

On February 28, 2014, Citi announced that it was adjusting downward its fourth quarter and full year 2013 financial results, from those reported on January 16, 2014, by an estimated \$235 million after-tax (\$360 million pre-tax) as a result of a fraud that had been discovered in its subsidiary in Mexico. The financial impact lowered Citi's 2013 net income from \$13.9 billion to \$13.7 billion. The financial impact of the fraud is **not** reflected in this fourth quarter earnings presentation, dated January 16, 2014. For additional information, including Citi's summary financial results for the full year 2013, as reported on January 16, 2014 and as adjusted for these matters, see Citi's Form 8-K filed with the U.S. Securities and Exchange Commission on February 28, 2014.

# Fourth Quarter 2013 Earnings Review

January 16, 2014



# Overview

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## Performance impacted by macro environment

- Markets performance reflected continued challenging trading environment
- Increased wallet share in Investment Banking in 2013
- Transaction Services continued to grow volumes and market share
- International Consumer performed well; sequential revenue growth in North America

## Progress in key execution priorities

- Utilized approximately \$2.4B of deferred tax assets in 2013
- Citi Holdings assets down 25% year-over-year to \$117B
- Citi Holdings net loss reduced by 50% in 2013

## Building a stronger institution

- Improved Citicorp efficiency and Citigroup returns
- Basel III Tier 1 Common Ratio of 10.5%, Supplementary Leverage Ratio of 5.4%
- Focused on execution in challenging environment
- Remain committed to 2015 targets and returning capital to shareholders

Note: Throughout this presentation, all references to Citi's estimated Basel III ratios and related components are based on Citi's current interpretation, expectations and understanding of the final U.S. Basel III rules. Citi's estimated Basel III ratios and related components are necessarily subject to, among other things, Citi's continued review and implementation of final U.S. Basel III rules, regulatory review and approval of Citi's credit, market and operational Basel III risk models, additional refinements, modifications or enhancements (whether required or otherwise) to Citi's models and further implementation guidance in the U.S.

# Significant P&L Items

(\$MM, except EPS)

	As Reported	Impact of:		Adjusted Results <sup>(2)</sup>
		CVA / DVA <sup>(1)</sup>	Credicard Divestiture	
<b>4Q'13</b>				
Revenues	\$17,780	\$(164)	-	\$17,944
EBT	3,775	(164)	-	3,939
Net Income	2,691	(100)	\$189	2,602
Diluted EPS	\$0.85	\$(0.03)	\$0.06	\$0.82

4Q'12	As Reported	CVA / DVA <sup>(1)</sup>	Repositioning <sup>(3)</sup>	Adjusted Results
Revenues	\$17,917	\$(485)	-	\$18,402
EBT	1,095	(485)	(1,028)	2,608
Net Income	1,196	(301)	(653)	2,150
Diluted EPS	\$0.38	\$(0.10)	\$(0.21)	\$0.69

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 30.

(2) 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 Slide 42.

(3) 4Q'13 included \$234MM of repositioning charges that are not excluded from operating results throughout this earnings presentation.

# Citigroup – Summary Financial Results<sup>(1)</sup>

(\$MM, except EPS)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
<b>Revenues</b>	<b>\$17,944</b>	\$18,216	(1)%	\$18,402	(2)%	<b>\$76,708</b>	1%
<b>Operating Expenses</b>	<b>11,933</b>	11,655	2%	12,681	(6)%	<b>47,995</b>	(2)%
Net Credit Losses	2,547	2,430	5%	2,985	(15)%	10,463	(26)%
Net LLR Build / (Release) <sup>(2)</sup>	(670)	(675)	1%	(91)	NM	(2,779)	27%
PB&C	195	204	(4)%	219	(11)%	830	(6)%
<b>Cost of Credit</b>	<b>2,072</b>	1,959	6%	3,113	(33)%	<b>8,514</b>	(25)%
<b>EBT</b>	<b>3,939</b>	4,602	(14)%	2,608	51%	<b>20,199</b>	28%
<b>Income Taxes</b>	<b>1,279</b>	1,384	(8)%	345	NM	<b>6,297</b>	74%
<i>Effective Tax Rate</i>	32%	30%		13%		31%	
<b>Net Income</b>	<b>\$2,602</b>	\$3,259	(20)%	\$2,150	21%	<b>\$13,756</b>	15%
<i>Return on Assets</i>	0.55%	0.70%		0.45%		0.73%	
<b>Diluted EPS</b>	<b>\$0.82</b>	\$1.02	(20)%	\$0.69	19%	<b>\$4.37</b>	13%
<b>Average Assets (\$B)</b>	<b>\$1,888</b>	\$1,860	2%	\$1,905	(1)%	<b>\$1,883</b>	(1)%
<b>EOP Assets (\$B)</b>	<b>1,881</b>	1,900	(1)%	1,865	1%	<b>1,881</b>	1%
<b>EOP Loans (\$B)<sup>(3)</sup></b>	<b>668</b>	658	2%	652	2%	<b>668</b>	2%
<b>EOP Deposits (\$B)</b>	<b>968</b>	955	1%	931	4%	<b>968</b>	4%

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

(1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods, gains / (losses) on minority investments in 2012, tax benefits in 3Q'12 and 3Q'13, repositioning charges in 4Q'12 and the impact of the Credicard divestiture in 4Q'13. Please refer to Slide 42 for a reconciliation of this information to reported results.

(2) Includes provision for unfunded lending commitments.

(3) EOP loans adjusted to exclude Credicard loans of \$3.4B in 4Q'12; Credicard was moved to discontinued operations as of 2Q'13.

# Citigroup – Revenue Variances<sup>(1)</sup>

(in Constant \$MM)

	4Q'13	\$Δ		Drivers
		QoQ	YoY	
Consumer Banking	\$9,474	\$226	\$(346)	– Lower U.S. mortgage refinancing activity YoY, partially offset by Best Buy portfolio and growth in Latin America
Securities & Banking	4,615	(469)	(200)	– Lower fixed income markets revenues, partially offset by growth in investment banking and equities YoY
Transaction Services	2,609	(13)	38	– Volume and fee growth offset by lower spreads
Corporate / Other	(50)	(79)	55	
<b>Citicorp</b>	<b>\$16,648</b>	<b>\$(337)</b>	<b>\$(454)</b>	
Citi Holdings	1,296	31	256	– Absence of rep & warranty reserve build YoY
<b>Citigroup (Constant \$)</b>	<b>\$17,944</b>	<b>\$(305)</b>	<b>\$(198)</b>	
<i>Impact of FX</i>		33	(260)	
<b>Citigroup (Reported)</b>	<b>\$17,944</b>	<b>\$(272)</b>	<b>\$(458)</b>	

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. Totals may not sum due to rounding.

5 (1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods. Please refer to Slide 42 for a reconciliation of this information to reported results.



# Citigroup – Expense Comparison

(\$MM)

	4Q'13	3Q'13	4Q'12	2013	2012
Reported Expenses	\$11,933	\$11,655	\$13,709	\$47,995	\$49,974
<u>Less:</u>					
Legal & Related	\$809	\$677	\$1,286	\$3,028	\$2,840
Repositioning Costs	234	133	1,028	590	1,375
Compensatory Fees	33	–	–	33	–
SIFI Regulatory Assessment	–	–	–	60	–
Core Operating Expenses	\$10,857	\$10,845	\$11,395	\$44,284	\$45,759
<u>In Constant Dollars:</u>					
Core Operating Expenses	\$10,857	\$10,905	\$11,201	\$44,284	\$45,156
Variance		\$(48)	\$(344)		\$(872)

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.

# Citicorp & Citi Holdings<sup>(1)</sup>

(\$MM)

	Citicorp					Citi Holdings				
	4Q'13	4Q'12	%Δ	2013	%Δ	4Q'13	4Q'12	%Δ	2013	%Δ
Revenues	\$16,648	\$17,360	(4)%	\$72,169	(0)%	\$1,296	\$1,042	24%	\$4,539	22%
Operating Expenses	10,462	11,154	(6)%	42,095	(4)%	1,471	1,527	(4)%	5,900	14%
<i>Efficiency Ratio</i>	63%	64%		58%						
Net Credit Losses	1,812	2,013	(10)%	7,393	(12)%	735	972	(24)%	3,070	(47)%
Net LLR Build / (Release) <sup>(2)</sup>	(130)	(142)	8%	(736)	66%	(540)	51	NM	(2,043)	(27)%
PB&C	52	64	(19)%	212	(10)%	143	155	(8)%	618	(5)%
Cost of Credit	1,734	1,935	(10)%	6,869	7%	338	1,178	(71)%	1,645	(66)%
EBT	4,452	4,271	4%	23,205	5%	(513)	(1,663)	69%	(3,006)	52%
Net Income	\$3,024	\$3,165	(4)%	\$15,647	0%	\$(422)	\$(1,015)	58%	\$(1,891)	49%
Average Assets (\$B)	\$1,767	\$1,739	2%	\$1,745	2%	\$119	\$166	(28)%	\$136	(30)%
EOP Assets (\$B)	1,764	1,709	3%	1,764	3%	117	156	(25)%	117	(25)%
EOP Loans (\$B) <sup>(3)</sup>	575	536	7%	575	7%	93	116	(20)%	93	(20)%
EOP Deposits (\$B)	932	863	8%	932	8%	36	68	(47)%	36	(47)%

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

(1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods, gains / (losses) on minority investments in 2012, tax benefits in 3Q'12 and 3Q'13, repositioning charges in 4Q'12 and the impact of the Credicard divestiture in 4Q'13. Please refer to Slide 42 for a reconciliation of this information to reported results.

(2) Includes provision for unfunded lending commitments.

(3) EOP loans in Citicorp adjusted to exclude Credicard loans of \$3.4B in 4Q'12; Credicard was moved to discontinued operations as of 2Q'13.

# Citicorp – International Consumer Banking

(in Constant \$MM)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
<b>Revenues</b>	<b>\$4,596</b>	<b>\$4,510</b>	<b>2%</b>	<b>\$4,507</b>	<b>2%</b>	<b>\$18,391</b>	<b>3%</b>
▪ Latin America	2,404	2,275	6%	2,229	8%	9,318	7%
▪ Asia	1,834	1,871	(2)%	1,899	(3)%	7,624	(1)%
▪ EMEA	358	364	(2)%	379	(6)%	1,449	(1)%
<b>Expenses<sup>(1)</sup></b>	<b>2,800</b>	<b>2,699</b>	<b>4%</b>	<b>2,726</b>	<b>3%</b>	<b>11,017</b>	<b>1%</b>
▪ Latin America	1,344	1,284	5%	1,280	5%	5,244	5%
▪ Asia	1,116	1,104	1%	1,108	1%	4,450	(1)%
▪ EMEA	340	311	9%	338	1%	1,323	(2)%
<b>Credit Costs</b>	<b>792</b>	<b>839</b>	<b>(6)%</b>	<b>755</b>	<b>5%</b>	<b>3,127</b>	<b>16%</b>
<b>EBT</b>	<b>1,004</b>	<b>972</b>	<b>3%</b>	<b>1,026</b>	<b>(2)%</b>	<b>4,247</b>	<b>(2)%</b>
<b>Net Income</b>	<b>\$734</b>	<b>\$683</b>	<b>7%</b>	<b>\$908</b>	<b>(19)%</b>	<b>\$ 3,049</b>	<b>(10)%</b>
<b>EBT ex-LLR<sup>(2)</sup></b>	<b>1,079</b>	<b>1,126</b>	<b>(4)%</b>	<b>1,087</b>	<b>(1)%</b>	<b>4,645</b>	<b>2%</b>
<b>Key Indicators (\$B)</b>							
RB Average Deposits	\$161	\$159	1%	\$162	(1)%	\$161	(2)%
RB Average Loans	107	105	2%	100	7%	105	6%
Investment Sales	20	21	(3)%	20	2%	88	15%
Card Average Loans <sup>(3)</sup>	33	32	3%	32	3%	33	3%
Card Purchase Sales <sup>(3)</sup>	33	30	7%	31	6%	124	7%

## • Revenues

- Latam up 8% YoY mainly driven by volume growth
- Asia down 3% YoY driven by regulatory changes, the continued impact of spread compression and franchise repositioning in Korea
- Continued YoY growth in average loans and card purchase sales

## • Expenses

- Up 3% YoY driven by repositioning charges in 4Q'13<sup>(1)</sup>

## • Credit Costs

- NCL rate of 1.9% versus 2.0% in 4Q'12
- LLR build of \$75MM in 4Q'13 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 44. Totals may not sum due to rounding.

