## citi

| CITIGROUP - QUARTERLY FINANCIAL DATA SUPPLEMENT | 1Q13 |
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|  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 10 \\ 2013 \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| Total Revenues, Net of Interest Expense | \$ | 19,406 |  |  | \$ | 18,642 | \$ | 13,951 | \$ | 18,174 | \$ | 20,491 | 13\% | 6\% |
| Total Operating Expenses |  | 12,319 |  | 12,134 |  | 12,220 |  | 13,845 |  | 12,398 | (10\%) | 1\% |
| Net Credit Losses |  | 3,955 |  | 3,576 |  | 3,979 |  | 3,066 |  | 2,961 | (3\%) | (25\%) |
| Credit Reserve Build / (Release) |  | $(1,127)$ |  | (991) |  | $(1,468)$ |  | (142) |  | (666) | NM | 41\% |
| Provision for Unfunded Lending Commitments |  | (38) |  | 7 |  | (41) |  | 56 |  | 14 | (75\%) | NM |
| Provision for Benefits \& Claims |  | 229 |  | 214 |  | 225 |  | 219 |  | 231 | 5\% | 1\% |
| Provision for Credit Losses and for Benefits and Claims |  | 3,019 |  | 2,806 |  | 2,695 |  | 3,199 |  | 2,540 | (21\%) | (16\%) |
| Income from Continuing Operations before Income Taxes |  | 4,068 |  | 3,702 |  | (964) |  | 1,130 |  | 5,553 | NM | 37\% |
| Income Taxes (benefits) |  | 1,006 |  | 715 |  | $(1,488)$ |  | (206) |  | 1,588 | NM | 58\% |
| Income from Continuing Operations Income (Loss) from Discontinued Operations, net of Taxes | \$ | $3,062$ | \$ | $2,987$ (1) | \$ | $\begin{gathered} 524 \\ (31) \\ \hline \end{gathered}$ | \$ | $\begin{gathered} 1,336 \\ (112) \end{gathered}$ | \$ | $\begin{array}{r} 3,965 \\ \quad(67) \\ \hline \end{array}$ | $\begin{gathered} \text { NM } \\ 40 \% \end{gathered}$ | $\begin{aligned} & \text { 29\% } \\ & \mathrm{NM} \end{aligned}$ |
| Net Income before Noncontrolling Interests |  | 3,057 |  | 2,986 |  | 493 |  | 1,224 |  | 3,898 | NM | 28\% |
| Net Income Attributable to Noncontrolling Interests |  | 126 |  | 40 |  | 25 |  | 28 |  | 90 | NM | (29\%) |
| Citigroup's Net Income | \$ | 2,931 | \$ | 2,946 | \$ | 468 | \$ | 1,196 | \$ | 3,808 | NM | 30\% |
| Diluted Earnings Per Share: |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 0.96 | \$ | 0.95 | \$ | 0.16 | \$ | 0.42 | \$ | 1.25 | NM | 30\% |
| Citigroup's Net Income | \$ | 0.95 | \$ | 0.95 | \$ | 0.15 | \$ | 0.38 | \$ | 1.23 | NM | 29\% |
| Shares (in millions) (1): |  |  |  |  |  |  |  |  |  |  |  |  |
| Average Basic |  | 2,926.2 |  | 2,926.6 |  | 2,926.8 |  | 2,942.7 |  | 3,040.1 | 3\% | 4\% |
| Average Diluted |  | 3,014.5 |  | 3,015.0 |  | 3,015.3 |  | 3,017.0 |  | 3,044.7 | 1\% | 1\% |
| Common Shares Outstanding, at period end |  | 2,932.2 |  | 2,932.5 |  | 2,932.5 |  | 3,028.9 |  | 3,042.9 | - | 4\% |
| Preferred Dividends - Basic | \$ | 4 | \$ | 9 | \$ | 4 | \$ | 9 | \$ | 4 | (56\%) | - |
| Preferred Dividends - Diluted | \$ | 4 | \$ | 9 | \$ | 4 | \$ | 9 | \$ | 4 | (56\%) | - |
| Income Allocated to Unrestricted Common Shareholders - Basic |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 2,878 | \$ | 2,869 | \$ | 484 | \$ | 1,269 | \$ | 3,797 | NM | 32\% |
| Citigroup's Net Income | \$ | 2,873 | \$ | 2,868 | \$ | 453 | \$ | 1,160 | \$ | 3,732 | NM | 30\% |
| Income Allocated to Unrestricted Common Shareholders - Diluted |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 2,882 | \$ | 2,873 | \$ | 485 | \$ | 1,271 | \$ | 3,798 | NM | 32\% |
| Citigroup's Net Income | \$ | 2,877 | \$ | 2,872 | \$ | 455 | \$ | 1,161 | \$ | 3,732 | NM | 30\% |
| Financial Ratios (2): |  |  |  |  |  |  |  |  |  |  |  |  |
| Tier 1 Common Ratio |  | 12.50\% |  | 12.71\% |  | 12.73\% |  | 12.67\% |  | 11.8\% |  |  |
| Tier 1 Capital Ratio |  | 14.26\% |  | 14.46\% |  | 13.92\% |  | 14.06\% |  | 13.1\% |  |  |
| Total Capital Ratio |  | 17.64\% |  | 17.70\% |  | 17.12\% |  | 17.26\% |  | 16.1\% |  |  |
| Leverage Ratio |  | 7.55\% |  | 7.66\% |  | 7.39\% |  | 7.48\% |  | 7.8\% |  |  |
| Return on Average Assets |  | 0.62\% |  | 0.62\% |  | 0.10\% |  | 0.25\% |  | 0.82\% |  |  |
| Efficiency Ratio |  | 63\% |  | 65\% |  | 88\% |  | 76\% |  | 61\% |  |  |
| Return on Average Common Equity |  | 6.5\% |  | 6.5\% |  | 1.0\% |  | 2.5\% |  | 8.2\% |  |  |
| Balance Sheet Data, EOP (in billions of dollars, except Book Value per Share): |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Assets | \$ | 1,944.4 | \$ | 1,916.5 | \$ | 1,931.3 | \$ | 1,864.7 | \$ | 1,881.7 | 1\% | (3\%) |
| Total Average Assets |  | 1,911.8 |  | 1,916.1 |  | 1,909.4 |  | 1,905.4 |  | 1,886.8 | (1\%) | (1\%) |
| Total Deposits |  | 906.0 |  | 914.3 |  | 944.6 |  | 930.6 |  | 933.8 | - | 3\% |
| Citigroup's Stockholders' Equity |  | 181.8 |  | 183.9 |  | 186.8 |  | 189.0 |  | 193.4 | 2\% | 6\% |
| Book Value Per Share (3) | \$ | 61.90 | \$ | 62.61 | \$ | 63.59 | \$ | 61.57 | \$ | 62.51 | 2\% | 1\% |
| Tangible Book Value Per Share (3) | \$ | 50.90 | \$ | 51.81 | \$ | 52.69 | \$ | 51.19 | \$ | 52.35 | 2\% | 3\% |
| Direct Staff (in thousands) |  | 263 |  | 261 |  | 262 |  | 259 |  | 257 | (1\%) | (2\%) |
| (1) Citi's basic and end-of-period shares increased in the fourth quarter 2012 as compared to the third quarter 2012 due to 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. |  |  |  |  |  |  |  |  |  |  |  |  |
| (2) First Quarter 2013 Basel I capital ratios reflect the final revised U.S. market risk capital rules (Basel II.5) that were effective beginning on January 1, 2013. |  |  |  |  |  |  |  |  |  |  |  |  |
| (3) Citi's book value and tangible book value per share each declined in the fourth quarter 2012 as compared to the third quarter 2012 due to the settlement of the T-DECS (see footnote 1 above). Tangible book value per share is a non-GAAP financial measure. See page 46 for a reconciliation of this measure. |  |  |  |  |  |  |  |  |  |  |  |  |
| Note: Ratios and returns are calculated based on the displa NM Not meaningful <br> * Preliminary |  |  |  |  |  |  |  |  |  |  |  |  |
| Reclassified to conform to the current period's presentation. |  |  |  |  |  |  |  |  |  |  |  |  |

