2.9 | 2.9 | 2.8 | 2.8 | 4% | 0% |
| RB Average Loans | 5.0 | 4.8 | 4.8 | 4.4 | 4.3 | 17% | 4% |
| RB EOP Loans | 5.1 | 5.0 | 4.8 | 4.5 | 4.4 | 17% | 3% |
| RB Average Deposits | 12.7 | 12.9 | 12.5 | 12.5 | 12.0 | 6% | (2%) |
| RB Investment Sales | 1.3 | 1.1 | 0.8 | 1.0 | 0.8 | 61% | 17% |
| RB Investment AUMs | 5.8 | 5.5 | 5.2 | 5.2 | 4.9 | 19% | 6% |

| ICG | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | 4Q'11 | 4Q'12 | |
|----------------------------|-------|-------|-------|-------|-------|-------|------|
| | | | | | | YoY | QoQ |
| CTS Avg Liability Balances | 427.7 | 418.4 | 397.5 | 376.2 | 367.9 | 16% | 2% |
| NA | 106.4 | 106.6 | 105.9 | 100.4 | 94.2 | 13% | (0%) |
| EMEA | 142.1 | 134.1 | 125.3 | 117.9 | 116.6 | 22% | 6% |
| Latin America | 44.3 | 38.3 | 34.0 | 33.9 | 35.1 | 26% | 16% |
| Asia | 135.0 | 139.4 | 132.3 | 124.0 | 122.0 | 11% | (3%) |
| ICG Average Loans | 241.2 | 243.0 | 231.7 | 220.5 | 213.8 | 13% | (1%) |
| NA | 89.7 | 89.5 | 82.6 | 75.4 | 74.0 | 21% | 0% |
| EMEA | 53.2 | 54.1 | 51.6 | 51.1 | 49.9 | 7% | (2%) |
| Latin America | 36.6 | 34.2 | 34.2 | 33.7 | 32.4 | 13% | 7% |
| Asia | 61.6 | 65.2 | 63.4 | 60.3 | 57.6 | 7% | (6%) |

Note: Totals and percentage changes may not sum due to rounding.

Citigroup – 4Q'12 Country Credit Exposure Summary

(\$B)

| | 4Q'12 | | | | | 3Q'12 | |
|---|--------------|--------------|--------------|--------------|--------------|----------------------|--------------|
| | Greece | Ireland | Italy | Portugal | Spain | GIIPS ⁽¹⁾ | GIIPS |
| Gross Funded Credit Exposure ⁽²⁾ | \$1.7 | \$0.8 | \$11.4 | \$0.5 | \$7.1 | \$21.6 | \$21.3 |
| Less: Margin and Collateral ⁽³⁾ | (0.3) | (0.3) | (1.2) | (0.1) | (3.5) | (5.5) | (3.8) |
| Less: Purchased Credit Protection ⁽⁴⁾ | (0.3) | (0.0) | (7.6) | (0.2) | (2.0) | (10.1) | (10.1) |
| | (0.5) | (0.3) | (8.8) | (0.3) | (5.6) | (15.6) | (13.9) |
| Net Current Funded Credit Exposure | \$1.2 | \$0.5 | \$2.6 | \$0.2 | \$1.5 | \$6.0 | \$7.4 |
| Net Trading and AFS Exposure | 0.0 | (0.0) | 1.6 | 0.1 | 1.2 | 2.9 | 2.0 |
| Net Current Funded Exposure | \$1.2 | \$0.5 | \$4.2 | \$0.3 | \$2.7 | \$8.9 | \$9.5 |
| Additional Collateral Received Not Netted | \$0.9 | \$0.2 | \$0.6 | \$0.0 | \$0.4 | \$2.1 | \$3.6 |
| Net Current Funded Credit Exposure Detail: | | | | | | | |
| Sovereigns | \$0.2 | \$0.0 | \$1.1 | \$0.0 | (\$0.3) | \$1.1 | \$1.1 |
| Financial Institutions | 0.0 | 0.0 | 0.2 | 0.0 | 0.6 | 0.8 | 2.0 |
| Corporations | 1.0 | 0.5 | 1.3 | 0.1 | 1.2 | 4.1 | 4.4 |
| Net Current Funded Credit Exposure | \$1.2 | \$0.5 | \$2.6 | \$0.2 | \$1.5 | \$6.0 | \$7.4 |

Note: Information based on Citi's internal risk management measures. This credit risk exposure summary does not include retail, small business, and Citi Private Bank exposure in the GIIPS (the vast majority of which is in Citi Holdings). Totals may not sum due to rounding.

- (1) Greece, Ireland, Italy, Portugal, and Spain.
- (2) Includes the net credit exposure arising from secured financing transactions, such as repos and reverse repos. Does not include unfunded commitments. For additional details on unfunded commitments, please refer to Slide 34.
- (3) For derivatives and loans, includes margin posted under legally-enforceable margin agreements and collateral pledged under bankruptcy-remote structures. Does not include collateral received on secured financing transactions.
- (4) Credit protection purchased primarily from investment grade, global financial institutions predominately outside of GIIPS. Credit protection may not be effective to protect against all types of losses and thus Citi could still experience losses despite the existence of the credit protection.