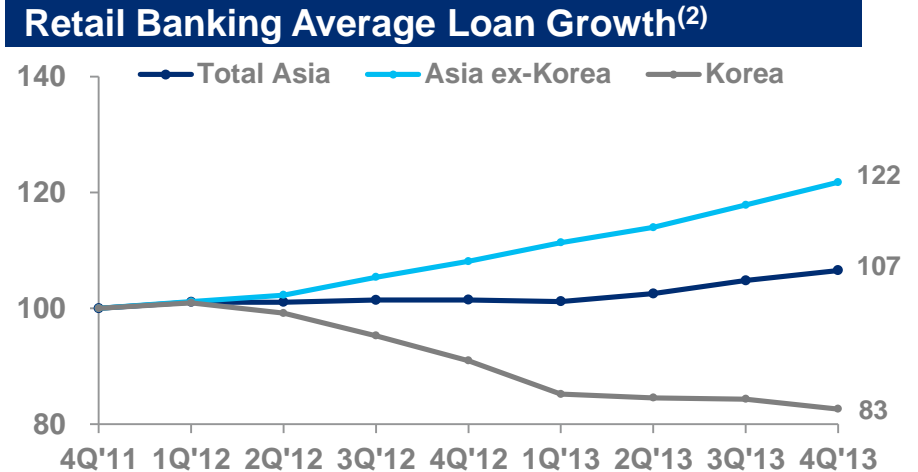
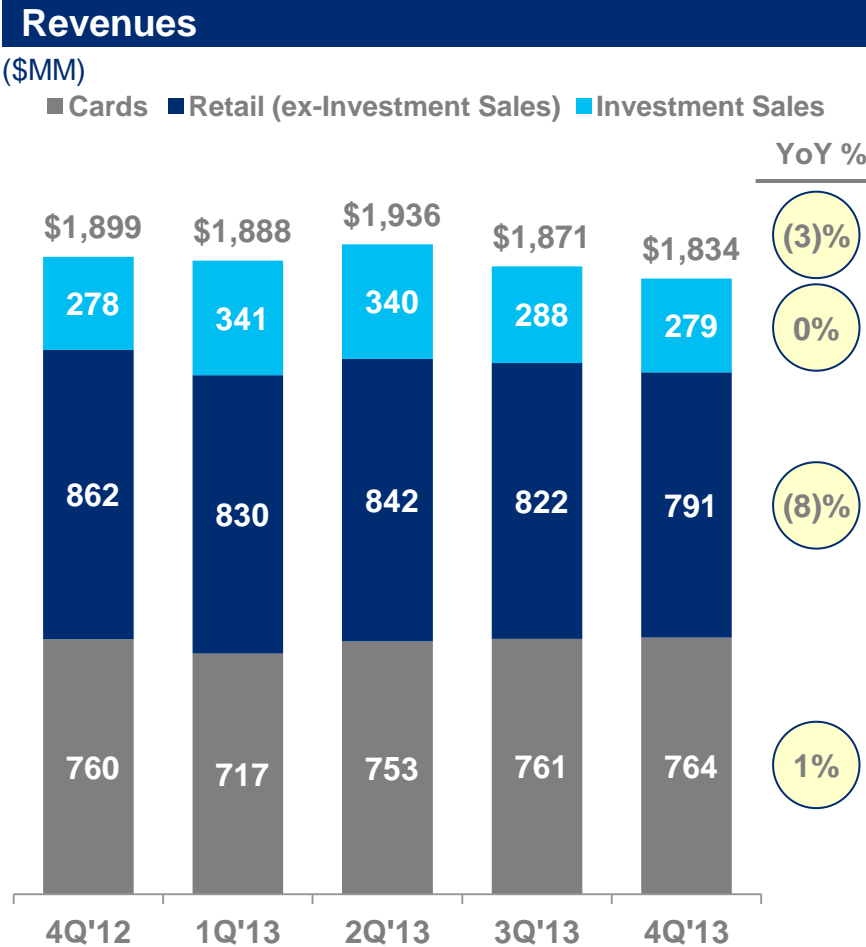
(1) Results exclude \$266MM of repositioning charges in 4Q'12. Please refer to Slide 43 for a reconciliation to reported results.

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

(3) Adjusted to exclude Credicard loans of \$3.2B in 4Q'12; Credicard was moved to discontinued operations as of 2Q'13.



# Citicorp – Asia Consumer Banking<sup>(1)</sup>



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 44. Totals may not sum due to rounding.

9 (1) All data shown in constant dollars.  
 (2) Index 4Q'11 = 100



# Citicorp – North America Consumer Banking

(\$MM)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
<b>Revenues</b>	<b>\$4,878</b>	<b>\$4,738</b>	<b>3%</b>	<b>\$5,313</b>	<b>(8)%</b>	<b>\$19,778</b>	<b>(6)%</b>
▪ Retail Banking	1,091	1,123	(3)%	1,667	(35)%	5,378	(20)%
▪ Branded Cards	2,120	2,087	2%	2,113	0%	8,211	(0)%
▪ Retail Services	1,667	1,528	9%	1,533	9%	6,189	3%
<b>Expenses<sup>(1)</sup></b>	<b>2,420</b>	<b>2,358</b>	<b>3%</b>	<b>2,575</b>	<b>(6)%</b>	<b>9,591</b>	<b>(2)%</b>
<b>Credit Costs</b>	<b>1,038</b>	<b>875</b>	<b>19%</b>	<b>1,068</b>	<b>(3)%</b>	<b>3,664</b>	<b>7%</b>
<b>EBT</b>	<b>1,420</b>	<b>1,505</b>	<b>(6)%</b>	<b>1,670</b>	<b>(15)%</b>	<b>6,523</b>	<b>(15)%</b>
<b>Net Income</b>	<b>\$898</b>	<b>\$932</b>	<b>(4)%</b>	<b>\$1,042</b>	<b>(14)%</b>	<b>\$ 4,066</b>	<b>(15)%</b>
<b>EBT ex-LLR<sup>(2)</sup></b>	<b>1,336</b>	<b>1,280</b>	<b>4%</b>	<b>1,455</b>	<b>(8)%</b>	<b>5,493</b>	<b>4%</b>
<b>Key Indicators (\$B)</b>							
RB Average Deposits	\$169	\$167	1%	\$160	5%	\$166	8%
RB Average Loans	44	43	2%	42	4%	43	3%
Investment Sales	3	3	6%	3	14%	14	36%
Cards Average Loans	112	106	5%	108	3%	107	(2)%
Purchase Sales	67	60	12%	62	8%	240	3%

## • Revenues

- Retail Banking: Down YoY mainly reflecting lower mortgage refinancing activity and continued spread compression
- Citi-Branded Cards: Flat YoY as higher spreads offset a decline in average loans; up QoQ on higher spreads
- Retail Services: Up YoY and QoQ driven by the Best Buy portfolio acquisition

## • Expenses

- Down YoY on lower legal and related expenses, efficiency savings and mortgage repositioning, partially offset by Best Buy<sup>(1)</sup>

## • Credit Costs

- NCLs declined 13% YoY to \$1.1B, driven by improvement in cards
- Net LLR release of \$84MM in 4Q'13, including a build related to Best Buy originations, compared to net release of \$215MM in 4Q'12

Note: Totals may not sum due to rounding.

(1) Results exclude \$100MM of repositioning charges in 4Q'12. Please refer to Slide 43 for a reconciliation to reported results.

10 (2) EBT ex-LLR represents income (loss) from continuing operations before taxes, excluding loan loss reserve build / (release) and provision for unfunded lending commitments.



# Citicorp – Consumer Credit Trends

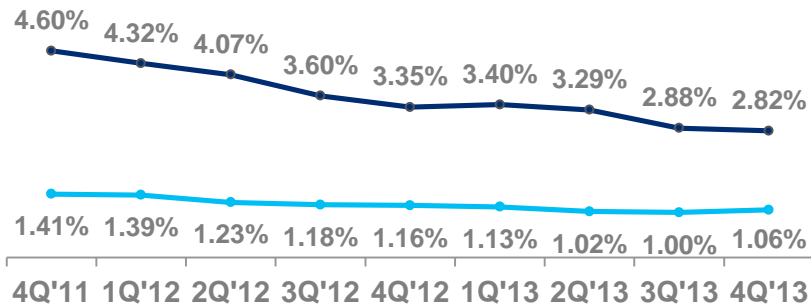
(EOP Loans in Constant \$B)

● NCL

● 90+ DPD

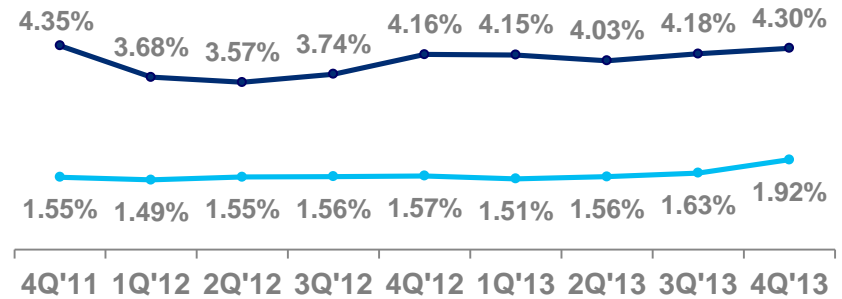
## North America

EOP	4Q'12	3Q'13	4Q'13
Loans	\$154.2	\$155.0	\$160.9



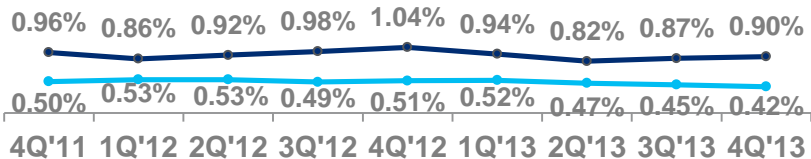
## Latin America

EOP	4Q'12	3Q'13	4Q'13
Loans <sup>(1)</sup>	\$38.5	\$41.1	\$42.7



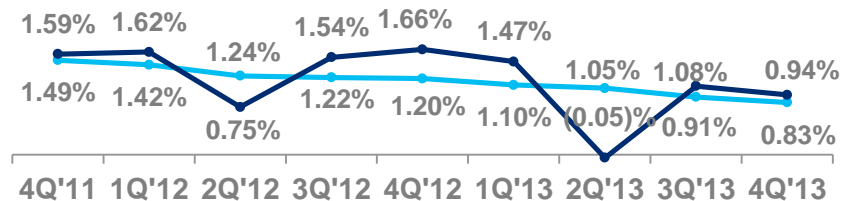
## Asia

EOP	4Q'12	3Q'13	4Q'13
Loans	\$86.0	\$88.5	\$90.7



## EMEA

EOP	4Q'12	3Q'13	4Q'13
Loans	\$7.9	\$7.9	\$8.0



# Citicorp – Securities & Banking<sup>(1)</sup>

(\$MM)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
<b>Product Revenues (ex-CVA / DVA &amp; Loan Hedges)</b>							
■ Investment Banking	1,036	839	23%	1,003	3%	3,977	8%
■ Equity Markets	539	710	(24)%	465	16%	3,017	22%
■ Fixed Income Markets	2,329	2,783	(16)%	2,741	(15)%	13,107	(7)%
■ Lending <sup>(2)</sup>	393	377	4%	377	4%	1,504	(4)%
■ Private Bank	599	614	(2)%	596	1%	2,487	4%
■ Other	(142)	(95)	NM	(52)	NM	(442)	NM
<b>Revenues</b>	<b>\$4,754</b>	<b>\$5,228</b>	<b>(9)%</b>	<b>\$5,130</b>	<b>(7)%</b>	<b>\$23,650</b>	<b>2%</b>
Gain / (Loss) on Loan Hedges <sup>(2)</sup>	(139)	(147)	5%	(258)	46%	(287)	59%
<b>Total Revenues (ex-CVA / DVA)</b>	<b>4,615</b>	<b>5,081</b>	<b>(9)%</b>	<b>4,872</b>	<b>(5)%</b>	<b>23,363</b>	<b>4%</b>
<b>Expenses</b>	<b>3,377</b>	<b>3,367</b>	<b>0%</b>	<b>3,431</b>	<b>(2)%</b>	<b>13,803</b>	<b>(3)%</b>
<b>Credit Costs</b>	<b>(106)</b>	<b>120</b>	<b>NM</b>	<b>78</b>	<b>NM</b>	<b>7</b>	<b>NM</b>
<b>EBT</b>	<b>1,344</b>	<b>1,594</b>	<b>(16)%</b>	<b>1,363</b>	<b>(1)%</b>	<b>9,553</b>	<b>16%</b>
<b>Net Income</b>	<b>\$1,060</b>	<b>\$1,195</b>	<b>(11)%</b>	<b>\$1,149</b>	<b>(8)%</b>	<b>\$ 6,838</b>	<b>9%</b>

## • Revenues

- Investment Banking: Up 3% YoY and 23% QoQ driven by growth in equity underwriting and M&A
- Equity Markets: Up 16% YoY on improved client activity. Down 24% QoQ on weaker trading performance and slower client activity in December
- Fixed Income: Down 15% YoY given a more challenging trading environment and absence of revenues in Citi Capital Advisors. Down 16% QoQ primarily driven by spread products
- Private Bank: Up 1% YoY on growth in managed investments and lending. Down 2% QoQ on lower capital markets activity

## • Expenses

- Down 2% YoY on lower compensation costs, partially offset by higher legal and related expenses and repositioning charges
- Flat QoQ on lower compensation costs, offset by deal-related and legal and related costs, as well as impact of FX

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

(1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods and \$237MM of repositioning charges in 4Q'12. Please refer to Slide 43 for a reconciliation of this information to reported results.