Revenues
Interest revenue
interest expense

Commissions and fees
Principal transactions
Administrative and other fiduciary fees
Realized gains (losses) on investments
Other-than-temporary impairment losses on investments and other assets (1) Insurance premiums
Other revenue (2)
Total non-interest revenues
Total revenues, net of interest expense
Provisions for Credit Losses and for Benefits and Claims
Net credit losses
Credit reserve build / (release)
Provision for loan losses
Policyholder benefits and claims
Provision for unfunded lending commitments
Total provisions for credit losses and for benefits and claims

## Operating Expenses

Compensation and benefits
Premises and Equipment
Technology / communication expense
Advertising and marketing expense
ther operating
Total operating expenses
Income from Continuing Operations before
Income Taxes
Provision (benefits) for income taxes

## Income from Continuing Operations

Discontinued Operations (3)
Income (Loss) from Discontinued Operations
Gain (Loss) on Sale
Provision (benefits) for income taxes
Income (Loss) from Discontinued Operations, net of taxes

## Net Income before Noncontrolling Interests

Net Income attributable to noncontrolling interests
Citigroup's Net Income

| $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1 Q12 |  |  |  |  |  |  |
| \$ | 17,537 |  |  | \$ | 16,889 | \$ | 16,934 | \$ | 16,778 | \$ | 16,165 | (4\%) | (8\%) |
|  | 5,590 |  | 5,296 |  | 5,021 |  | 4,628 |  | 4,281 | (7\%) | (23\%) |
|  | 11,947 |  | 11,593 |  | 11,913 |  | 12,150 |  | 11,884 | (2\%) | (1\%) |
|  | 3,138 |  | 3,079 |  | 3,304 |  | 3,405 |  | 3,532 | 4\% | 13\% |
|  | 1,931 |  | 1,640 |  | 976 |  | 234 |  | 2,447 | NM | 27\% |
|  | 981 |  | 1,037 |  | 974 |  | 1,020 |  | 1,068 | 5\% | 9\% |
|  | 1,925 |  | 273 |  | 615 |  | 438 |  | 450 | 3\% | (77\%) |
|  | $(1,305)$ |  | (128) |  | $(3,470)$ |  | (68) |  | (261) | NM | 80\% |
|  | 635 |  | 621 |  | 616 |  | 604 |  | 611 | 1\% | (4\%) |
|  | 154 |  | 527 |  | (977) |  | 391 |  | 760 | 94\% | NM |
|  | 7,459 |  | 7,049 |  | 2,038 |  | 6,024 |  | 8,607 | 43\% | 15\% |
| 19,406 |  |  | 18,642 |  | 13,951 |  | 18,174 |  | 20,491 | 13\% | 6\% |
| $\begin{array}{r} 3,955 \\ (1,127) \\ \hline \end{array}$ |  |  | 3,576 |  | 3,979 |  | 3,066 |  | 2,961 | (3\%) | (25\%) |
|  |  |  | (991) |  | $(1,468)$ |  | (142) |  | (666) | NM | 41\% |
| $\begin{gathered} 2,828 \\ 229 \\ (38) \\ \hline \end{gathered}$ |  |  | 2,585 |  | 2,511 |  | 2,924 |  | 2,295 | (22\%) | (19\%) |
|  |  |  | 214 |  | 225 |  | 219 |  | 231 | 5\% | 1\% |
|  |  |  | 7 |  | (41) |  | 56 |  | 14 | (75\%) | NM |
| 3,019 |  |  | 2,806 |  | 2,695 |  | 3,199 |  | 2,540 | (21\%) | (16\%) |
| 6,385 |  |  | 6,127 |  | 6,132 |  | 6,560 |  | 6,348 | (3\%) | (1\%) |
| 799 |  |  | 806 |  | 846 |  | 831 |  | 849 | 2\% | 6\% |
| 1,382 |  |  | 1,481 |  | 1,465 |  | 1,586 |  | 1,550 | (2\%) | 12\% |
| 503 |  |  | 591 |  | 605 |  | 525 |  | 460 | (12\%) | (9\%) |
| 3,250 |  |  | 3,129 |  | 3,172 |  | 4,343 |  | 3,191 | (27\%) | (2\%) |
| 12,319 |  |  | 12,134 |  | 12,220 |  | 13,845 |  | 12,398 | (10\%) | 1\% |
| 4,068 |  |  | 3,702 |  | (964) |  | 1,130 |  | 5,553 | NM | 37\% |
| 1,006 |  |  | 715 |  | $(1,488)$ |  | (206) |  | 1,588 | NM | 58\% |
| 3,062 |  |  | 2,987 |  | 524 |  | 1,336 |  | 3,965 | NM | 29\% |
| (3) |  |  | - |  | (46) |  | (170) |  | (155) |  |  |
| $(1)$1 |  |  | - |  | - |  | - |  | 56 |  |  |
|  |  |  | 1 |  | (15) |  | (58) |  | (32) |  |  |
| (5) |  |  | (1) |  | (31) |  | (112) |  | (67) | 40\% | NM |
| 3,057 |  |  | 2,986 |  | 493 |  | 1,224 |  | 3,898 | NM | 28\% |
| 126 |  |  | 40 |  | 25 |  | 28 |  | 90 | NM | (29\%) |
| \$ | 2,931 | \$ | 2,946 | \$ | 468 | \$ | 1,196 | \$ | 3,808 | NM | 30\% |