Citigroup – 4Q'12 Country Credit Exposure Summary

(\$B)

| | 4Q'12 | | | | | 3Q'12 | |
|---|--------|---------|-------|----------|-------|----------------------|-------|
| | Greece | Ireland | Italy | Portugal | Spain | GIIPS ⁽¹⁾ | GIIPS |
| Sovereigns | \$0.0 | \$0.0 | \$0.0 | \$0.0 | \$0.0 | \$0.0 | \$0.0 |
| Financial Institutions | 0.0 | 0.0 | 0.1 | 0.0 | 0.3 | 0.4 | \$0.3 |
| Corporations, Net of Hedges | 0.8 | 0.5 | 3.0 | 0.2 | 2.3 | 6.9 | 6.3 |
| Net Unfunded Commitments⁽²⁾ | \$0.8 | \$0.5 | \$3.1 | \$0.2 | \$2.6 | \$7.3 | \$6.6 |

Note: Information based on Citi's internal risk management measures. Totals may not sum due to rounding.

(1) Greece, Ireland, Italy, Portugal, and Spain.

(2) Unfunded commitments net of approximately \$712MM of purchased credit protection as of December 31, 2012.

Citigroup – International Consumer Credit

| 4Q'12 | ENR (\$B) | % of Total ENR | 90+DPD Ratio | | NCL Ratio | | % of Total NCLs |
|----------------------|--------------|-------------------|--------------|-------|-----------|--------|--------------------|
| | | | 4Q'12 | 3Q'12 | 4Q'12 | 3Q'12 | |
| Citicorp | | | | | | | |
| Mexico | \$28.6 | 20.3% | 1.5% | 1.5% | 3.9% | 3.4% | 36.6% |
| Korea | 25.3 | 17.9% | 0.4% | 0.4% | 1.3% | 1.2% | 11.1% |
| Australia | 14.4 | 10.2% | 1.0% | 0.9% | 1.7% | 1.8% | 8.0% |
| Singapore | 11.4 | 8.1% | 0.1% | 0.1% | 0.3% | 0.3% | 1.0% |
| Hong Kong | 9.2 | 6.5% | 0.1% | 0.1% | 0.4% | 0.4% | 1.3% |
| Brazil | 7.4 | 5.3% | 2.4% | 2.7% | 8.6% | 8.4% | 20.4% |
| India | 7.3 | 5.2% | 0.6% | 0.5% | 0.6% | 0.6% | 1.5% |
| Taiwan | 6.5 | 4.6% | 0.2% | 0.2% | 0.3% | (0.3)% | 0.6% |
| Malaysia | 5.4 | 3.8% | 1.3% | 1.3% | 0.8% | 0.7% | 1.4% |
| China | 3.1 | 2.2% | 0.0% | 0.0% | 0.7% | 0.0% | 0.7% |
| | | <u>84.0%</u> | 0.8% | 0.8% | 2.1% | 1.9% | <u>82.7%</u> |
| Citi Holdings | | | | | | | |
| Spain | \$2.7 | 36.3% | 4.9% | 4.6% | 4.3% | 4.8% | 32.5% |
| UK | 2.2 | 29.7% | 3.9% | 4.0% | 1.3% | 1.1% | 8.0% |
| Japan | 1.2 | 15.3% | 2.4% | 2.4% | 2.3% | 4.1% | 8.6% |
| Greece | 1.1 | 14.5% | 6.4% | 6.8% | 16.3% | 18.8% | 51.8% |
| | | <u>95.9%</u> | 4.4% | 4.3% | 4.9% | 5.7% | <u>100.8%</u> |

Note: Totals may not sum due to rounding. For 4Q'12, Citicorp total end of period international consumer loans were \$141.2B and total NCLs were \$0.8B; Citi Holdings total end of period loans were \$7.6B and total NCLs were \$0.3B. Citi Holdings includes international *Local Consumer Lending*.

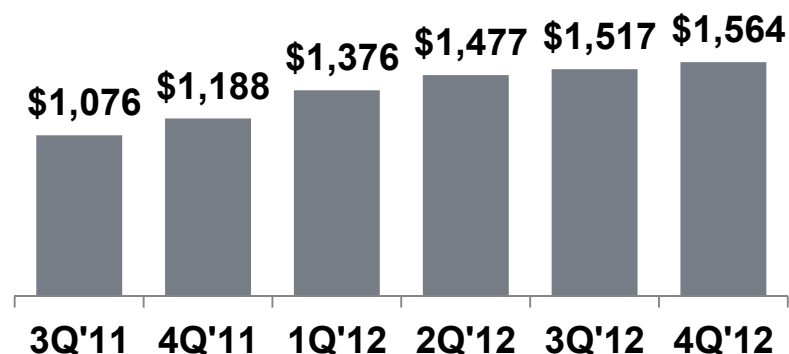
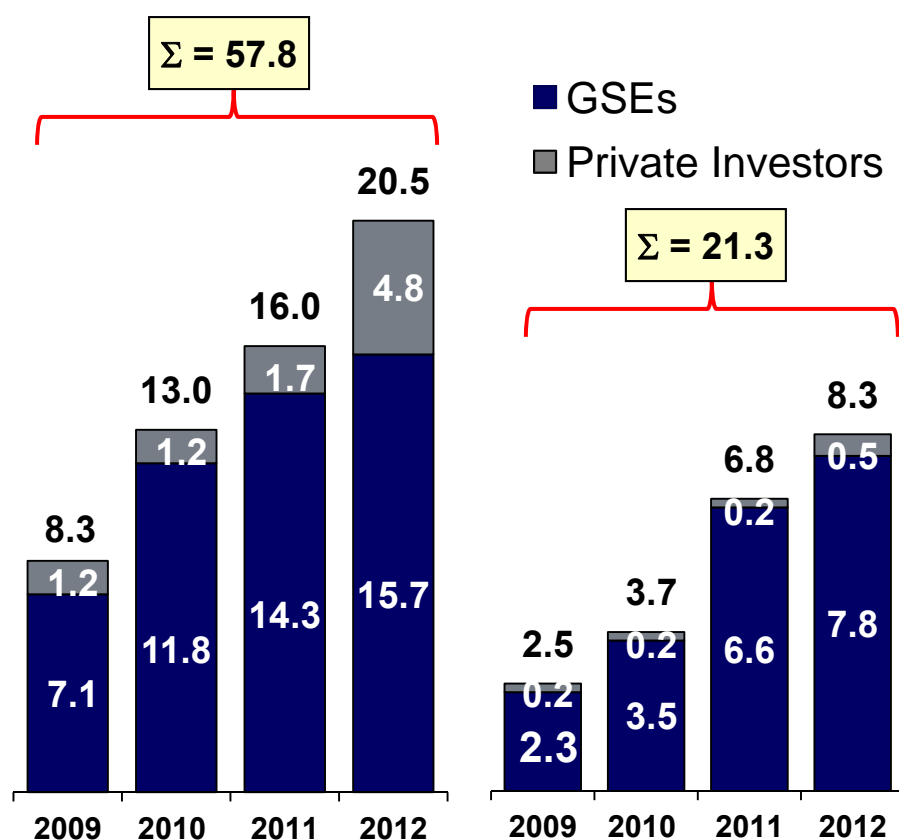
Citigroup – Mortgage Reps & Warranties