(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 in (netted against) the core lending revenues to reflect the cost of the credit protection.

# Citicorp – Transaction Services

(in Constant \$MM)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
<b>Revenues</b>	<b>\$2,609</b>	<b>\$2,622</b>	<b>(0)%</b>	<b>\$2,571</b>	<b>1%</b>	<b>\$10,560</b>	<b>0%</b>
▪ Net Interest Revenue	1,427	1,411	1%	1,444	(1)%	5,641	(4)%
▪ Non-Interest Revenue	1,182	1,211	(2)%	1,127	5%	4,919	6%
<b>Expenses<sup>(1)</sup></b>	<b>1,440</b>	<b>1,439</b>	<b>0%</b>	<b>1,485</b>	<b>(3)%</b>	<b>5,734</b>	<b>2%</b>
<b>Credit Costs</b>	<b>10</b>	<b>19</b>	<b>(47)%</b>	<b>6</b>	<b>73%</b>	<b>71</b>	<b>(53)%</b>
<b>EBT</b>	<b>1,159</b>	<b>1,164</b>	<b>(0)%</b>	<b>1,080</b>	<b>7%</b>	<b>4,755</b>	<b>(0)%</b>
<b>Net Income</b>	<b>\$778</b>	<b>\$787</b>	<b>(1)%</b>	<b>\$807</b>	<b>(4)%</b>	<b>\$ 3,132</b>	<b>(6)%</b>
<b>Product Revenues</b>							
▪ Treasury & Trade Solutions	1,934	1,949	(1)%	1,928	0%	7,803	(1)%
▪ Securities & Fund Services	675	673	0%	643	5%	2,757	4%
<b>Key Indicators</b>							
Average Deposits <sup>(2)</sup> (\$B)	465	434	7%	426	9%	434	8%
EOP Assets Under Custody (\$T)	14.5	13.9	4%	13.2	10%	14.5	10%

## • Revenues

- TTS: Flat YoY as volume and fee growth was offset by the continued impact of spread compression
  - Trade loan originations up 12% YoY
- SFS: Up 5% YoY as higher settlement volumes were partially offset by lower net interest spreads

## • Expenses

- Down 3% YoY as efficiency savings and lower legal and related costs were partially offset by volume-related 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 44. Totals may not sum due to rounding. NM: Not meaningful.

(1) Results exclude \$95MM of repositioning charges in 4Q'12. Please refer to Slide 43 for a reconciliation to reported results.

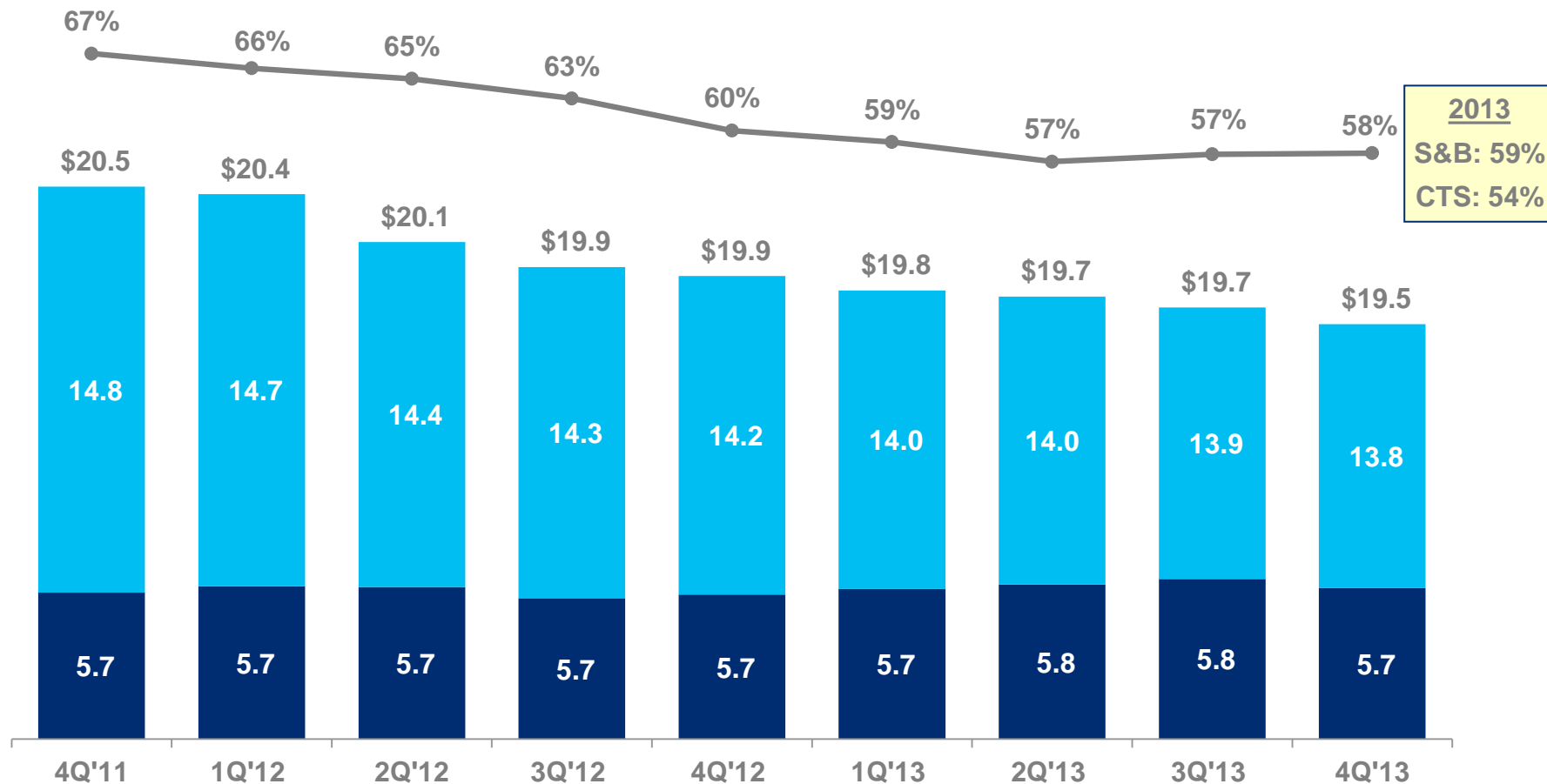
(2) Average deposits and other customer liability balances.

# Institutional Clients Group<sup>(1)</sup>

(LTM, \$B)

■ Transaction Services ■ Securities & Banking

## Expenses and Efficiency Ratio



**2013**  
S&B: 59%  
CTS: 54%

Note: Totals may not sum due to rounding. LTM: last twelve months.

(1) Adjusted results for Securities & Banking and Transaction Services combined, which exclude, as applicable, CVA / DVA in all periods and 4Q'11 and 4Q'12 repositioning charges. Please refer to Slide 43 for a reconciliation of this information to reported results.

# Citicorp – Corporate / Other<sup>(1)</sup>

(\$MM)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
Revenues	\$(50)	\$31	NM	\$(106)	53%	\$77	NM
Expenses	425	432	(2)%	806	(47)%	1,950	(34)%
EBT	(475)	(401)	(18)%	(912)	48%	(1,873)	36%
Net Income	\$(446)	\$(243)	(84)%	\$(782)	43%	\$(1,438)	38%
<b>Key Indicators (\$B)</b>							
Average Assets	\$314	\$287	9%	\$283	11%	\$284	(0)%
EOP Assets	314	317	(1)%	243	29%	314	29%

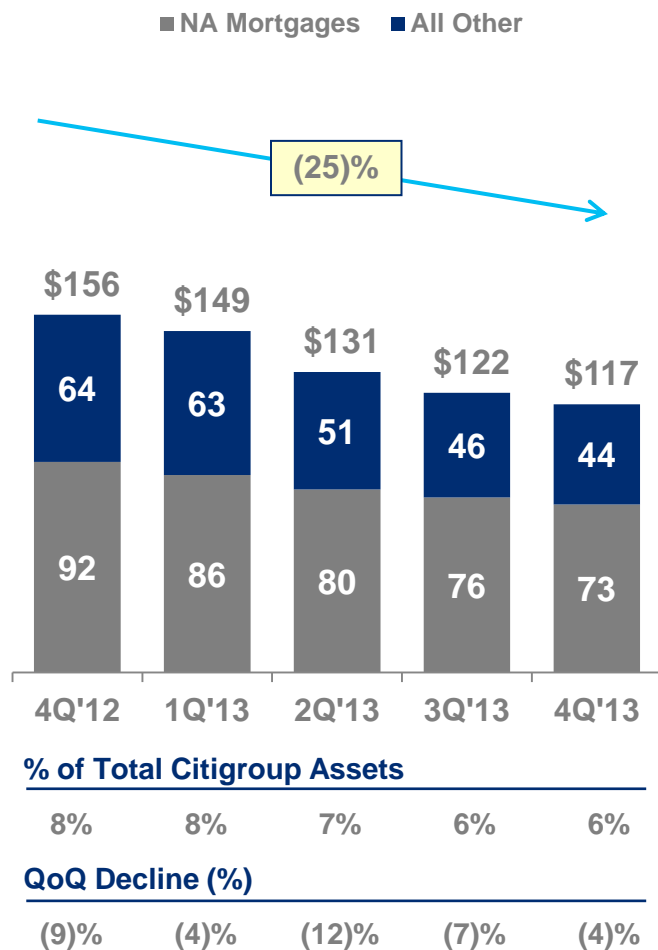
- Revenues
  - Up YoY mainly driven by hedging activities, partially offset by lower AFS sales
- Expenses
  - Down YoY mainly reflecting lower legal and related costs
- Assets
  - Cash and deposits with banks plus liquid AFS investments represent 82% of Corporate / Other assets

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

(1) Adjusted results, which exclude, as applicable, gains / (losses) on minority investments in 2012, tax benefits in 3Q'12 and 3Q'13, repositioning charges of \$253MM in 4Q'12 and the impact of the Credicard divestiture in 4Q'13. Please refer to Slide 43 for a reconciliation of this information to reported results.

# Citi Holdings – Asset Summary

EOP Assets (\$B)



	4Q'13	3Q'13	%Δ
<b>Consumer Assets</b>	<b>\$104</b>	<b>\$107</b>	<b>(3) %</b>
■ North America	98	101	(3)
■ Loans			
– Mortgages	73	76	(4)
– Personal	9	9	1
– Other	3	3	(3)
■ Other Assets	12	12	(0)
■ International	6	7	(6)
<b>Other Assets</b>	<b>\$13</b>	<b>\$15</b>	<b>(8) %</b>
■ Securities at HTM	4	4	(9)
■ Trading MTM / AFS	5	6	(9)
■ Other	4	5	(6)
<b>Total</b>	<b>\$117</b>	<b>\$122</b>	<b>(4) %</b>

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



# Citi Holdings – Financials<sup>(1)</sup>

(\$MM)

	4Q'13	3Q'13	%Δ	4Q'12	%Δ	2013	%Δ
Revenues	\$1,296	\$1,256	3%	\$1,042	24%	\$4,539	22%
Expenses <sup>(2)</sup>	1,471	1,380	7%	1,527	(4)%	5,900	14%
Credit Costs	338	109	NM	1,178	(71)%	1,645	(66)%
EBT	(513)	(233)	NM	(1,663)	69%	(3,006)	52%
Net Income	\$(422)	\$(102)	NM	\$(1,015)	58%	\$(1,891)	49%

- Revenues
  - Up YoY primarily driven by the absence of rep & warranty reserve builds
- Expenses
  - Down YoY reflecting decline in assets, partially offset by higher legal and related costs
  - Excluding legal and related costs, expenses declined 16% YoY
- Credit Costs<sup>(3)</sup>
  - NCLs down 24% YoY to \$735MM
  - LLR release of \$540MM

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

(1) Adjusted results, which exclude, as applicable, CVA / DVA in all periods, the loss on MSSB in 3Q'12 and repositioning charges in 4Q'12. Please refer to Slide 42 for a reconciliation of this information to reported results.