(1) First quarter of 2012 includes the recognition of a $\$ 1,181$ milion impairment charge related to the carrying value of Citi's investment in Akbank T.A.S. Third quarter of 2012 includes the recognition of a $\$ 3,340$ milion impairment charge related to the carrying value of Citi's remaining $35 \%$ investment in the Morgan Stanley Smith Barney joint venture (MSSB JV)
(2) Third quarter of 2012 also includes a non-cash charge of $\$ 1,344$ million, representing a loss on Citi's sale of the $14 \%$ interest in the MSSB JV to Morgan Stanley.
(3) Discontinued operations primarily includes:
a) During the third quarter of 2012, Citi executed definitive agreements to transition a carve-out of its liquid strategies business within Citi Capita Advisors to certain employees responsible for managing those operations.
b) In the fourth quarter of 2012, residual amounts related to the Egg Credit Card business and Citi Capital Advisors.
c) In the first quarter of 2013, residual amounts related to Citi Capital Advisors and the Egg Credit Card business.

NM Not meaningful
Reclassified to conform to the current period's presentation.

|  | $\begin{gathered} \text { March 31, } \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { June 30, } \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { September 30, } \\ 2012 \end{gathered}$ |  | $\begin{gathered} \text { December 31, } \\ 2012 \\ \hline \end{gathered}$ |  | March 31,$2013 \text { (1) }$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| Assets |  |  |  |  |  |  |  |  |  |  |  |  |
| Cash and due from banks (including segregated cash and other deposits) | \$ | 26,505 |  |  | \$ | 33,927 | \$ | 33,802 | \$ | 36,453 | \$ | 31,150 | (15\%) | 18\% |
| Deposits with banks |  | 183,949 |  | 155,054 |  | 170,028 |  | 102,134 |  | 143,227 | 40\% | (22\%) |
| Fed funds sold and securities borr'd or purch under agree. to resell |  | 289,057 |  | 272,664 |  | 277,542 |  | 261,311 |  | 270,426 | 3\% | (6\%) |
| Brokerage receivables |  | 39,443 |  | 35,340 |  | 31,077 |  | 22,490 |  | 25,235 | 12\% | (36\%) |
| Trading account assets |  | 307,050 |  | 310,246 |  | 315,201 |  | 320,929 |  | 308,321 | (4\%) | - |
| Investments |  |  |  |  |  |  |  |  |  |  |  |  |
| Available-for-sale and non-marketable equity securities |  | 287,197 |  | 294,577 |  | 284,531 |  | 302,196 |  | 294,803 | (2\%) | 3\% |
| Held-to-maturity |  | 10,126 |  | 11,349 |  | 10,943 |  | 10,130 |  | 10,056 | (1\%) | (1\%) |
| Total Investments |  | 297,323 |  | 305,926 |  | 295,474 |  | 312,326 |  | 304,859 | (2\%) | 3\% |
| Loans, net of unearned income |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer |  | 416,103 |  | 409,127 |  | 407,752 |  | 408,671 |  | 395,176 | (3\%) | (5\%) |
| Corporate |  | 231,919 |  | 245,841 |  | 250,671 |  | 246,793 |  | 251,188 | 2\% | 8\% |
| Loans, net of unearned income |  | 648,022 |  | 654,968 |  | 658,423 |  | 655,464 |  | 646,364 | (1\%) | - |
| Allowance for loan losses |  | $(29,020)$ |  | $(27,611)$ |  | $(25,916)$ |  | $(25,455)$ |  | $(23,727)$ | 7\% | 18\% |
| Total loans, net |  | 619,002 |  | 627,357 |  | 632,507 |  | 630,009 |  | 622,637 | (1\%) | 1\% |
| Goodwill |  | 25,810 |  | 25,483 |  | 25,915 |  | 25,673 |  | 25,474 | (1\%) | (1\%) |
| Intangible assets (other than MSRs) |  | 6,413 |  | 6,156 |  | 5,963 |  | 5,697 |  | 5,457 | (4\%) | (15\%) |
| Mortgage servicing rights (MSRs) |  | 2,691 |  | 2,117 |  | 1,920 |  | 1,942 |  | 2,203 | 13\% | (18\%) |
| Other assets |  | 147,180 |  | 142,181 |  | 141,873 |  | 145,660 |  | 142,736 | (2\%) | (3\%) |