Claims⁽¹⁾

Repurchases⁽²⁾

Repurchase Reserve Balance (\$MM)

(Number of Loans '000)



| \$MM | 3Q'12 | 4Q'12 |
|--|---------|---------|
| Beginning balance | \$1,477 | \$1,517 |
| Additions for new sales ⁽³⁾ | 7 | 6 |
| Change in estimate ⁽³⁾ | 200 | 173 |
| Losses realized | (167) | (131) |
| Ending balance | \$1,517 | \$1,564 |

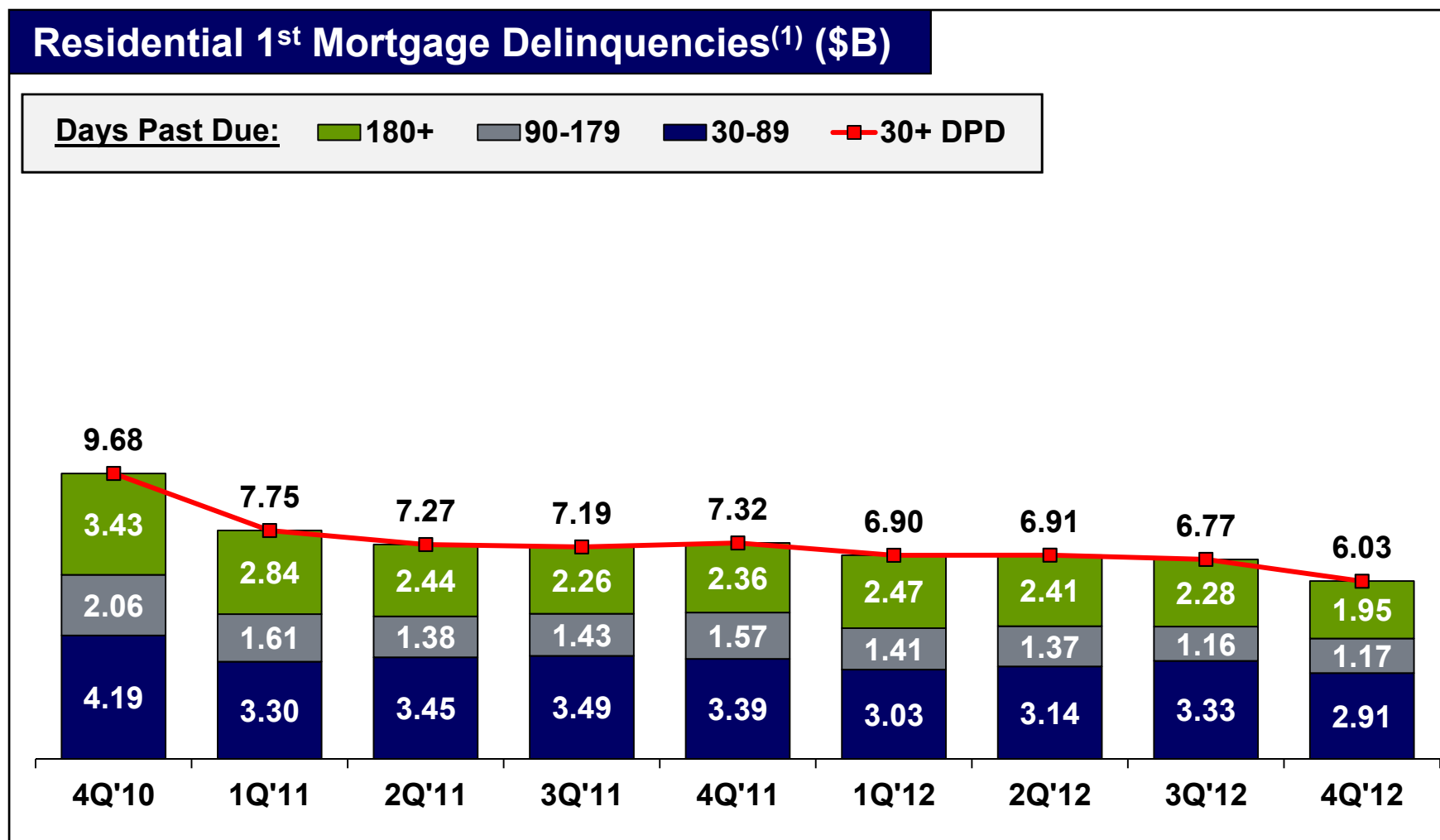
Note: Totals may not sum due to rounding.