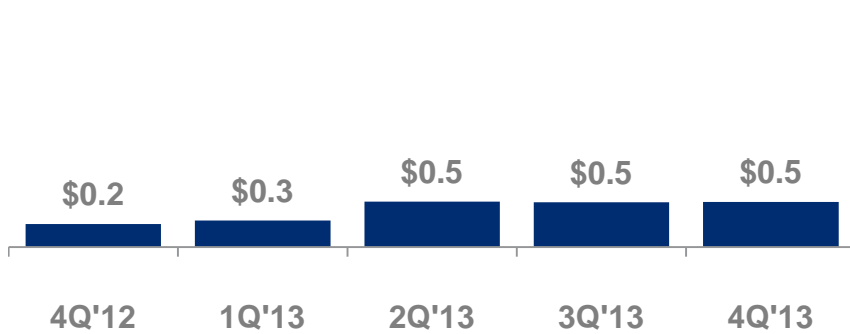
(2) Results excludes \$77MM of repositioning charges in 4Q'12. Please refer to Slide 42 for a reconciliation to reported results.

(3) 4Q'13 includes approximately \$184MM of net credit losses related to the following: 1) a change in the charge-off policy for mortgages originated in CitiFinancial to more closely align to policies used in the CitiMortgage (CMI) business (\$91 million); 2) the acceleration of accounting losses associated with modified home equity loans determined to be collateral dependent (\$64 million); and 3) a change in the estimate of net credit losses related to collateral dependent loans to borrowers that have gone through Chapter 7 bankruptcy (\$29 million, of which \$15 million related to CMI residential first mortgages and \$14 million to home equity loans). These incremental \$184 million of net credit losses were almost fully offset by related loan loss reserve releases during the quarter.

# Citi Holdings – Key Financial Metrics

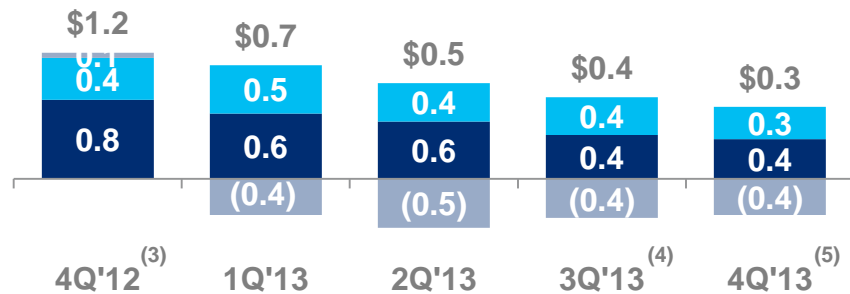
(\$B)

## Adjusted Operating Margin<sup>(1)</sup>



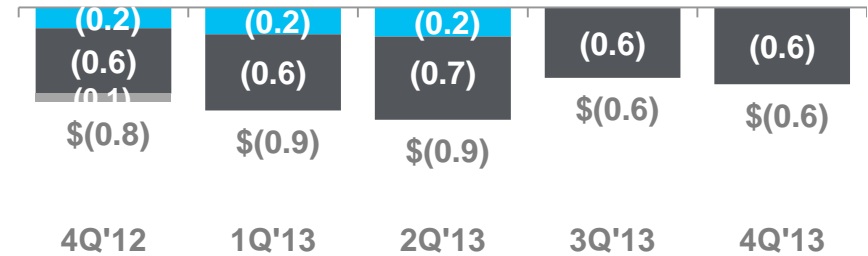
## Credit Costs<sup>(2)</sup>

■ NA Mortgage NCLs ■ Other NCLs & PB&C<sup>(2)</sup> ■ LLR Build/(Release)

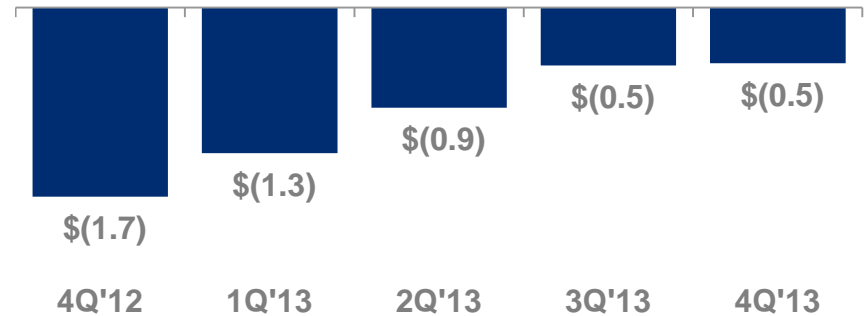


## Adjusted Items

■ Rep & Warranty ■ Legal & Related ■ 4Q'12 Repositioning



## Pre-Tax Earnings<sup>(6)</sup>



Note: Totals may not sum due to rounding.

(1) Operating margin is defined as revenues less expenses, excluding CVA / DVA, rep and warranty reserve builds, legal and related costs, and 4Q'12 repositioning expenses. Please refer to Slide 42, Citigroup's Historical and Third Quarter 2013 Quarterly Financial Data Supplements furnished as exhibits to Form 8-K filed with the U.S. Securities and Exchange Commission on September 30, 2013 and October 15, 2013 for more information.

(2) PBC: Provision for Benefits and Claims, totaling approximately \$0.2 billion in each period.

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

(4) 3Q'13 excluded approximately \$300MM of incremental mortgage-related LLR release.

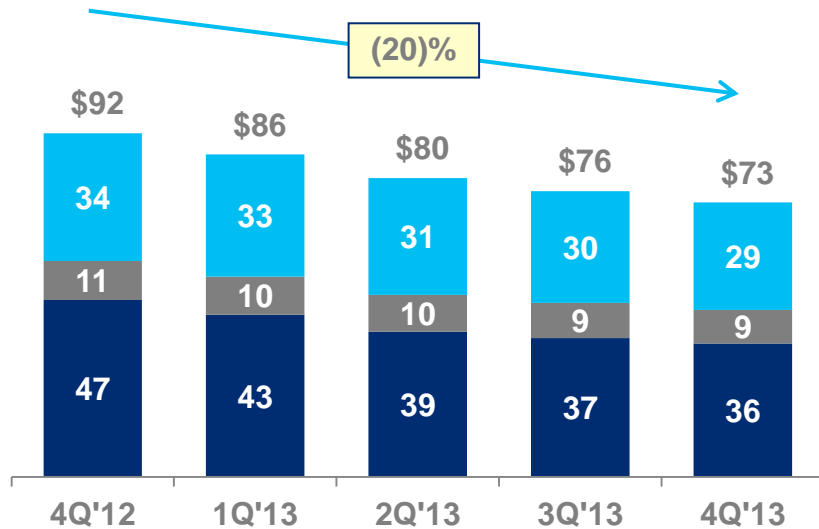
(5) Adjusted to exclude approximately \$184MM of net credit losses and related loan loss reserve releases. Please refer to footnote 3 on Slide 17.

(6) Pre-tax earnings, excluding CVA / DVA and the incremental LLR release of ~\$300MM in 3Q'13.

# Citi Holdings – N.A. Mortgage Details

## EOP Loans (\$B)

■ CMI<sup>(1)</sup> Residential First ■ CFNA<sup>(1)</sup> Residential First  
■ Home Equity

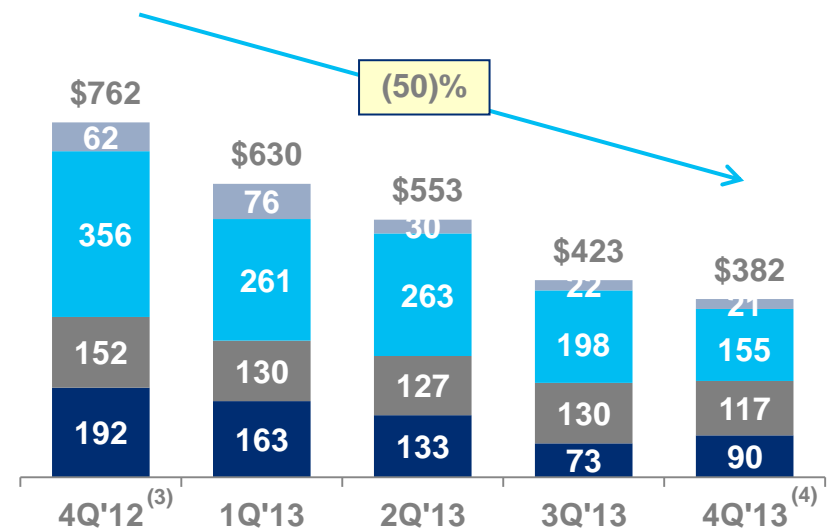


## NA Mortgage LLR (\$B) & Months of NCL Coverage

\$8.4	\$7.5	\$6.4	\$5.7	\$4.9
33	36	35	40	39

## Net Credit Losses (\$MM)

■ CMI<sup>(1)</sup> Residential First ■ CFNA<sup>(1)</sup> Residential First  
■ Home Equity ■ IFR / NMS<sup>(2)</sup>



<b>Total NCL</b>	3.2%	2.8%	2.6%	2.1%	2.0%
<b>CMI Resi 1<sup>st</sup></b>	1.8%	1.6%	1.4%	0.8%	1.0%
<b>CFNA Resi 1<sup>st</sup></b>	5.6%	5.0%	5.0%	5.3%	5.0%
<b>Home Equity</b>	4.4%	3.8%	3.4%	2.7%	2.3%

Note: Totals may not sum due to rounding.

(1) CMI refers to loans originated by CitiMortgage. CFNA refers to loans originated by CitiFinancial.

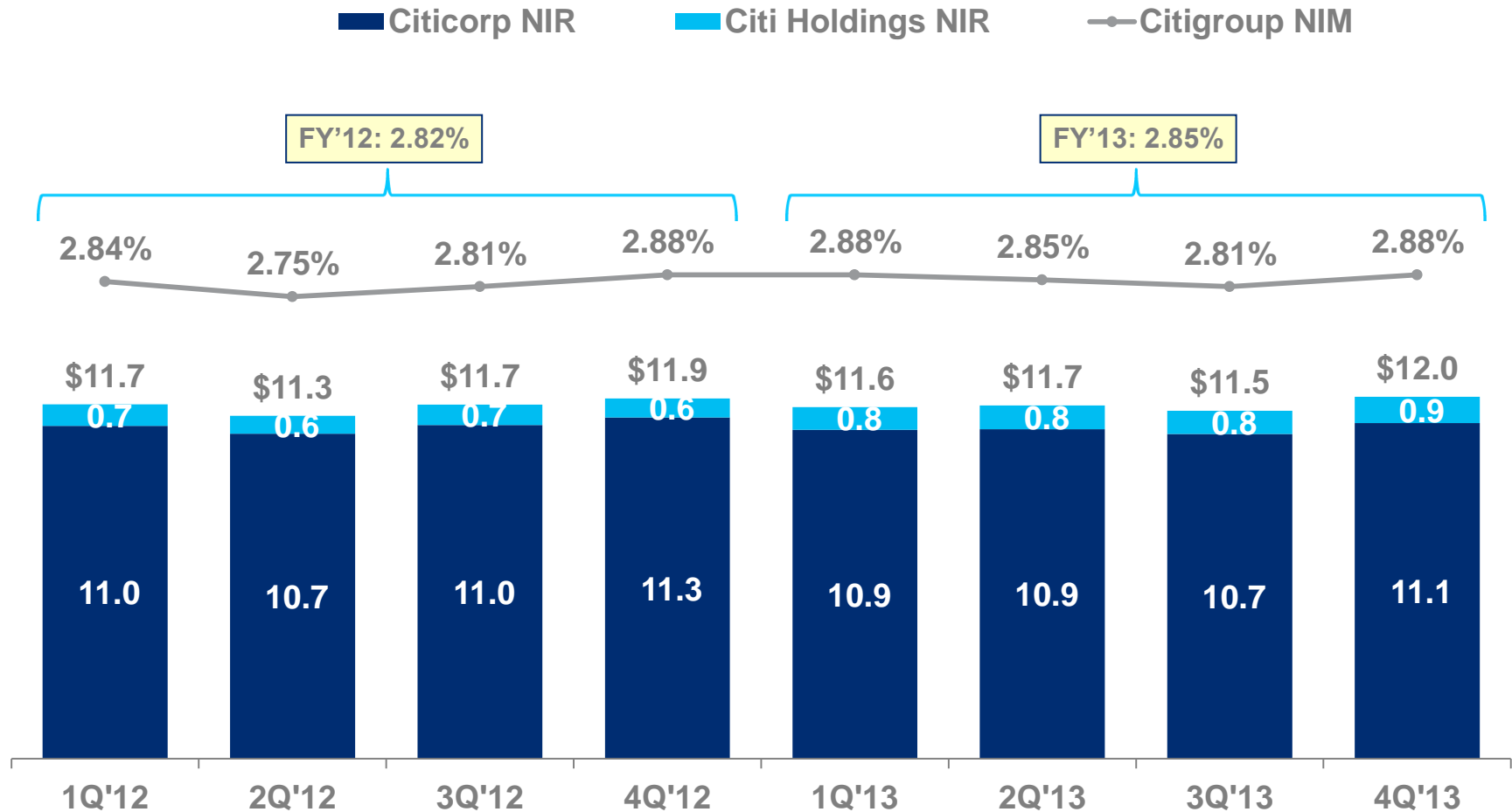
(2) IFR: Independent Foreclosure Review. NMS: National Mortgage Settlement.