| Assets related to discontinued operations held for sale |  | - |  | - |  | 44 |  | 36 |  | 9 | (75\%) | - |
| Total assets | \$ | 1,944,423 | S | 1,916,451 | \$ | 1,931,346 | \$ | 1,864,660 | \$ | 1,881,734 | 1\% | (3\%) |
| Liabilities |  |  |  |  |  |  |  |  |  |  |  |  |
| Non-interest-bearing deposits in U.S. offices | \$ | 122,305 | \$ | 120,324 | \$ | 133,981 | \$ | 129,657 | \$ | 124,487 | (4\%) | 2\% |
| Interest-bearing deposits in U.S. offices |  | 228,357 |  | 233,696 |  | 239,574 |  | 247,716 |  | 260,221 | 5\% | 14\% |
| Total U.S. Deposits |  | 350,662 |  | 354,020 |  | 373,555 |  | 377,373 |  | 384,708 | 2\% | 10\% |
| Non-interest-bearing deposits in offices outside the U.S. |  | 60,691 |  | 59,745 |  | 63,792 |  | 65,024 |  | 65,542 | 1\% | 8\% |
| Interest-bearing deposits in offices outside the U.S. |  | 494,659 |  | 500,543 |  | 507,297 |  | 488,163 |  | 483,512 | (1\%) | (2\%) |
| Total International Deposits |  | 555,350 |  | 560,288 |  | 571,089 |  | 553,187 |  | 549,054 | (1\%) | (1\%) |
| Total deposits |  | 906,012 |  | 914,308 |  | 944,644 |  | 930,560 |  | 933,762 | - | 3\% |
| Fed funds purch and securities loaned or sold under agree. to repurch. |  | 226,008 |  | 214,851 |  | 224,370 |  | 211,236 |  | 222,053 | 5\% | (2\%) |
| Brokerage payables |  | 56,966 |  | 59,133 |  | 55,376 |  | 57,013 |  | 59,299 | 4\% | 4\% |
| Trading account liabilities |  | 135,956 |  | 128,818 |  | 129,990 |  | 115,549 |  | 120,226 | 4\% | (12\%) |
| Short-term borrowings |  | 55,611 |  | 58,698 |  | 49,164 |  | 52,027 |  | 48,193 | (7\%) | (13\%) |
| Long-term debt |  | 311,079 |  | 288,334 |  | 271,862 |  | 239,463 |  | 234,326 | (2\%) | (25\%) |
| Other liabilities (2) |  | 69,068 |  | 66,470 |  | 67,202 |  | 67,815 |  | 68,534 | 1\% | (1\%) |
| Liabilities related to discontinued operations held for sale |  | - |  | - |  | - |  | - |  | 2 | - | - |
| Total liabilities | \$ | 1,760,700 | \$ | 1,730,612 | \$ | 1,742,608 | \$ | 1,673,663 | \$ | 1,686,395 | 1\% | (4\%) |
| Equity |  |  |  |  |  |  |  |  |  |  |  |  |
| Stockholders' equity |  |  |  |  |  |  |  |  |  |  |  |  |
| Preferred stock | \$ | 312 | \$ | 312 | \$ | 312 | \$ | 2,562 | \$ | 3,137 | 22\% | NM |
| Common stock |  | 29 |  | 29 |  | 29 |  | 30 |  | 31 | 3\% | 7\% |
| Additional paid-in capital |  | 105,787 |  | 105,962 |  | 106,203 |  | 106,391 |  | 106,661 | - | 1\% |
| Retained earnings |  | 93,310 |  | 96,216 |  | 96,650 |  | 97,809 |  | 101,580 | 4\% | 9\% |
| Treasury stock |  | (1883) |  | (859) |  | (851) |  | ${ }^{(847)}$ |  | ${ }_{(1791)}$ | (17\%) | (12\%) |
| Accumulated other comprehensive income (loss) |  | $(16,735)$ |  | $(17,749)$ |  | $(15,566)$ |  | $(16,896)$ |  | $(17,059)$ | (1\%) | (2\%) |
| Total common equity | \$ | 181,508 | \$ | 183,599 | \$ | 186,465 | \$ | 186,487 | \$ | 190,222 | 2\% | 5\% |
| Total Citigroup stockholders' equity | \$ | 181,820 | \$ | 183,911 | \$ | 186,777 | \$ | 189,049 | \$ | 193,359 | 2\% | 6\% |
| Noncontrolling interests |  | 1,903 |  | 1,928 |  | 1,961 |  | 1,948 |  | 1,980 | 2\% | 4\% |
| Total equity |  | 183,723 |  | 185,839 |  | 188,738 |  | 190,997 |  | 195,339 | 2\% | 6\% |
| Total liabilities and equity | \$ | 1,944,423 | \$ | 1,916,451 | \$ | 1,931,346 | \$ | 1,864,660 | \$ | 1,881,734 | 1\% | (3\%) |
| (1) Preliminary |  |  |  |  |  |  |  |  |  |  |  |  |
| (2) Includes allowance for credit losses for letters of credit and unfunded | mm | ments. See p | ge | 38 for amoun | by |  |  |  |  |  |  |  |