(1) Private investor claims include repurchase claims for repurchases of loans sold through private-label securitizations.

(2) Includes loans repurchased and make-whole payments.

(3) Flows through the profit and loss statement (contra-revenue item).

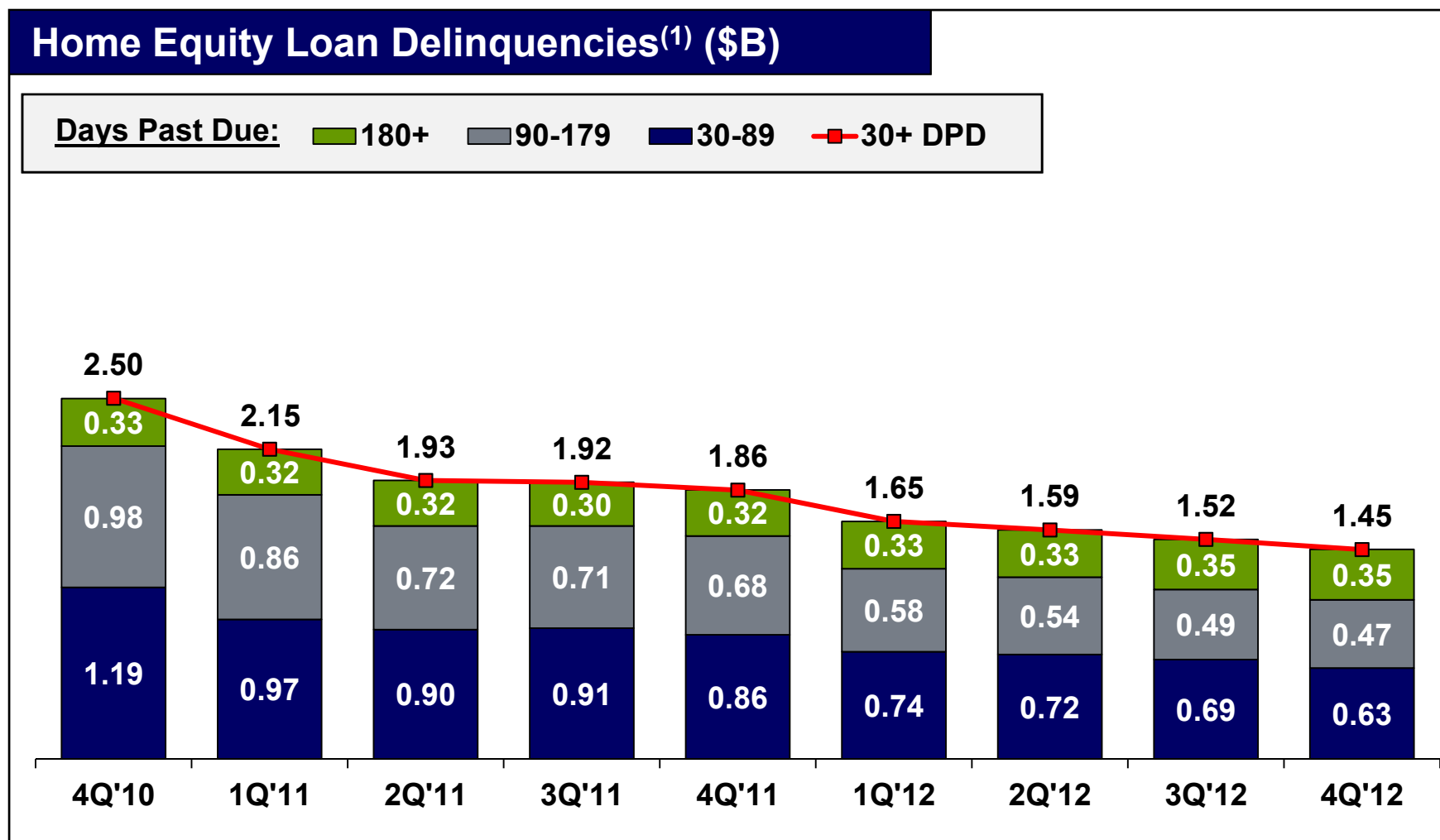
Citi Holdings – N.A. Mortgage Delinquencies



Note: Totals may not sum due to rounding.

(1) Days past due exclude U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies, because the potential loss predominantly resides with the U.S. agencies, and loans are recorded at fair value.

Citi Holdings – N.A. Mortgage Delinquencies



Note: Totals may not sum due to rounding.

(1) Days past due exclude U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies, because the potential loss predominantly resides with the U.S. agencies, and loans are recorded at fair value.