(3) 4Q'12 excluded approximately \$40MM benefit to charge-offs related to finalizing the impact of the OCC guidance regarding the treatment of mortgage loans where the borrower has gone through Chapter 7 (approximately \$10MM of which was attributable to residential first mortgages and \$30MM to home equity loans).

(4) Adjusted to exclude approximately \$184MM of net credit losses. Please refer to footnote 3 on Slide 17.

# Citigroup – Net Interest Revenue & Margin

(\$B)

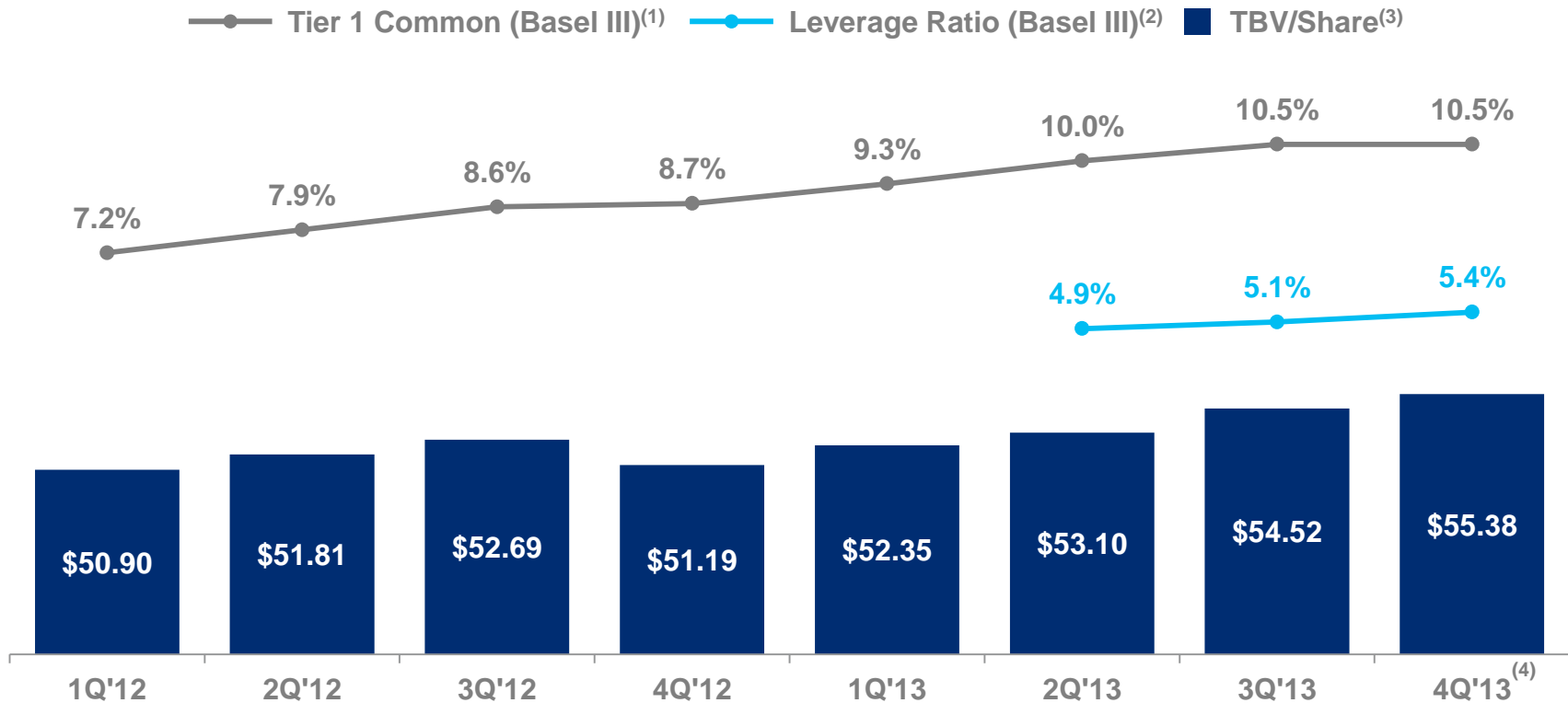


Note: Totals may not sum due to rounding.

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 – Key Capital Metrics



## Basel III Risk-Weighted Assets (\$B)

\$1,272	\$1,250	\$1,237	\$1,206	\$1,192	\$1,168	\$1,159	\$1,198
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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 and related components, including the calculation of this ratio, please refer to Slides 2 and 40.
- (2) Citigroup's estimated Basel III Supplementary Leverage Ratio is a non-GAAP financial measure. For additional information regarding Citi's estimated Supplementary Leverage Ratio and related components, please refer to Slides 2 and 41.
- (3) 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 41.
- (4) Preliminary. Citi Holdings comprised approximately 19% of estimated Basel III risk-weighted assets as of 4Q'13.

# Conclusions

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## **Results show progress despite difficult operating environment**

- Strong performance in Investment Banking, driven by M&A and equity underwriting
- Sequential growth in Global Consumer, driven by Latin America and Best Buy portfolio
- Significant reduction in Citi Holdings loss year-over-year

## **Improved Citicorp efficiency and Citigroup returns in 2013**

### **Strong capital and liquidity position**

- Utilized approximately \$2.4B of deferred tax assets in 2013
- Estimated Basel III Tier 1 Common Ratio of 10.5%
- Estimated Basel III Supplementary Leverage Ratio of 5.4%

### **Key execution priorities**

- Gaining wallet share and improving efficiency
- Maintaining credit discipline
- Continuing to wind-down Citi Holdings in an economically rational manner

Certain statements in this document are “forward-looking statements” within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. These statements are based on management’s current expectations and are subject to uncertainty and changes in circumstances. These statements are not guarantees of future results or occurrences. Actual results and capital and other financial condition may differ materially from those included in these statements due to a variety of factors, including the precautionary statements included in this document and those contained in Citigroup’s filings with the U.S. Securities and Exchange Commission, including without limitation the “Risk Factors” section of Citigroup’s 2012 Form 10-K. Any forward-looking statements made by or on behalf of Citigroup speak only as to the date they are made, and Citi does not undertake to update forward-looking statements to reflect the impact of circumstances or events that arise after the date the forward-looking statements were made.

The Citi logo is centered on a blue gradient background. It features the word "citi" in a white, lowercase, sans-serif font. A red, curved arch is positioned above the letters "i" and "t". To the right of the word "citi" is a registered trademark symbol (®).

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# Appendix

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# Citigroup – 2013 Returns Analysis

(\$B)

Net Income Available to Common <sup>(1)</sup>	2013
Global Consumer Banking (GCB)	\$7.1
Securities & Banking (S&B)	6.8
Transaction Services (CTS)	3.1
Corporate / Other	(1.4)
<b>Citicorp</b>	<b>\$15.6</b>
<b>Citigroup<sup>(2)</sup></b>	<b>\$13.6</b>

Average Tangible Common Equity <sup>(3)</sup>	2013
Total	\$162
Less: TCE Supporting DTA	(41)
<b>TCE Supporting Businesses</b>	<b>\$121</b>
<b>ROTCE Supporting Businesses</b>	<b>11.2%</b>

Average Basel III RWA	2013
GCB	\$299
S&B	521
CTS	50
Corporate / Other	65
<b>Citicorp</b>	<b>\$935</b>
<b>Citigroup</b>	<b>\$1,185</b>

**Total ICG<sup>(4)</sup>: \$571B**

Return on Basel III Capital @ 10% <sup>(5)</sup>	2013
GCB	23.8%
ICG <sup>(4)</sup>	17.5%
<b>Citicorp</b>	<b>16.7%</b>
<b>Citigroup</b>	<b>11.4%</b>

- Note: Totals may not sum due to rounding.
- (1) Adjusted results, excluding CVA / DVA, tax benefit in 3Q'13 and impact of Credicard divestiture in 4Q'13. Please refer to Slide 42 for a reconciliation of this information to reported results.
  - (2) Represents Citigroup net income less preferred dividends of \$194MM.
  - (3) Tangible common equity is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 41.
  - (4) ICG: Institutional Clients Group includes *Securities & Banking* and *Transaction Services*.
  - (5) Citigroup's estimated Basel III Tier 1 Common Capital is allocated between the various businesses based on estimated average 2013 Basel III risk-weighted assets. Citigroup's estimated Basel III Tier 1 Common Capital is a non-GAAP financial measure. For additional information, please refer to Slides 2 and 40.

# Other P&L Items – Legal & Repositioning Expenses

(\$MM)

	4Q'13	3Q'13	4Q'12
<b>Legal &amp; Related Costs</b>			
Citicorp	\$162	\$84	\$735
Citi Holdings	647	593	551
<b>Total</b>	<b>\$809</b>	<b>\$677</b>	<b>\$1,286</b>
<b>Repositioning Costs<sup>(1)</sup></b>			
Citicorp	\$204	\$130	\$951
Citi Holdings	30	3	77
<b>Total</b>	<b>\$234</b>	<b>\$133</b>	<b>\$1,028</b>

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

(1) 4Q'12 repositioning charges excluded from results throughout this presentation. Please refer to Slide 42 for a reconciliation to reported results.

# Citigroup – Loan Loss Reserve Build / (Release)<sup>(1)</sup>

(\$MM)

	4Q'13	3Q'13	4Q'12	\$ Change	
				QoQ	YoY
NA Consumer	\$(84)	\$(225)	\$(215)	\$141	\$131
International Consumer	75	155	63	(80)	12
Global Consumer	\$(9)	\$(70)	\$(152)	\$61	\$143
ICG	(121)	74	9	(195)	(130)
Citicorp	\$(130)	\$4	\$(142)	\$(134)	\$12
Citi Holdings	(540)	(679)	51	139	(591)
<b>Citigroup</b>	<b>\$(670)</b>	<b>\$(675)</b>	<b>\$(91)</b>	<b>\$5</b>	<b>\$(579)</b>

Note: Totals may not sum due to rounding.

(1) Includes provision for unfunded lending commitments.

# Citigroup – Estimated FX<sup>(1)</sup> Impact on Key P&L Metrics

Year-over-Year Impact (\$B)	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13
Revenues	\$(0.0)	\$(0.1)	\$(0.0)	\$(0.2)	\$(0.3)
Expenses	(0.0)	(0.2)	(0.1)	(0.2)	(0.2)
Cost of Credit	(0.0)	(0.0)	0.0	(0.0)	(0.0)
<b>Earnings Before Taxes</b>	<b>\$(0.0)</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$(0.0)</b>	<b>\$(0.1)</b>

Note: Totals may not sum due to rounding.

(1) Impact of foreign exchange translation into U.S. dollars. Please also refer to Slides 5 and 44.

# Citigroup – CVA / DVA

(\$MM)

	4Q'13	3Q'13	4Q'12
<b><u>Securities and Banking</u></b>			
Counterparty CVA <sup>(1)</sup>	\$102	\$(50)	\$108
Own-Credit CVA <sup>(1)</sup>	(108)	(43)	(166)
<b>Derivatives CVA<sup>(1)</sup></b>	<b>\$(6)</b>	<b>\$(93)</b>	<b>\$(58)</b>
<b>DVA on Citi Liabilities at Fair Value</b>	<b>(159)</b>	<b>(239)</b>	<b>(452)</b>
<b>Total Securities and Banking CVA / DVA</b>	<b>\$(165)</b>	<b>\$(332)</b>	<b>\$(510)</b>
<b><u>Citi Holdings</u></b>			
Counterparty CVA <sup>(1)</sup>	\$14	\$2	\$37
Own-Credit CVA <sup>(1)</sup>	(11)	(4)	(8)
<b>Derivatives CVA<sup>(1)</sup></b>	<b>\$4</b>	<b>\$(2)</b>	<b>\$29</b>
<b>DVA on Citi Liabilities at Fair Value</b>	<b>(2)</b>	<b>(2)</b>	<b>(4)</b>
<b>Total Citi Holdings CVA / DVA</b>	<b>\$1</b>	<b>\$(4)</b>	<b>\$25</b>
<b>Total Citigroup CVA / DVA</b>	<b>\$(164)</b>	<b>\$(336)</b>	<b>\$(485)</b>

Note: Totals may not sum due to rounding.

(1) Net of hedges.