NM Not meaningful
(In millions of dollars)
CITICORP
Global Consumer Banking
North America
EMEA
Latin America
Asia
Total
Securities and Banking
North America
EMEA
Latin America
Asia
Total
Transaction Services
North America
EMEA
Latin America
Asia
Total
Corporate / Other

| 1Q | 2Q | 3Q | 4Q | 1Q | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2012 | 2012 | 2012 | 2012 | 2013 | 4Q12 | 1Q12 |

    obal Consumer Banking
        EMEA
        Latin A
    Asia
Total

$$
\begin{gather*}
4 \% \\
(2 \%)
\end{gather*}
$$

        ecurities and Banking
        North America
    EMEA
atin Ame
Latin Am
Asia
Total

| \$ | 5,166 | \$ | 5,102 | \$ | 5,368 | \$ | 5,313 | \$ | 5,110 | (4\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 369 |  | 358 |  | 374 |  | 384 |  | 368 | (4\%) |
|  | 2,473 |  | 2,350 |  | 2,438 |  | 2,542 |  | 2,575 | 1\% |
|  | 1,998 |  | 1,952 |  | 1,983 |  | 1,995 |  | 1,960 | (2\%) |
|  | 10,006 |  | 9,762 |  | 10,163 |  | 10,234 |  | 10,013 |  |


| Total Citicorp | 18,524 | 17,704 | 17,630 | 17,107 | 19,590 | 15\% | 6\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| CITI HOLDINGS |  |  |  |  |  |  |  |
| Brokerage and Asset Management | (48) | 87 | $(4,804)$ | 64 | (17) | NM | 65\% |
| Local Consumer Lending Special Asset Pool | $\begin{gathered} 1,324 \\ (394) \\ \hline \end{gathered}$ | $\begin{gathered} 932 \\ (81) \\ \hline \end{gathered}$ | $\begin{array}{r} 1,104 \\ 21 \\ \hline \end{array}$ | $\begin{array}{r} 1,005 \\ \text { (2) } \\ \hline \end{array}$ | $\begin{gathered} 1,056 \\ (138) \\ \hline \end{gathered}$ | $\begin{aligned} & 5 \% \\ & \mathrm{NM} \\ & \hline \end{aligned}$ | $\begin{gathered} (20 \%) \\ 65 \% \\ \hline \end{gathered}$ |
| Total Citi Holdings | 882 | 938 | $(3,679)$ | 1,067 | 901 | (16\%) | 2\% |
| Total Citigroup - Net Revenues | 19,406 | 18,642 | 13,951 | 18,174 | 20,491 | 13\% | 6\% |

Credit valuation adjustment (CVA) on derivatives (counterparty and own-credit, excluding monolines),
Credit valuation adjustment (CVA) on derivatives (counterparty and own-credit, excluding monolines),

| fair value option debt (1) |  | $(1,288)$ |  | 219 |  | (776) |  | (485) |  | (319) | 34\% | 75\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Citigroup - Net Revenues - Excluding CVA/DVA (2) | \$ | 20,694 | \$ | 18,423 | \$ | 14,727 | \$ | 18,659 | \$ | 20,810 | 12\% | 1\% |

(1) Included, as applicable, in Citicorp-Securities and Banking and Citi Holdings-Special Asset Pool lines above.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful
Reclassified to conform to the current period's presentation.

CITIGROUP
SEGMENT DETAIL
INCOME
(In millions of dollars)

Income from Continuing Operations

Global Consumer Banking
North America
EMEA
Latin America
Asia
Securities and Banking
North America
EMEA
North America
EMEA
Latin America
Latin America
Asia
Total
Transaction Services
North America
EMEA
Latin America
Asia
Tota
Corporate / Other

| 1Q | 2Q | 3Q | 4Q | 1Q | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2012 | 2012 | 2012 | 2012 | 2013 | 4Q12 | 1Q12 |


| \$ | 1,297 | \$ | 1,174 | \$ | 1,277 | \$ | 980 | \$ | 1,113 | 14\% | (14\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | (13) |  | 13 |  | 6 |  | (43) |  | 7 | NM | NM |
|  | 392 |  | 343 |  | 413 |  | 411 |  | 414 | 1\% | 6\% |
|  | 501 |  | 49 |  | 450 |  | 396 |  | 417 | 5\% | (17\%) |
|  | 2,177 |  | 1,979 |  | 2,146 |  | 1,744 |  | 1,951 | 12\% | (10\%) |


| 187 | 549 | 292 | 222 |  | 1,152 | NM |
| ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| 514 | 365 | 348 | 133 | 445 | NM | NM |
| 324 | 309 | 352 | 264 | 312 | $18 \%$ | $(13 \%)$ |
| 311 |  |  |  |  |  |  |
| 1,336 |  |  |  |  |  |  |


| 1,336 | 1,475 | 1,185 | 697 | 2,355 | NM | 76\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 126 | 122 | 120 | 98 | 129 | 32\% | 2\% |
| 300 | 317 | 268 | 299 | 223 | (25\%) | (26\%) |


| 126 | 122 | 120 | 98 | 129 | 32\% | 2\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 300 | 317 | 268 | 299 | 223 | (25\%) | (26\%) |
| 174 | 181 | 154 | 133 | 164 | 23\% | (6\%) |
| 297 | 269 | 280 | 262 | 254 | (3\%) | (14\%) |
| 897 | 889 | 822 | 792 | 770 | (3\%) | (14\%) |




NM Not meaningful
Reclassified to conform to the current period's presentation.

Revenues
Net interest revenue
Non-interest revenue
Total revenues, net of interest expense
Provisions for Credit Losses and for Benefits and Claims Net credit losses
Credit reserve build / (release)
Provision for loan losses
Provision for benefits \& claims
Provision for unfunded lending commitments
Total provisions for credit losses and for benefits and claims
Total operating expenses
Income from Continuing Operations before
Income Taxes
Provision for income taxes
Income from Continuing Operations
Income (loss) from Discontinued Operations, net of taxes Noncontrolling interests
Citicorp's Net Income