Citi Holdings – LCL EBT by Business

(\$MM)

| | Earnings Before Taxes | | | | |
|-------------------------------|-----------------------|------------------|------------------|------------------|------------------|
| | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | 4Q'11 |
| Local Consumer Lending | | | | | |
| - Real Estate Lending | \$(1,214) | \$(983) | \$(1,230) | \$(1,144) | \$(1,626) |
| - CitiFinancial Servicing | (245) | (152) | (125) | (140) | (50) |
| - LCL N.A. Other | (204) | (79) | (132) | (182) | (110) |
| - Student Loans | (27) | (18) | (28) | (12) | 9 |
| - Primerica / Prime Re | 124 | 108 | 139 | 147 | 147 |
| - OneMain & Canada | 159 | 186 | 157 | 142 | 141 |
| North America | (1,407) | (939) | (1,219) | (1,189) | (1,489) |
| EMEA | (225) | (166) | (257) | (61) | (157) |
| Asia | (3) | 23 | 94 | 170 | 26 |
| Latin America | (10) | (23) | (1) | 4 | 2 |
| Local Consumer Lending | \$(1,645) | \$(1,107) | \$(1,382) | \$(1,076) | \$(1,618) |

Note: Totals may not sum due to rounding.

Citi Holdings – SAP Assets

(\$B)

| | EOP Assets | | | | 4Q'12 | |
|---|---------------|---------------|---------------|---------------|---------------|------------------------|
| | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | Face Value | EOP Assets (% of Face) |
| Total Securities at AFS / HTM | \$7.0 | \$10.2 | \$11.3 | \$13.2 | \$10.4 | 68% |
| Loan, Leases & LC at HFI / HFS⁽¹⁾ | \$2.1 | \$2.5 | \$2.7 | \$3.1 | \$2.6 | 82% |
| Corporates | 1.5 | 1.5 | 1.6 | 2.0 | 1.8 | 86% |
| Commercial Real Estate | 0.5 | 0.6 | 0.7 | 0.9 | 0.5 | 97% |
| Other⁽²⁾ | 0.3 | 0.6 | 0.6 | 0.5 | 0.3 | 103% |
| Loan Loss Reserves | (0.2) | (0.2) | (0.3) | (0.3) | - | NM |
| Trading Mark-to-Market | \$8.2 | \$10.5 | \$11.4 | \$11.7 | NM | NM |
| Subprime Securities | 0.1 | 0.1 | 0.1 | 0.1 | 1.1 | 10% |
| Other Securities⁽³⁾ | 1.0 | 1.6 | 1.7 | 3.0 | 11.6 | 9% |
| Derivatives | 4.9 | 5.6 | 6.1 | 5.0 | NM | NM |
| Loans, Leases and Letters of Credit | 1.0 | 1.3 | 1.5 | 1.4 | 3.0 | 33% |
| Repurchase Agreements | 1.2 | 1.9 | 2.1 | 2.2 | NM | NM |
| Highly Lev. Fin. Commitments | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 81% |
| Equities (excludes ARS at AFS) | 1.5 | 1.6 | 3.2 | 4.8 | NM | NM |
| Consumer and Other⁽⁴⁾ | 2.1 | 3.1 | 3.2 | 3.1 | NM | NM |
| Total | \$21.0 | \$28.1 | \$32.0 | \$36.0 | | |

Note: Totals may not sum due to rounding. NM: Not meaningful. Assets in the SIVs have been allocated to their corresponding asset categories. Excludes Discontinued Operations.

(1) HFS accounts for approximately \$0.7B of the 4Q'12 total.

(2) Includes \$0.2B of Leases in 4Q'12.

(3) Includes \$0.4B of ARS, \$0.3B of Subprime, and \$0.2B of CLOs in 4Q'12.

(4) Includes \$0.2B of Small Business Banking & Finance loans and \$0.4B of personal loans in 4Q'12.

Citi Holdings – SAP AFS / HTM Assets

(\$B)

| | EOP Assets | | | | 4Q'12 | |
|---------------------------------------|--------------|---------------|---------------|---------------|---------------|------------------------|
| | 4Q'12 | 3Q'12 | 2Q'12 | 1Q'12 | Face Value | EOP Assets (% of Face) |
| Securities at AFS | \$1.1 | \$3.4 | \$4.0 | \$4.4 | \$1.4 | 82% |
| Corporates | 0.3 | 2.1 | 2.8 | 3.0 | 0.3 | 99% |
| Auction Rate Securities | 0.8 | 1.1 | 1.2 | 1.3 | 1.0 | 76% |
| Other Securities | 0.1 | 0.2 | 0.1 | 0.0 | 0.1 | 92% |
| Securities at HTM | \$5.9 | \$6.8 | \$7.3 | \$8.8 | \$9.0 | 65% |
| Corporates | 0.8 | 0.9 | 0.9 | 1.2 | 1.0 | 82% |
| Prime and Non-U.S. MBS | 2.1 | 2.3 | 2.5 | 3.1 | 2.6 | 82% |
| Alt-A Mortgages | 2.1 | 2.2 | 2.4 | 2.9 | 4.3 | 49% |
| Other Securities⁽¹⁾ | 0.9 | 1.3 | 1.6 | 1.6 | 1.2 | 75% |
| Total Securities at AFS / HTM | \$7.0 | \$10.2 | \$11.3 | \$13.2 | \$10.4 | 68% |

Note: Totals may not sum due to rounding. NM: Not meaningful.

Assets in the SIVs have been allocated to their corresponding asset categories.

(1) Includes assets previously held by SIVs (\$0.6B of ABS, CDOs / CLOs, and Sub-prime).