# Citicorp – Consumer Credit

(in Constant \$B)

	4Q'13 Loans		YoY Growth	90+ DPD Ratio			NCL Ratio		
	(\$B)	(%)	(%)	4Q'12	3Q'13	4Q'13	4Q'12	3Q'13	4Q'13
<b>Latin America<sup>(1)</sup></b>	<b>\$42.7</b>	<b>14.1%</b>	<b>10.7%</b>	<b>1.6%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>4.2%</b>	<b>4.2%</b>	<b>4.3%</b>
Mexico	31.3	10.3%	10.1%	1.5%	1.6%	2.0%	3.9%	3.9%	4.1%
Brazil <sup>(1)</sup>	4.1	1.4%	13.6%	2.0%	2.0%	2.0%	7.2%	6.6%	5.7%
All Other	7.2	2.4%	11.6%	1.8%	1.8%	1.6%	3.3%	4.0%	4.2%
<b>Asia</b>	<b>90.7</b>	<b>30.0%</b>	<b>5.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>1.0%</b>	<b>0.9%</b>	<b>0.9%</b>
<b>Asia (ex-Korea &amp; Japan)</b>	<b>64.6</b>	<b>21.4%</b>	<b>10.6%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.9%</b>	<b>0.7%</b>	<b>0.8%</b>
Korea	23.9	7.9%	(6.2)%	0.4%	0.4%	0.4%	1.3%	1.2%	1.2%
Australia	12.7	4.2%	2.8%	1.0%	0.7%	0.6%	1.7%	1.4%	1.5%
Singapore	12.0	4.0%	9.3%	0.1%	0.1%	0.1%	0.3%	0.2%	0.3%
Hong Kong	10.4	3.4%	12.9%	0.1%	0.1%	0.1%	0.4%	0.5%	0.4%
India	7.7	2.6%	13.0%	0.5%	0.6%	0.5%	0.6%	0.8%	0.7%
Taiwan	6.9	2.3%	7.5%	0.2%	0.1%	0.1%	0.3%	0.2%	0.2%
Malaysia	5.5	1.8%	7.9%	1.3%	1.2%	1.1%	0.8%	0.7%	0.6%
China	4.7	1.6%	51.8%	0.0%	0.1%	0.1%	0.7%	0.0%	0.6%
Japan	2.2	0.7%	1.1%	0.7%	0.6%	0.4%	2.0%	0.5%	1.1%
All Other	4.6	1.5%	5.9%	1.3%	1.2%	1.3%	2.4%	2.2%	2.1%
<b>EMEA</b>	<b>8.0</b>	<b>2.6%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>1.7%</b>	<b>1.1%</b>	<b>0.9%</b>
Poland	2.8	0.9%	2.3%	1.3%	1.2%	1.0%	0.7%	0.2%	0.2%
All Other	5.2	1.7%	1.0%	1.1%	0.8%	0.7%	2.0%	1.5%	1.3%
<b>Total International</b>	<b>141.4</b>	<b>46.8%</b>	<b>6.8%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>2.0%</b>	<b>1.9%</b>	<b>1.9%</b>
<b>North America</b>	<b>160.9</b>	<b>53.2%</b>	<b>4.4%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>3.4%</b>	<b>2.9%</b>	<b>2.8%</b>
<b>Total Consumer Loans</b>	<b>\$302.3</b>	<b>100.0%</b>	<b>5.5%</b>	<b>1.0%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>2.7%</b>	<b>2.4%</b>	<b>2.4%</b>

Note: Totals may not sum due to rounding.

(1) Adjusted to exclude Credicard in 4Q'12; Credicard was moved to discontinued operations as of 2Q'13.

# Citicorp – Drivers in Constant Dollars

(\$B)

Asia	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13	YoY	QoQ
Cards Purchase Sales	19.2	18.2	18.9	19.3	20.6	7%	7%
Cards Average Loans	18.6	18.7	18.4	18.6	18.8	1%	1%
Cards EOP Loans	18.7	18.0	18.5	18.3	19.1	2%	4%
RB Average Loans	68.1	67.9	68.8	70.4	71.5	5%	2%
RB EOP Loans	67.3	68.1	69.6	70.1	71.6	6%	2%
RB Average Deposits	105.1	103.8	101.3	101.0	101.0	(4%)	0%
RB Investment Sales	8.7	11.6	11.2	8.6	8.4	(3%)	(3%)
RB Investment AUMs	49.8	52.6	51.1	54.4	54.5	9%	0%

Latam	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13	YoY	QoQ
Cards Purchase Sales	8.4	7.5	8.1	8.6	9.4	11%	9%
Cards Average Loans <sup>(1)</sup>	10.8	11.0	11.1	11.5	12.1	12%	5%
Cards EOP Loans <sup>(1)</sup>	11.0	11.0	11.3	11.8	12.1	10%	3%
RB Average Loans	27.2	28.3	28.7	29.3	30.2	11%	3%
RB EOP Loans	27.6	28.6	29.4	29.3	30.6	11%	4%
RB Average Deposits	44.7	45.0	44.2	45.4	47.2	6%	4%
RB Investment Sales	9.7	10.4	11.2	11.2	10.7	10%	(4%)
RB Investment AUMs	65.6	67.9	67.5	68.8	72.7	11%	6%

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

(1) Adjusted to exclude Credicard in 4Q'12 and 1Q'13; Credicard was moved to discontinued operations as of 2Q'13.



# Citicorp – Drivers in Constant Dollars

(\$B)

EMEA <sup>(1)</sup>	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13	YoY	QoQ
Cards Purchase Sales	3.0	2.9	3.0	2.5	2.6	(15%)	5%
Cards Average Loans	2.8	2.8	2.8	2.3	2.4	(16%)	2%
Cards EOP Loans	2.8	2.8	2.8	2.4	2.4	(14%)	2%
RB Average Loans	5.0	5.1	5.3	5.5	5.6	11%	2%
RB EOP Loans	5.1	5.3	5.5	5.5	5.6	10%	1%
RB Average Deposits	12.7	13.0	13.2	12.2	12.5	(1%)	3%
RB Investment Sales	1.3	1.2	1.0	0.7	0.9	(27%)	25%
RB Investment AUMs	5.8	6.2	6.4	6.3	6.5	12%	4%

ICG	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13	YoY	QoQ
<b>CTS Avg Deposits and Other Cust Liabilities</b>	<b>426</b>	<b>413</b>	<b>424</b>	<b>434</b>	<b>465</b>	<b>9%</b>	<b>7%</b>
NA	106	100	106	110	123	16%	12%
EMEA	144	141	144	146	154	7%	5%
Latin America	43	44	45	47	51	17%	8%
Asia	132	129	129	132	137	4%	4%
<b>ICG Average Loans</b>	<b>239</b>	<b>240</b>	<b>253</b>	<b>260</b>	<b>268</b>	<b>12%</b>	<b>3%</b>
NA	89	90	96	100	105	18%	4%
EMEA	53	53	56	54	56	5%	3%
Latin America	36	37	37	37	39	8%	5%
Asia	60	59	64	67	68	13%	1%

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

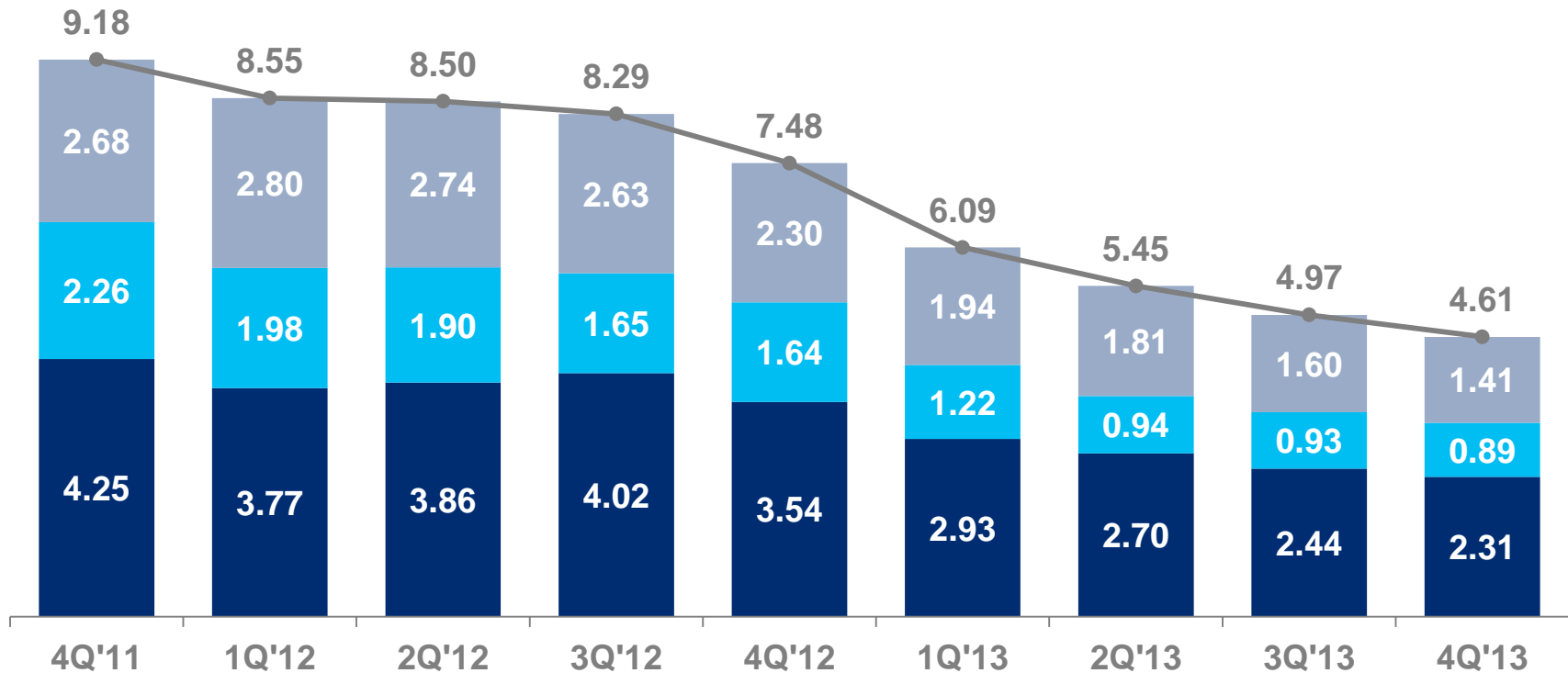
(1) Not adjusted to exclude market exits in Romania and Turkey in 3Q'13.

# Citi Holdings – N.A. Mortgage Delinquencies

(\$B)

## Residential First Mortgage and Home Equity Loan Delinquencies<sup>(1)</sup>

Days Past Due: 180+ 90-179 30-89 30+ DPD



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 that are recorded at fair value.

# Citi Holdings – N.A. Mortgage Details

(EOP Loans, \$B)

## First Mortgages

		FICO											
		≥ 660				660 - 580				< 580			
		4Q'10	4Q'11	4Q'12	4Q'13	4Q'10	4Q'11	4Q'12	4Q'13	4Q'10	4Q'11	4Q'12	4Q'13
LTV	< 80%	\$9.9	\$7.8	\$8.0	\$9.9	\$5.3	\$5.1	\$5.2	\$5.4	\$5.0	\$3.8	\$3.6	\$3.2
	80-100%	10.2	8.0	8.4	6.6	4.9	4.4	4.4	3.2	5.1	3.5	3.1	2.0
	> 100%	13.5	12.5	7.6	2.2	5.9	6.1	4.1	1.8	6.8	5.1	3.1	1.4
	Total <sup>(1)</sup>	\$33.5	\$28.3	\$24.1	\$18.6	\$16.1	\$15.5	\$13.6	\$10.4	\$16.9	\$12.5	\$9.8	\$6.5

### 4Q'10 – 4Q'13

- Loans LTV > 100% down 80%
- Loans LTV > 100%, FICO < 580 down 80%

## Home Equity

		FICO											
		≥ 660				660 - 580				< 580			
		4Q'10	4Q'11	4Q'12	4Q'13	4Q'10	4Q'11	4Q'12	4Q'13	4Q'10	4Q'11	4Q'12	4Q'13
LTV	< 80%	\$10.4	\$8.9	\$8.6	\$9.8	\$1.2	\$1.2	\$1.2	\$1.5	\$0.9	\$0.7	\$0.7	\$0.7
	80-100%	7.8	6.8	6.0	5.8	1.6	1.4	1.6	1.5	1.6	1.0	1.0	0.8
	> 100%	14.0	12.5	9.3	5.0	3.3	3.2	2.3	1.3	3.0	2.2	1.5	0.7
	Total <sup>(1)</sup>	\$32.2	\$28.3	\$23.9	\$20.6	\$6.1	\$5.8	\$5.2	\$4.3	\$5.5	\$3.9	\$3.2	\$2.3

### 4Q'10 – 4Q'13

- Loans LTV > 100% down 65%
- Loans LTV > 100%, FICO < 580 down 75%

Note: Totals may not sum due to rounding. LTV: Loan-to-Value. Data appearing in the tables above have been sourced from Citi's risk systems and, as such, may not reconcile with disclosures elsewhere generally due to differences in methodology or variations in the manner in which information is captured. Citi has noted such variations in instances where it believes they could be material to reconcile to the information presented elsewhere.