## Balance Sheet Data (in billions of dollars):

## Total EOP Assets

Average Assets
Return on Average Assets
Efficiency Ratio (Operating Expenses/Total Revenues, net)
Total EOP Loans
Total EOP Deposits

| $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| \$ | 11,238 |  |  | \$ | 10,998 | \$ | 11,233 | \$ | 11,515 | \$ | 11,131 | (3\%) | (1\%) |
|  | 7,286 |  | 6,706 |  | 6,397 |  | 5,592 |  | 8,459 | 51\% | 16\% |
|  | 18,524 |  | 17,704 |  | 17,630 |  | 17,107 |  | 19,590 | 15\% | 6\% |
|  | 2,221 |  | 2,247 |  | 2,172 |  | 2,094 |  | 2,031 | (3\%) | (9\%) |
|  | (577) |  | (741) |  | (671) |  | (188) |  | (319) | (70\%) | 45\% |
|  | 1,644 |  | 1,506 |  | 1,501 |  | 1,906 |  | 1,712 | (10\%) | 4\% |
|  | 58 |  | 49 |  | 65 |  | 64 |  | 63 | (2\%) | 9\% |
|  | (12) |  | 26 |  | (25) |  | 51 |  | 18 | (65\%) | NM |
|  | 1,690 |  | 1,581 |  | 1,541 |  | 2,021 |  | 1,793 | (11\%) | 6\% |
|  | 11,102 |  | 10,899 |  | 11,033 |  | 12,241 |  | 10,896 | (11\%) | (2\%) |
|  | 5,732 |  | 5,224 |  | 5,056 |  | 2,845 |  | 6,901 | NM | 20\% |
|  | 1,653 |  | 1,328 |  | 979 |  | 460 |  | 2,147 | NM | 30\% |
|  | 4,079 |  | 3,896 |  | 4,077 |  | 2,385 |  | 4,754 | 99\% | 17\% |
|  | (5) |  | (1) |  | (31) |  | (112) |  | (67) | 40\% | NM |
|  | 124 |  | 39 |  | 25 |  | 28 |  | 85 | NM | (31\%) |
| \$ | 3,950 | \$ | 3,856 | \$ | 4,021 | \$ | 2,245 | \$ | 4,602 | NM | 17\% |

(1) Includes the results of operations of Corporate/Other for all periods presented.

NM Not meaningful
Reclassified to conform to the current period's presentation.

CITICORP
GLOBAL CONSUMER BANKING
Page 1
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision for Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Loan Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio
Net Credit Losses as a \% of Average Loans

## Revenue by Business <br> Retail Banking

Cards (1)
Total

## Net Credit Losses by Busines <br> Retail Banking <br> Cards (1)

Total
Income (loss) from Continuing Operations by Business Retail Banking
Cards (1)
Total

## FX Translation Impact

total Revenue - as Reported
mpact of FX Translation (2)
Total Revenues - Ex-FX (3)
otal Operating Expenses - as Reported
mpact of FX Translation (2)
Total Operating Expenses - Ex-FX (3)
otal Provisions for LLR \& PBC - as Reported
mpact of FX Translation (2)
Total Provisions for LLR \& PBC - EX-FX (3)

| $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \\ \hline \end{gathered}$ |  | 1 Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| \$ | 7,366 |  |  | \$ | 7,188 | \$ | 7,378 | \$ | 7,488 | \$ | 7,356 | (2\%) | - |
|  | 2,640 |  | 2,574 |  | 2,785 |  | 2,746 |  | 2,657 | (3\%) | 1\% |
|  | 10,006 |  | 9,762 |  | 10,163 |  | 10,234 |  | 10,013 | (2\%) | - |
|  | 5,220 |  | 5,323 |  | 5,399 |  | 5,918 |  | 5,340 | (10\%) | 2\% |
|  | 2,278 |  | 2,124 |  | 2,030 |  | 2,020 |  | 1,992 | (1\%) | (13\%) |
|  | (734) |  | (728) |  | (522) |  | (147) |  | (342) | NM | 53\% |
|  | (1) |  | - |  | 1 |  | - |  | 15 | - | NM |
|  | 58 |  | 50 |  | 65 |  | 64 |  | 63 | (2\%) | 9\% |
|  | 1,601 |  | 1,446 |  | 1,574 |  | 1,937 |  | 1,728 | (11\%) | 8\% |
|  | 3,185 |  | 2,993 |  | 3,190 |  | 2,379 |  | 2,945 | 24\% | (8\%) |
|  | 1,008 |  | 1,014 |  | 1,044 |  | 635 |  | 994 | 57\% | (1\%) |
|  | 2,177 |  | 1,979 |  | 2,146 |  | 1,744 |  | 1,951 | 12\% | (10\%) |
|  | 1 |  | (1) |  | 3 |  | - |  | 5 | - | NM |
| \$ | 2,176 | \$ | 1,980 | \$ | 2,143 | \$ | 1,744 | \$ | 1,946 | 12\% | (11\%) |
| \$ | 386 | \$ | 382 | \$ | 389 | \$ | 395 | \$ | 400 | 1\% | 4\% |
|  | 2.27\% |  | 2.08\% |  | 2.19\% |  | 1.76\% |  | 1.97\% |  |  |
|  | 52\% |  | 55\% |  | 53\% |  | 58\% |  | 53\% |  |  |
|  | 3.19\% |  | 3.02\% |  | 2.83\% |  | 2.77\% |  | 2.78\% |  |  |
| \$ | $4,549$ | \$ | $\begin{aligned} & 4,430 \\ & 5 \end{aligned}$ | \$ | $4,625$ | \$ | 4,578 | \$ | $4,535$ | (1\%) | - |
| \$ | 10,006 | \$ | 9,762 | \$ | 10,163 | \$ | 10,234 | \$ | 10,013 | (2\%) | - |
| \$ | 282 | \$ | 276 | \$ | 325 | \$ | 375 | \$ | 338 | (10\%) | 20\% |
|  | 1,996 |  | 1,848 |  | 1,705 |  | 1,645 |  | 1,654 | 1\% | (17\%) |
| \$ | 2,278 | \$ | 2,124 | \$ | 2,030 | \$ | 2,020 | \$ | 1,992 | (1\%) | (13\%) |
| \$ | 828 | \$ | 808 | \$ | 802 | \$ | 610 | \$ | 726 | 19\% | (12\%) |
|  | 1,349 |  | 1,171 |  | 1,344 |  | 1,134 |  | 1,225 | 8\% | (9\%) |
| \$ | 2,177 | \$ | 1,979 | \$ | 2,146 | \$ | 1,744 | \$ | 1,951 | 12\% | (10\%) |
| \$ | 10,006 | \$ | 9,762 | \$ | 10,163 | \$ | 10,234 | \$ | 10,013 | (2\%) | - |
|  | (71) |  | 113 |  | 62 |  | 35 |  | - |  |  |
| \$ | 9,935 | \$ | 9,875 | \$ | 10,225 | \$ | 10,269 | \$ | 10,013 | (2\%) | 1\% |
| \$ | 5,220 | \$ | 5,323 | \$ | 5,399 | \$ | 5,918 | \$ | 5,340 | (10\%) | 2\% |
|  | (63) |  | 41 |  | 19 |  | 7 |  | - |  |  |
| \$ | 5,157 | \$ | 5,364 | \$ | 5,418 | \$ | 5,925 | \$ | 5,340 | (10\%) | 4\% |
| \$ | 1,601 | \$ | 1,446 | \$ | 1,574 | \$ | 1,937 | \$ | 1,728 | (11\%) | 8\% |
|  | (19) |  | 27 |  | 17 |  | 12 |  | - |  |  |
| \$ | 1,582 | \$ | 1,473 | \$ | 1,591 | \$ | 1,949 | \$ | 1,728 | (11\%) | 9\% |