Non-GAAP Financial Measures – Reconciliations

| <i>(In millions of dollars)</i> | 12/31/2012 ⁽¹⁾ | 9/30/2012 | 6/30/2012 |
|---|---------------------------|--------------------|--------------------|
| Citigroup's Common Stockholders' Equity | \$186,487 | \$186,465 | \$183,599 |
| Add: Qualifying Minority Interests | 171 | 161 | 150 |
| Regulatory Capital Adjustments | | | |
| Less: | | | |
| Accumulated net unrealized losses on cash flow hedges, net of tax | (2,293) | (2,503) | (2,689) |
| Cumulative change in fair value of financial liabilities attributable to the change in own creditworthiness, net of tax | 587 | 998 | 1,649 |
| Intangible Assets | | | |
| Goodwill ⁽²⁾ | 27,004 | 27,248 | 29,108 |
| Identifiable intangible assets other than mortgage servicing rights (MSRs) | 5,716 | 5,983 | 6,156 |
| Defined benefit pension plan net assets | 732 | 752 | 910 |
| Deferred tax assets (DTAs) arising from net operating losses and foreign tax credit carry forwards and excess over 10% / 15% limitations for other DTAs, certain common equity investments, and MSRs ⁽³⁾ | 49,516 | 47,249 | 49,751 |
| Total Basel III Tier 1 Common Capital⁽⁴⁾ | \$105,396 | \$106,899 | \$98,864 |
| Basel III Risk-Weighted Assets (RWA)⁽⁵⁾ | \$1,206,722 | \$1,236,619 | \$1,250,233 |
| Basel III Tier 1 Common Capital Ratio⁽⁴⁾ | 8.7% | 8.6% | 7.9% |

Note:

- (1) Preliminary.
- (2) Includes goodwill embedded in the valuation of significant common stock investments in unconsolidated financial institutions.
- (3) Other DTAs reflect those DTAs arising from temporary differences.
- (4) Calculated based on the U.S. regulators proposed rules relating to Basel III (NPR). Citigroup's estimated Basel III Tier 1 Common Capital and Tier 1 Common Capital Ratio are based on its current interpretation, expectations, and understanding of the respective Basel III requirements and are necessarily subject to final regulatory clarity and rulemaking, model calibration, and other implementation guidance in the U.S.
- (5) The estimated Basel III risk-weighted assets have been calculated based on the proposed "advanced approaches" for determining risk-weighted assets under the NPR, as well as the final U.S. market risk capital rules (Basel II.5).

Non-GAAP Financial Measures – Reconciliations

| (\$ millions, except per share amounts) | 4Q'10 | 1Q'11 | 2Q'11 | 3Q'11 | 4Q'11 | 1Q'12 | 2Q'12 | 3Q'12 | 4Q'12 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Citigroup's Total Stockholders' Equity | \$163,468 | \$171,037 | \$176,364 | \$177,372 | \$177,806 | \$181,820 | \$183,911 | \$186,777 | \$189,049 |
| Less: Preferred Stock | 312 | 312 | 312 | 312 | 312 | 312 | 312 | 312 | 2,562 |
| Common Stockholders' Equity | 163,156 | 170,725 | 176,052 | 177,060 | 177,494 | 181,508 | 183,599 | 186,465 | 186,487 |
| Less: | | | | | | | | | |
| Goodwill | 26,152 | 26,339 | 26,621 | 25,496 | 25,413 | 25,810 | 25,483 | 25,915 | 25,673 |
| Intangible Assets (other than Mortgage Servicing Rights) | 7,504 | 7,280 | 7,136 | 6,800 | 6,600 | 6,413 | 6,156 | 5,963 | 5,697 |
| Goodwill and Intangible Assets - Recorded as Assets Held for Sale / Assets of Discont. Operations Held for Sale | - | 165 | - | - | - | - | - | 37 | 32 |
| Net Deferred Tax Assets Related to Goodwill and Intangible Assets | 56 | 53 | 50 | 47 | 44 | 41 | 38 | 35 | 32 |
| Tangible Common Equity (TCE) | \$129,444 | \$136,888 | \$142,245 | \$144,717 | \$145,437 | \$149,244 | \$151,922 | \$154,515 | \$155,053 |
| Common Shares Outstanding at Quarter-end | 2,906 | 2,921 | 2,918 | 2,924 | 2,924 | 2,932 | 2,933 | 2,933 | 3,029 |
| Tangible Book Value Per Share | \$ 44.55 | \$ 46.87 | \$ 48.75 | \$ 49.50 | \$ 49.74 | \$ 50.90 | \$ 51.81 | \$ 52.69 | \$ 51.19 |

Non-GAAP Financial Measures – Reconciliations

(\$MM)

| Citigroup | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|-----------------------------------|------------------|------------------|------------------|------------------|------------------|
| Reported Revenues (GAAP) | \$ 18,174 | \$ 13,951 | \$ 17,174 | \$ 78,353 | \$ 70,173 |
| Impact of: | | | | | |
| CVA/DVA | (485) | (776) | (40) | 1,806 | (2,330) |
| MSSB | - | (4,684) | - | - | (4,684) |
| Akbank | - | - | - | - | (1,605) |
| HDFC | - | - | - | 199 | 1,116 |
| SPDB | - | - | - | - | 542 |
| Adjusted Revenues | \$ 18,659 | \$ 19,411 | \$ 17,214 | \$ 76,348 | \$ 77,134 |
| Reported Expenses (GAAP) | \$ 13,845 | \$ 12,220 | \$ 13,211 | \$ 50,933 | \$ 50,518 |
| Impact of: | | | | | |
| HDFC | - | - | - | - | 4 |
| 4Q Repositioning | 1,028 | - | 428 | 428 | 1,028 |
| Adjusted Expenses | \$ 12,817 | \$ 12,220 | \$ 12,783 | \$ 50,505 | \$ 49,486 |
| Reported Net Income (GAAP) | \$ 1,196 | \$ 468 | \$ 956 | \$ 11,067 | \$ 7,541 |
| Impact of: | | | | | |
| CVA / DVA | (301) | (485) | (22) | 1,125 | (1,446) |
| MSSB | - | (2,897) | - | - | (2,897) |
| Akbank | - | - | - | - | (1,037) |
| HDFC | - | - | - | 128 | 722 |
| SPDB | - | - | - | - | 349 |
| 4Q Repositioning | 653 | - | 275 | 275 | 653 |
| Tax Item | - | 582 | - | - | 582 |
| Adjusted Net Income | \$ 2,150 | \$ 3,268 | \$ 1,253 | \$ 10,089 | \$ 11,921 |