(1) Excludes loans in Canada and Puerto Rico, loans guaranteed by U.S. government-sponsored agencies and loans recorded at fair value.

# Citi Holdings – Other Assets

(\$B)

	EOP Assets				4Q'13	
	1Q'13	2Q'13	3Q'13	4Q'13	Face Value	EOP Assets (% of Face)
<b>Securities at AFS</b>	\$1.9	\$1.2	\$0.9	\$1.0	\$1.3	78%
<b>Securities at HTM</b>	\$4.9	\$4.2	\$4.0	\$3.6	\$4.9	74%
Prime and Non-U.S. MBS	1.9	1.3	1.2	1.1	1.4	83%
Alt-A Mortgages	1.5	1.5	1.4	1.2	2.0	60%
Other Securities	1.5	1.4	1.3	1.3	1.6	82%
<b>Loan, Leases &amp; LC at HFI/HFS</b>	\$1.9	\$1.2	\$1.1	\$1.0	\$1.4	71%
<b>Trading Mark-to-Market</b>	\$6.6	\$5.4	\$5.0	\$4.3	NM	NM
Derivatives	4.1	3.3	3.2	2.6	NM	NM
Other Securities	1.5	1.1	0.9	0.8	NM	NM
Repurchase Agreements	1.0	1.0	0.9	0.9	NM	NM
<b>Equities</b>	1.1	1.1	1.1	1.1	NM	NM
<b>Other<sup>(1)</sup></b>	11.1	3.2	2.5	2.4	NM	NM
<b>Total</b>	<b>\$27.6</b>	<b>\$16.3</b>	<b>\$14.6</b>	<b>\$13.4</b>		

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

(1) Includes assets related to MSSB in 1Q'13.

# Citigroup – Preferred Stock Dividend Schedule

(\$MM)

	2012	2013	2014
1Q	\$4	\$4	\$124
2Q	9	9	91
3Q	4	110	120
4Q	9	71	91
Total	<u>\$26</u>	<u>\$194<sup>(1)</sup></u>	<u>\$427<sup>(1)</sup></u>

Note: Totals may not sum due to rounding.

(1) Based on existing outstanding preferred stock as of January 16, 2014.

# Citigroup – Equity & Capital Drivers (QoQ)

(\$B, except basis points)

	Common Equity	Tangible Common Equity <sup>(1)</sup>	Basel III T1C Capital <sup>(2)</sup>	Basel III T1C Ratio <sup>(2)</sup> (bps)
<b>3Q'13</b>	<b>\$195.6</b>	<b>\$165.4</b>	<b>\$121.7</b>	<b>10.5%</b>
<b>Impact of:</b>				
Net Earnings	2.7	2.7	2.7	23
DTA	N/A	N/A	1.2	11
Share Repurchases / Dividends	(0.3)	(0.3)	(0.3)	(3)
Unrealized AFS Losses	(0.4)	(0.4)	(0.4)	(3)
FX Translation <sup>(3)</sup>	(0.4)	(0.2)	(0.2)	(2)
Other <sup>(4)</sup>	0.6	0.6	0.8	9
RWA	N/A	N/A	N/A	(35)
<b>4Q'13</b>	<b>\$197.8</b>	<b>\$167.8</b>	<b>\$125.5</b>	<b>10.5%</b>

Note:

- (1) Tangible Common Equity is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 41.
- (2) Citigroup's estimated Basel III Tier 1 Common capital and ratio are non-GAAP financial measures. For additional information regarding Citi's estimated Basel III Tier 1 Common ratio and related components, including the calculation of this ratio, please refer to Slides 2 and 40.
- (3) Basel III Tier 1 Common ratio (bps) also reflects changes in estimated Basel III risk-weighted assets due to foreign currency movements during 4Q'13. Please refer to Slide 40.
- (4) Other includes other changes in OCI (including changes in cash flow hedges and pension liabilities).

# Citigroup – Equity & Capital Drivers (YoY)

(\$B, except basis points)

	Common Equity	Tangible Common Equity <sup>(1)</sup>	Basel III T1C Capital <sup>(2)</sup>	Basel III T1C Ratio <sup>(2)</sup> (bps)
4Q'12	\$186.5	\$155.1	\$105.4	8.7%
<b>Impact of:</b>				
Net Earnings	13.9	13.9	13.9	115
DTA	N/A	N/A	3.9	32
Share Repurchases / Dividends	(1.2)	(1.2)	(1.2)	(10)
Unrealized AFS Losses	(2.3)	(2.3)	(2.3)	(19)
FX Translation <sup>(3)</sup>	(2.2)	(1.5)	(1.5)	(6)
Sale of MSSB JV <sup>(4)</sup>	N/A	N/A	4.7	47
Other <sup>(5)</sup>	3.1	3.8	2.6	21
RWA	N/A	N/A	N/A	–
4Q'13	\$197.8	\$167.8	\$125.5	10.5%

Note:

- (1) Tangible Common Equity is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 41.
- (2) Citigroup's estimated Basel III Tier 1 Common capital and ratio are non-GAAP financial measures. For additional information regarding Citi's estimated Basel III Tier 1 Common ratio and related components, including the calculation of this ratio, please refer to Slides 2 and 40.
- (3) Basel III Tier 1 Common ratio (bps) also reflects changes in estimated Basel III risk-weighted assets due to foreign currency movements during 2013. Please refer to Slide 40.
- (4) Basis point impact includes changes in RWA from divestiture of MSSB JV investment and related funding and their impact on the threshold deductions.
- (5) Other includes other changes in OCI (including changes in cash flow hedges and pension liabilities).

# Non-GAAP Financial Measures – Reconciliations<sup>(1)</sup>

(\$MM)

## Basel III Tier 1 Common Capital and Ratio<sup>(2)</sup>

	9/30/2012	12/31/2012	3/31/2013	6/30/2013	9/30/2013	12/31/2013 <sup>(3)</sup>
<b>Citigroup's Common Stockholders' Equity<sup>(4)</sup></b>	<b>\$186,465</b>	<b>\$186,487</b>	<b>\$190,222</b>	<b>\$191,672</b>	<b>\$195,662</b>	<b>\$197,924</b>
Add: Qualifying Noncontrolling Interests	161	171	164	161	172	182
<b>Regulatory Capital Adjustments and Deductions:</b>						
Less:						
Accumulated net unrealized losses on cash flow hedges, net of tax <sup>(5)</sup>	(2,503)	(2,293)	(2,168)	(1,671)	(1,341)	(1,245)
Cumulative change in fair value of financial liabilities attributable to the change in own creditworthiness, net of tax	998	587	361	524	339	177
Intangible Assets						
Goodwill, net of related deferred tax liabilities <sup>(6)</sup>	25,732	25,488	25,206	24,553	24,721	24,532
Identifiable intangible assets other than mortgage servicing rights (MSRs), net of related deferred tax liabilities	5,899	5,632	5,329	5,057	4,966	4,929
Defined benefit pension plan net assets	752	732	498	876	954	1,125
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 <sup>(7)</sup>	48,849	51,116	49,905	45,347	44,504	43,114
<b>Total Basel III Tier 1 Common Capital</b>	<b>\$106,899</b>	<b>\$105,396</b>	<b>\$111,255</b>	<b>\$117,147</b>	<b>\$121,691</b>	<b>\$125,474</b>
<b>Basel III Risk-Weighted Assets (RWA)</b>	<b>\$1,236,619</b>	<b>\$1,206,153</b>	<b>\$1,191,618</b>	<b>\$1,167,597</b>	<b>\$1,159,189</b>	<b>\$1,198,000</b>
<b>Basel III Tier 1 Common Capital Ratio</b>	<b>8.6%</b>	<b>8.7%</b>	<b>9.3%</b>	<b>10.0%</b>	<b>10.5%</b>	<b>10.5%</b>

Note:

- (1) Certain reclassifications have been made to prior period presentation to conform to the current period.
- (2) Citi's estimated Basel III Tier 1 Common Ratio and related components as of June 30, 2013 and prior periods are based on the proposed U.S. Basel III (Basel III NPR) rules, and with full implementation assumed for capital components; September 30, 2013 and after are based on the final U.S. Basel III rules, and with full implementation assumed for capital components. Basel III risk-weighted assets are based on the "advanced approaches" for determining total risk-weighted assets for all periods.
- (3) Estimated.
- (4) Excludes issuance costs related to preferred stock outstanding in accordance with Federal Reserve Board regulatory reporting requirements.
- (5) Tier 1 Common Capital is adjusted for accumulated net unrealized gains (losses) on cash flow hedges included in accumulated other comprehensive income that relate to the hedging of items not recognized at fair value on the balance sheet.
- (6) Includes goodwill "embedded" in the valuation of significant common stock investments in unconsolidated financial institutions.
- (7) Other DTAs reflect those DTAs arising from temporary differences.



# Non-GAAP Financial Measures – Reconciliations

(\$MM, except per share amounts)

	4Q'11	1Q'12	2Q'12	3Q'12	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13
<b>Tangible Book Value Per Share</b>									
Citigroup's Total Stockholders' Equity	\$177,806	\$181,820	\$183,911	\$186,777	\$189,049	\$193,359	\$195,926	\$200,846	\$204,574
Less: Preferred Stock	312	312	312	312	2,562	3,137	4,293	5,243	6,738
<b>Common Equity</b>	<b>\$177,494</b>	<b>\$181,508</b>	<b>\$183,599</b>	<b>\$186,465</b>	<b>\$186,487</b>	<b>\$190,222</b>	<b>\$191,633</b>	<b>\$195,603</b>	<b>\$197,836</b>
Less:									
Goodwill	25,413	25,810	25,483	25,915	25,673	25,474	24,896	25,098	25,009
Other Intangible Assets (other than Mortgage Servicing Rights)	6,600	6,413	6,156	5,963	5,697	5,457	4,981	4,888	5,056
Goodwill and Intangible Assets - Recorded as Assets Held for Sale / Assets of Discont. Operations Held for Sale	-	-	-	37	32	2	267	267	-
Net Deferred Tax Assets Related to Goodwill and Intangible Assets	44	41	38	35	32	-	-	-	-
<b>Tangible Common Equity (TCE)</b>	<b>\$145,437</b>	<b>\$149,244</b>	<b>\$151,922</b>	<b>\$154,515</b>	<b>\$155,053</b>	<b>\$159,289</b>	<b>\$161,489</b>	<b>\$165,350</b>	<b>\$167,771</b>
Common Shares Outstanding at Quarter-end	2,924	2,932	2,933	2,933	3,029	3,043	3,041	3,033	3,029
<b>Tangible Book Value Per Share</b>	<b>\$49.74</b>	<b>\$50.90</b>	<b>\$51.81</b>	<b>\$52.69</b>	<b>\$51.19</b>	<b>\$52.35</b>	<b>\$53.10</b>	<b>\$54.52</b>	<b>\$55.38</b>

## Basel III Supplementary Leverage Ratio

Citi's estimated Basel III Supplementary Leverage Ratio, as calculated under the final U.S. Basel III rules, represents the average for the quarter of the three monthly ratios of Tier 1 Capital to total leverage exposure (i.e., the sum of the ratios calculated for October, November and December, divided by three). Total leverage exposure is the sum of: (1) the carrying value of all on-balance sheet assets less applicable Tier 1 Capital deductions; (2) the potential future exposure on derivative contracts; (3) 10% of the notional amount of unconditionally cancellable commitments; and (4) the notional amount of certain other off-balance sheet exposures (e.g., other commitments and contingencies).