(1) Includes both Citi-Branded Cards and Citi Retail Services
(2) Reflects the impact of foreign exchange ( $F X$ ) translation into U.S. Dollars at the current exchange rate for all periods presented.
(3) Presentation of this metric excluding FX translation is a non-GAAP financial measure

NM Not meaningful
Reclassified to conform to the current period's presentation.

## CITICORP

global Consumer banking
Page 2

|  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \\ \hline \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 4,150 |  |  |  | 4,082 |  | 4,069 |  | 4,008 |  | 3,916 | (2\%) | (6\%) |
| Accounts (in millions) |  | 64.1 |  | 65.2 |  | 65.2 |  | 65.0 |  | 64.8 | - | 1\% |
| Average Deposits | \$ | 318.8 | \$ | 317.7 | \$ | 324.2 | \$ | 328.2 | \$ | 330.2 | 1\% | 4\% |
| Investment Sales | \$ | 21.6 | \$ | 19.5 | \$ | 23.5 | \$ | 23.1 | \$ | 28.0 | 21\% | 30\% |
| Investment AUMs | \$ | 143.1 | \$ | 139.6 | \$ | 149.9 | \$ | 153.6 | \$ | 162.8 | 6\% | 14\% |
| Average Loans | \$ | 139.3 | \$ | 138.5 | \$ | 141.1 | \$ | 144.6 | \$ | 147.0 | 2\% | 6\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 73.8 | \$ | 73.2 | \$ | 74.9 | \$ | 76.0 | \$ | 76.5 | 1\% | 4\% |
| Commercial Markets |  | 38.0 |  | 37.5 |  | 38.7 |  | 39.4 |  | 40.6 | 3\% | 7\% |
| Personal and Other |  | 28.2 |  | 28.3 |  | 29.6 |  | 30.4 |  | 30.9 | 2\% | 10\% |
| EOP Loans | \$ | 140.0 | \$ | 139.0 | \$ | 143.2 | \$ | 145.8 | \$ | 148.0 | 2\% | 6\% |
| Net Interest Revenue (in millions) (1) | \$ | 2,779 | \$ | 2,716 | \$ | 2,737 | \$ | 2,756 | \$ | 2,705 | (2\%) | (3\%) |
| As a \% of Average Loans |  | 8.02\% |  | 7.89\% |  | 7.72\% |  | 7.58\% |  | 7.46\% |  |  |
| Net Credit Losses (in millions) | \$ | 282 | \$ | 276 | \$ | 325 | \$ | 375 | \$ | 338 | (10\%) | 20\% |
| As a \% of Average Loans |  | 0.81\% |  | 0.80\% |  | 0.92\% |  | 1.03\% |  | 0.93\% |  |  |
| Loans 90+ Days Past Due (in millions) (2) | \$ | 843 | \$ | 869 | \$ | 882 | \$ | 879 | \$ | 863 | (2\%) | 2\% |
| As a \% of EOP Loans |  | 0.61\% |  | 0.63\% |  | 0.62\% |  | 0.61\% |  | 0.59\% |  |  |
| Loans 30-89 Days Past Due (in millions) (2) | \$ | 1,032 | \$ | 1,049 | \$ | 1,154 | \$ | 1,112 | \$ | 1,191 | 7\% | 15\% |
| As a \% of EOP Loans |  | 0.74\% |  | 0.76\% |  | 0.81\% |  | 0.77\% |  | 0.81\% |  |  |
| Cards Key Indicators (in millions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts |  | 135.0 |  | 134.1 |  | 133.8 |  | 133.8 |  | 133.0 | (1\%) | (1\%) |
| Purchase Sales | \$ | 85.4 | \$ | 90.5 | \$ | 90.0 | \$ | 97.3 | \$ | 86.2 | (11\%) | 1\% |
| Average Loans (in billions) (3) | \$ | 148.3 | \$ | 144.1 | \$ | 144.5 | \$ | 145.2 | \$ | 143.8 | (1\%) | (3\%) |
| EOP Loans (in billions) (3) | \$ | 146.2 | \$ | 145.4 | \$ | 145.9 | \$ | 149.6 | \$ | 141.7 | (5\%) | (3\%) |
| Average Yield (4) |  | 14.04\% |  | 13.86\% |  | 13.87\% |  | 13.87\% |  | 14.00\% |  |  |
| Net Interest Revenue (5) | \$ | 4,587 | \$ | 4,472 | \$ | 4,641 | \$ | 4,732 | \$ | 4,651 | (2\%) | 1\% |
| As a \% of Average Loans (5) |  | 12.44\% |  | 12.48\% |  | 12.78\% |  | 12.96\% |  | 13.12\% |  |  |
| Net Credit Losses | \$ | 1,996 | \$ | 1,848 | \$ | 1,705 | \$ | 1,645 | \$ | 1,654 | 1\% | (17\%) |
| As a \% of Average Loans |  | 5.41\% |  | 5.16\% |  | 4.69\% |  | 4.51\% |  | 4.66\% |  |  |
| Net Credit Margin (6) | \$ | 3,447 | \$ | 3,465 | \$ | 3,815 | \$ | 3,993 | \$ | 3,810 | (5\%) | 11\% |
| As a \% of Average Loans (6) |  | 9.35\% |  | 9.67\% |  | 10.50\% |  | 10.94\% |  | 10.75\% |  |  |
| Loans 90+ Days Past Due | \$ | 2,499 | \$ | 2,221 | \$ | 2,142 | \$ | 2,202 | \$ | 2,078 | (6\%) | (17\%) |
| As a \% of EOP Loans |  | 1.71\% |  | 1.53\% |  | 1.47\% |  | 1.47\% |  | 1.47\% |  |  |
| Loans 30-89 Days Past Due | \$ | 2,694 | \$ | 2,400 | \$ | 2,385 | \$ | 2,397 | \$ | 2,198 | (8\%) | (18\%) |
| As a \% of EOP Loans |  | 1.84\% |  | 1.65\% |  | 1.63\% |  | 1.60\% |  | 1.55\% |  |  |