| Citicorp ⁽¹⁾ | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|-----------------------------------|------------------|------------------|------------------|------------------|------------------|
| Reported Revenues (GAAP) | \$ 17,115 | \$ 17,641 | \$ 16,086 | \$ 72,082 | \$ 71,006 |
| Impact of: | | | | | |
| CVA/DVA | (510) | (799) | (74) | 1,732 | (2,487) |
| Akbank | - | - | - | - | (1,605) |
| HDFC | - | - | - | 199 | 1,116 |
| SPDB | - | - | - | - | 542 |
| Adjusted Revenues | \$ 17,625 | \$ 18,440 | \$ 16,160 | \$ 70,151 | \$ 73,440 |
| Reported Expenses (GAAP) | \$ 12,238 | \$ 11,030 | \$ 11,356 | \$ 44,469 | \$ 45,265 |
| Impact of: | | | | | |
| HDFC | - | - | - | - | 4 |
| 4Q Repositioning | 951 | - | 368 | 368 | 951 |
| Adjusted Expenses | \$ 11,287 | \$ 11,030 | \$ 10,988 | \$ 44,101 | \$ 44,310 |
| Reported Net Income (GAAP) | \$ 2,251 | \$ 4,030 | \$ 2,271 | \$ 15,289 | \$ 14,104 |
| Impact of: | | | | | |
| CVA/DVA | (316) | (499) | (40) | 1,081 | (1,543) |
| Akbank | - | - | - | - | (1,037) |
| HDFC | - | - | - | 128 | 722 |
| SPDB | - | - | - | - | 349 |
| 4Q Repositioning | 604 | - | 237 | 237 | 604 |
| Tax Item | - | 582 | - | - | 582 |
| Adjusted Net Income | \$ 3,171 | \$ 3,947 | \$ 2,548 | \$ 14,317 | \$ 15,635 |

| Citi Holdings | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Reported Revenues (GAAP) | \$ 1,059 | \$ (3,690) | \$ 1,088 | \$ 6,271 | \$ (833) |
| Impact of: | | | | | |
| CVA/DVA | 25 | 23 | 34 | 74 | 157 |
| MSSB | - | (4,684) | - | - | (4,684) |
| Adjusted Revenues | \$ 1,034 | \$ 971 | \$ 1,054 | \$ 6,197 | \$ 3,694 |
| Reported Expenses (GAAP) | \$ 1,607 | \$ 1,190 | \$ 1,855 | \$ 6,464 | \$ 5,253 |
| Impact of: | | | | | |
| 4Q Repositioning | 77 | - | 60 | 60 | 77 |
| Adjusted Expenses | \$ 1,530 | \$ 1,190 | \$ 1,795 | \$ 6,404 | \$ 5,176 |
| Reported Net Income (GAAP) | \$ (1,055) | \$ (3,562) | \$ (1,315) | \$ (4,222) | \$ (6,563) |
| Impact of: | | | | | |
| CVA / DVA | 15 | 14 | 18 | 43 | 98 |
| MSSB | - | (2,897) | - | - | (2,897) |
| 4Q Repositioning | 49 | - | 38 | 38 | 49 |
| Adjusted Net Income | \$ (1,021) | \$ (679) | \$ (1,295) | \$ (4,227) | \$ (3,715) |

Note: Totals may not sum due to rounding.

(1) Citicorp includes Corporate / Other segment. All gains / (losses) on minority investments recorded in Corporate / Other, as well as the 3Q'12 tax benefit and repositioning charges of \$34MM (\$21MM after-tax) in 4Q'11 and \$253MM (\$156MM after-tax) in 4Q'12.

Non-GAAP Financial Measures – Reconciliations

(\$MM)

| Securities & Banking | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|----------------------------|-----------------|-----------------|-----------------|------------------|------------------|
| Reported Revenues (GAAP) | \$ 4,293 | \$ 4,770 | \$ 3,194 | \$ 21,423 | \$ 19,743 |
| Impact of: | | | | | |
| CVA/DVA | (510) | (799) | (74) | 1,732 | (2,487) |
| Adjusted Revenues | \$ 4,803 | \$ 5,569 | \$ 3,268 | \$ 19,691 | \$ 22,230 |
| Reported Expenses (GAAP) | \$ 3,676 | \$ 3,486 | \$ 3,736 | \$ 15,013 | \$ 14,444 |
| Impact of: | | | | | |
| 4Q Repositioning | 237 | - | 215 | 215 | 237 |
| Adjusted Expenses | \$ 3,439 | \$ 3,486 | \$ 3,521 | \$ 14,798 | \$ 14,207 |
| Reported Net Income (GAAP) | \$ 629 | \$ 1,120 | \$ (158) | \$ 4,876 | \$ 4,384 |
| Impact of: | | | | | |
| CVA/DVA | (316) | (499) | (40) | 1,081 | (1,543) |
| 4Q Repositioning | 154 | - | 139 | 139 | 154 |
| Adjusted Net Income | \$ 1,099 | \$ 1,619 | \$ 21 | \$ 3,934 | \$ 6,081 |