# Non-GAAP Financial Measures – Reconciliations

(\$MM)

Citigroup	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues (GAAP)	\$17,780	\$17,880	\$17,917	\$76,366	\$69,128
Impact of:					
CVA/DVA	(164)	(336)	(485)	(342)	(2,330)
MSSB	-	-	-	-	(4,684)
HDFC	-	-	-	-	1,116
Akbank	-	-	-	-	(1,605)
SPDB	-	-	-	-	542
<b>Adjusted Revenues</b>	<b>\$17,944</b>	<b>\$18,216</b>	<b>\$18,402</b>	<b>\$76,708</b>	<b>\$76,089</b>
Reported Expenses (GAAP)	\$11,933	\$11,655	\$13,709	\$47,995	\$49,974
Impact of:					
HDFC	-	-	-	-	(4)
4Q'12 Repositioning	-	-	(1,028)	-	(1,028)
<b>Adjusted Expenses</b>	<b>\$11,933</b>	<b>\$11,655</b>	<b>\$12,681</b>	<b>\$47,995</b>	<b>\$48,942</b>
<b>Reported Net Income (GAAP)</b>	<b>\$2,691</b>	<b>\$3,227</b>	<b>\$1,196</b>	<b>\$13,908</b>	<b>\$7,541</b>
Impact of:					
CVA / DVA	(100)	(208)	(301)	(213)	(1,446)
MSSB	-	-	-	-	(2,897)
HDFC	-	-	-	-	722
Akbank	-	-	-	-	(1,037)
SPDB	-	-	-	-	349
Credicard	189	-	-	189	-
Tax Item	-	176	-	176	582
4Q'12 Repositioning	-	-	(653)	-	(653)
<b>Adjusted Net Income</b>	<b>\$2,602</b>	<b>\$3,259</b>	<b>\$2,150</b>	<b>\$13,756</b>	<b>\$11,921</b>
<b>Average Assets (\$B)</b>	<b>\$1,888</b>	<b>\$1,860</b>	<b>\$1,905</b>	<b>\$1,883</b>	<b>\$1,911</b>
<b>Adjusted ROA</b>	<b>0.55%</b>	<b>0.70%</b>	<b>0.45%</b>	<b>0.73%</b>	<b>0.62%</b>
<b>Average TCE</b>	<b>\$166,561</b>	<b>\$163,420</b>	<b>\$154,784</b>	<b>\$161,790</b>	<b>\$151,234</b>
<b>Adjusted ROTCE</b>	<b>6.0%</b>	<b>7.6%</b>	<b>5.5%</b>	<b>8.4%</b>	<b>7.9%</b>

Citicorp	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues (GAAP)	\$16,483	\$16,628	\$16,850	\$71,824	\$69,920
Impact of:					
CVA/DVA	(165)	(332)	(510)	(345)	(2,487)
HDFC	-	-	-	-	1,116
Akbank	-	-	-	-	(1,605)
SPDB	-	-	-	-	542
<b>Adjusted Revenues</b>	<b>\$16,648</b>	<b>\$16,960</b>	<b>\$17,360</b>	<b>\$72,169</b>	<b>\$72,354</b>
Reported Expenses (GAAP)	\$10,462	\$10,275	\$12,105	\$42,095	\$44,731
Impact of:					
HDFC	-	-	-	-	(4)
4Q'12 Repositioning	-	-	(951)	-	(951)
<b>Adjusted Expenses</b>	<b>\$10,462</b>	<b>\$10,275</b>	<b>\$11,154</b>	<b>\$42,095</b>	<b>\$43,776</b>
<b>Efficiency Ratio</b>	<b>63%</b>	<b>61%</b>	<b>64%</b>	<b>58%</b>	<b>61%</b>
<b>Reported Net Income (GAAP)</b>	<b>\$3,113</b>	<b>\$3,331</b>	<b>\$2,245</b>	<b>\$15,798</b>	<b>\$14,072</b>
Impact of:					
CVA/DVA	(100)	(206)	(316)	(214)	(1,543)
HDFC	-	-	-	-	722
Akbank	-	-	-	-	(1,037)
SPDB	-	-	-	-	349
Credicard	189	-	-	189	-
Tax Item	-	176	-	176	582
4Q'12 Repositioning	-	-	(604)	-	(604)
<b>Adjusted Net Income</b>	<b>\$3,024</b>	<b>\$3,361</b>	<b>\$3,165</b>	<b>\$15,647</b>	<b>\$15,603</b>

Citi Holdings	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues (GAAP)	\$1,297	\$1,252	\$1,067	\$4,542	\$(792)
Impact of:					
CVA/DVA	1	(4)	25	3	157
MSSB	-	-	-	-	(4,684)
<b>Adjusted Revenues</b>	<b>\$1,296</b>	<b>\$1,256</b>	<b>\$1,042</b>	<b>\$4,539</b>	<b>\$3,735</b>
Reported Expenses (GAAP)	\$1,471	\$1,380	\$1,604	\$5,900	\$5,243
Impact of:					
4Q'12 Repositioning	-	-	(77)	-	(77)
<b>Adjusted Expenses</b>	<b>\$1,471</b>	<b>\$1,380</b>	<b>\$1,527</b>	<b>\$5,900</b>	<b>\$5,166</b>
<b>Reported Net Income (GAAP)</b>	<b>\$(422)</b>	<b>\$(104)</b>	<b>\$(1,049)</b>	<b>\$(1,890)</b>	<b>\$(6,531)</b>
Impact of:					
CVA / DVA	-	(2)	15	1	98
4Q'12 Repositioning	-	-	(49)	-	(49)
MSSB	-	-	-	-	(2,897)
<b>Adjusted Net Income</b>	<b>\$(422)</b>	<b>\$(102)</b>	<b>\$(1,015)</b>	<b>\$(1,891)</b>	<b>\$(3,683)</b>

# Non-GAAP Financial Measures – Reconciliations

(\$MM)

Securities & Banking	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues (GAAP)	\$4,450	\$4,749	\$4,362	\$23,018	\$20,022
Impact of:					
CVA/DVA	(165)	(332)	(510)	(345)	(2,487)
Adjusted Revenues	\$4,615	\$5,081	\$4,872	\$23,363	\$22,509
Reported Expenses (GAAP)	\$3,377	\$3,367	\$3,668	\$13,803	\$14,416
Impact of:					
4Q'12 Repositioning	-	-	(237)	-	(237)
Adjusted Expenses	\$3,377	\$3,367	\$3,431	\$13,803	\$14,179
Reported Net Income (GAAP)	\$960	\$989	\$679	\$6,624	\$4,582
Impact of:					
CVA/DVA	(100)	(206)	(316)	(214)	(1,543)
4Q'12 Repositioning	-	-	(154)	-	(154)
Adjusted Net Income	\$1,060	\$1,195	\$1,149	\$6,838	\$6,279

Global Consumer Banking	4Q'13	3Q'13	4Q'12	2013	2012
Reported Expenses (GAAP)	\$5,220	\$5,048	\$5,782	\$20,608	\$21,316
Impact of:					
4Q'12 Repositioning	-	-	(366)	-	(366)
Adjusted Expenses	\$5,220	\$5,048	\$5,416	\$20,608	\$20,950
Reported Net Income (GAAP)	\$1,632	\$1,622	\$1,717	\$7,115	\$7,952
Impact of:					
4Q'12 Repositioning	-	-	(233)	-	(233)
Adjusted Net Income	\$1,632	\$1,622	\$1,950	\$7,115	\$8,185

Citi Transaction Services	4Q'13	3Q'13	4Q'12	2013	2012
Reported Expenses (GAAP)	\$1,440	\$1,428	\$1,596	\$5,734	\$5,783
Impact of:					
4Q'12 Repositioning	-	-	(95)	-	(95)
Adjusted Expenses	\$1,440	\$1,428	\$1,501	\$5,734	\$5,688
Reported Net Income (GAAP)	\$778	\$787	\$787	\$3,132	\$3,383
Impact of:					
4Q'12 Repositioning	-	-	(61)	-	(61)
Adjusted Net Income	\$778	\$787	\$848	\$3,132	\$3,444

Corp / Other	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues (GAAP)	\$(50)	\$31	\$(106)	\$77	\$70
Impact of:					
HDFC	-	-	-	-	1,116
Akbank	-	-	-	-	(1,605)
SPDB	-	-	-	-	542
Adjusted Revenues	\$(50)	\$31	\$(106)	\$77	\$17
Reported Expenses (GAAP)	\$425	\$432	\$1,059	\$1,950	\$3,216
Impact of:					
HDFC	-	-	-	-	(4)
4Q'12 Repositioning	-	-	(253)	-	(253)
Adjusted Expenses	\$425	\$432	\$806	\$1,950	\$2,959
Reported Net Income (GAAP)	\$(257)	\$(67)	\$(938)	\$(1,073)	\$(1,845)
Impact of:					
HDFC	-	-	-	-	722
Akbank	-	-	-	-	(1,037)
SPDB	-	-	-	-	349
Credicard	189	-	-	189	-
Tax Item	-	176	-	176	582
4Q'12 Repositioning	-	-	(156)	-	(156)
Adjusted Net Income	\$(446)	\$(243)	\$(782)	\$(1,438)	\$(2,305)

# Non-GAAP Financial Measures – Reconciliations

(\$MM)

Int'l Consumer Banking	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues	\$4,596	\$4,497	\$4,664	\$18,391	\$18,171
Impact of FX Translation	-	13	(157)	-	(286)
<b>Revenues in Constant Dollars</b>	<b>\$4,596</b>	<b>\$4,510</b>	<b>\$4,507</b>	<b>\$18,391</b>	<b>\$17,885</b>
Reported Expenses	\$2,800	\$2,690	\$3,107	\$11,017	\$11,385
Impact of FX Translation	-	9	(115)	-	(254)
<b>Expenses in Constant Dollars</b>	<b>\$2,800</b>	<b>\$2,699</b>	<b>\$2,992</b>	<b>\$11,017</b>	<b>\$11,131</b>
Reported Credit Costs	\$792	\$836	\$783	\$3,127	\$2,730
Impact of FX Translation	-	3	(28)	-	(40)
<b>Credit Costs in Constant Dollars</b>	<b>\$792</b>	<b>\$839</b>	<b>\$755</b>	<b>\$3,127</b>	<b>\$2,690</b>
Reported Net Income	\$734	\$690	\$737	\$3,049	\$3,225
Impact of FX Translation	-	(7)	-	-	10
<b>Net Income in Constant Dollars</b>	<b>\$734</b>	<b>\$683</b>	<b>\$737</b>	<b>\$3,049</b>	<b>\$3,235</b>

CTS	4Q'13	3Q'13	4Q'12	2013	2012
TTS Reported Revenues	\$1,934	\$1,945	\$1,962	\$7,803	\$8,006
Impact of FX Translation	-	4	(34)	-	(110)
<b>TTS Revenues in Constant Dollars</b>	<b>\$1,934</b>	<b>\$1,949</b>	<b>\$1,928</b>	<b>\$7,803</b>	<b>\$7,896</b>
SFS Reported Revenues	\$675	\$668	\$655	\$2,757	\$2,702
Impact of FX Translation	-	5	(12)	-	(49)
<b>SFS Revenues in Constant Dollars</b>	<b>\$675</b>	<b>\$673</b>	<b>\$643</b>	<b>\$2,757</b>	<b>\$2,653</b>
Total Reported Revenues	\$2,609	\$2,613	\$2,617	\$10,560	\$10,708
Impact of FX Translation	-	9	(46)	-	(159)
<b>Total Revenues in Constant Dollars</b>	<b>\$2,609</b>	<b>\$2,622</b>	<b>\$2,571</b>	<b>\$10,560</b>	<b>\$10,549</b>
Reported Expenses	\$1,440	\$1,428	\$1,596	\$5,734	\$5,783
Impact of FX Translation	-	11	(16)	-	(53)
<b>Expenses in Constant Dollars</b>	<b>\$1,440</b>	<b>\$1,439</b>	<b>\$1,580</b>	<b>\$5,734</b>	<b>\$5,730</b>

EMEA Consumer Banking	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues	\$358	\$359	\$384	\$1,449	\$1,485
Impact of FX Translation	-	5	(5)	-	(15)
<b>Revenues in Constant Dollars</b>	<b>\$358</b>	<b>\$364</b>	<b>\$379</b>	<b>\$1,449</b>	<b>\$1,470</b>
Reported Expenses	\$340	\$306	\$402	\$1,323	\$1,433
Impact of FX Translation	-	5	(7)	-	(20)
<b>Expenses in Constant Dollars</b>	<b>\$340</b>	<b>\$311</b>	<b>\$395</b>	<b>\$1,323</b>	<b>\$1,413</b>

LATAM Consumer Banking	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues	\$2,404	\$2,276	\$2,285	\$9,318	\$8,758
Impact of FX Translation	-	(1)	(56)	-	(33)
<b>Revenues in Constant Dollars</b>	<b>\$2,404</b>	<b>\$2,275</b>	<b>\$2,229</b>	<b>\$9,318</b>	<b>\$8,725</b>
Reported Expenses	\$1,344	\$1,285	\$1,459	\$5,244	\$5,186
Impact of FX Translation	-	(1)	(48)	-	(62)
<b>Expenses in Constant Dollars</b>	<b>\$1,344</b>	<b>\$1,284</b>	<b>\$1,411</b>	<b>\$5,244</b>	<b>\$5,124</b>

Asia Consumer Banking	4Q'13	3Q'13	4Q'12	2013	2012
Reported Revenues	\$1,834	\$1,862	\$1,995	\$7,624	\$7,928
Impact of FX Translation	-	9	(96)	-	(238)
<b>Revenues in Constant Dollars</b>	<b>\$1,834</b>	<b>\$1,871</b>	<b>\$1,899</b>	<b>\$7,624</b>	<b>\$7,690</b>
Reported Expenses	\$1,116	\$1,099	\$1,246	\$4,450	\$4,766
Impact of FX Translation	-	5	(60)	-	(172)
<b>Expenses in Constant Dollars</b>	<b>\$1,116</b>	<b>\$1,104</b>	<b>\$1,186</b>	<b>\$4,450</b>	<b>\$4,594</b>