| Global Consumer Banking | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|--------------------------------|-----------------|-----------------|-----------------|------------------|------------------|
| Reported Expenses (GAAP) | \$ 5,907 | \$ 5,389 | \$ 5,578 | \$ 21,408 | \$ 21,819 |
| Impact of: | | | | | |
| 4Q N.A. Repositioning | 100 | - | 18 | 18 | 100 |
| 4Q International Repositioning | 266 | - | 47 | 47 | 266 |
| Adjusted Expenses | \$ 5,541 | \$ 5,389 | \$ 5,513 | \$ 21,343 | \$ 21,453 |
| Reported Net Income (GAAP) | \$ 1,762 | \$ 2,161 | \$ 1,722 | \$ 7,672 | \$ 8,101 |
| Impact of: | | | | | |
| 4Q N.A. Repositioning | 62 | - | 11 | 11 | 62 |
| 4Q International Repositioning | 171 | - | 31 | 31 | 171 |
| Adjusted Net Income | \$ 1,995 | \$ 2,161 | \$ 1,764 | \$ 7,714 | \$ 8,334 |

| Citi Transaction Services | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|----------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Reported Expenses (GAAP) | \$ 1,597 | \$ 1,391 | \$ 1,530 | \$ 5,755 | \$ 5,788 |
| Impact of: | | | | | |
| 4Q Repositioning | 95 | - | 54 | 54 | 95 |
| Adjusted Expenses | \$ 1,502 | \$ 1,391 | \$ 1,476 | \$ 5,701 | \$ 5,693 |
| Reported Net Income (GAAP) | \$ 808 | \$ 843 | \$ 762 | \$ 3,330 | \$ 3,478 |
| Impact of: | | | | | |
| 4Q Repositioning | 61 | - | 35 | 35 | 61 |
| Adjusted Net Income | \$ 869 | \$ 843 | \$ 797 | \$ 3,365 | \$ 3,539 |

Non-GAAP Financial Measures – Reconciliations

(\$MM)

| International Consumer Banking | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|---|----------------|----------------|----------------|-----------------|-----------------|
| Reported Revenues | \$4,903 | \$4,778 | \$4,718 | \$19,036 | \$19,133 |
| Impact of FX Translation | - | 30 | 19 | (742) | - |
| Revenues in Constant Dollars | \$4,903 | \$4,808 | \$4,737 | \$18,294 | \$19,133 |
| Reported Expenses | \$3,231 | \$2,924 | \$2,906 | \$11,718 | \$11,886 |
| Impact of FX Translation | - | 14 | (12) | (494) | - |
| Expenses in Constant Dollars | \$3,231 | \$2,938 | \$2,894 | \$11,224 | \$11,886 |
| Reported Credit Costs | \$869 | \$722 | \$787 | \$2,625 | \$3,120 |
| Impact of FX Translation | - | 4 | (11) | (167) | - |
| Credit Costs in Constant Dollars | \$869 | \$726 | \$776 | \$2,458 | \$3,120 |
| Reported Net Income | \$760 | \$862 | \$778 | \$3,577 | \$3,287 |
| Impact of FX Translation | - | 7 | 16 | (102) | - |
| Net Income in Constant Dollars | \$760 | \$869 | \$794 | \$3,475 | \$3,287 |

| Latin America | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|
| Reported Revenues | \$2,520 | \$2,419 | \$2,350 | \$9,469 | \$9,702 |
| Impact of FX Translation | - | 8 | (5) | (569) | - |
| Revenues in Constant Dollars | \$2,520 | \$2,427 | \$2,345 | \$8,900 | \$9,702 |
| Reported Expenses | \$1,588 | \$1,387 | \$1,408 | \$5,756 | \$5,702 |
| Impact of FX Translation | - | 3 | (20) | (367) | - |
| Expenses in Constant Dollars | \$1,588 | \$1,390 | \$1,388 | \$5,389 | \$5,702 |

| Asia | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|
| Reported Revenues | \$1,992 | \$1,978 | \$2,020 | \$8,009 | \$7,915 |
| Impact of FX Translation | - | 14 | 19 | (98) | - |
| Revenues in Constant Dollars | \$1,992 | \$1,992 | \$2,039 | \$7,911 | \$7,915 |
| Reported Expenses | \$1,241 | \$1,202 | \$1,172 | \$4,619 | \$4,750 |
| Impact of FX Translation | - | 5 | 5 | (61) | - |
| Expenses in Constant Dollars | \$1,241 | \$1,207 | \$1,177 | \$4,558 | \$4,750 |

| EMEA | 4Q'12 | 3Q'12 | 4Q'11 | FY2011 | FY2012 |
|-------------------------------------|--------------|--------------|--------------|----------------|----------------|
| Reported Revenues | \$391 | \$381 | \$348 | \$1,558 | \$1,516 |
| Impact of FX Translation | - | 8 | 5 | (75) | - |
| Revenues in Constant Dollars | \$391 | \$389 | \$353 | \$1,483 | \$1,516 |
| Reported Expenses | \$402 | \$335 | \$326 | \$1,343 | \$1,434 |
| Impact of FX Translation | - | 6 | 3 | (66) | - |
| Expenses in Constant Dollars | \$402 | \$341 | \$329 | \$1,277 | \$1,434 |

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