(1) Also includes net interest revenue related to the international regions' deposit balances in excess of the average loan portfolio.
(2) The Loans $90+$ Days Past Due and $30-89$ Days Past Due and related ratios excludes U.S. mortgage loans that are guaranteed by U.S government-sponsored agencies. See Note 1 on North America Global Consumer Banking on page 10.
(3) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(4) Average yield is gross interest revenue earned divided by average loans
(5) Net interest revenue includes certain fees that are recorded as interest revenue.
(6) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.

Reclassified to conform to the current period's presentation.

## CITICORP <br> GLOBAL CONSUMER BANKING

NORTH AMERICA
Page 1
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Total Revenues, Net of Interest Expens
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision for Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Loan Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
ncome Taxes (benefits)
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars) Return on Average Assets
Efficiency Ratio
Net Credit Losses as a \% of Average Loan

## Revenue by Business <br> Retail Banking <br> Citi-Branded Cards <br> Citi Retail Ser <br> Total

Net Credit Losses by Business
Retail Banking
Citi-Branded Cards
Citi-Branded Cards
Citi Retail Services
Total
Income (loss) from Continuing Operations by Busines
Retail Banking
Citi-Branded Cards
Citi Retail Serv
Total

| $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \\ \hline \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| \$ | $\begin{aligned} & 4,094 \\ & 1,072 \\ & \hline \end{aligned}$ |  |  | \$ | $\begin{aligned} & 4,002 \\ & 1,100 \\ & \hline \end{aligned}$ | \$ | $\begin{aligned} & 4,149 \\ & 1,219 \\ & \hline \end{aligned}$ | \$ | $\begin{aligned} & 4,216 \\ & 1,097 \\ & \hline \end{aligned}$ | \$ | $\begin{array}{r} 4,152 \\ 958 \\ \hline \end{array}$ | $\begin{gathered} (2 \%) \\ (13 \%) \end{gathered}$ | $\begin{gathered} 1 \% \\ (11 \%) \end{gathered}$ |
|  | 5,166 |  | 5,102 |  | 5,368 |  | 5,313 |  | 5,110 | (4\%) | (1\%) |
|  | 2,340 |  | 2,452 |  | 2,464 |  | 2,675 |  | 2,429 | (9\%) | 4\% |
|  | 1,629 |  | 1,511 |  | 1,351 |  | 1,265 |  | 1,255 | (1\%) | (23\%) |
|  | (841) |  | (814) |  | (519) |  | (215) |  | (370) | (72\%) | 56\% |
|  | - |  | - |  | 1 |  | - |  | - | - | - |
|  | 14 |  | 19 |  | 19 |  | 18 |  | 14 | (22\%) | - |
|  | 802 |  | 716 |  | 852 |  | 1,068 |  | 899 | (16\%) | 12\% |
|  | 2,024 |  | 1,934 |  | 2,052 |  | 1,570 |  | 1,782 | 14\% | (12\%) |
|  | 727 |  | 760 |  | 775 |  | 590 |  | 669 | 13\% | (8\%) |
|  | 1,297 |  | 1,174 |  | 1,277 |  | 980 |  | 1,113 | 14\% | (14\%) |
|  | - |  | - |  | 1 |  | - |  | - | - | - |
| \$ | 1,297 | \$ | 1,174 | \$ | 1,276 | \$ | 980 | \$ | 1,113 | 14\% | (14\%) |
| \$ | 169 | \$ | 171 | \$ | 174 | \$ | 175 | \$ | 176 | 1\% | 4\% |
|  | 3.09\% |  | 2.76\% |  | 2.92\% |  | 2.23\% |  | 2.56\% |  |  |
|  | 45\% |  | 48\% |  | 46\% |  | 50\% |  | 48\% |  |  |
|  | 4.32\% |  | 4.07\% |  | 3.60\% |  | 3.35\% |  | 3.40\% |  |  |
| \$ | 1,629 | \$ | 1,650 | \$ | 1,740 | \$ | 1,667 | \$ | 1,573 | (6\%) | (3\%) |
|  | 2,046 |  | 1,988 |  | 2,087 |  | 2,113 |  | 2,026 | (4\%) | (1\%) |
|  | 1,491 |  | 1,464 |  | 1,541 |  | 1,533 |  | 1,511 | (1\%) | 1\% |
| \$ | 5,166 | \$ | 5,102 | \$ | 5,368 | \$ | 5,313 | \$ | 5,110 | (4\%) | (1\%) |
|  | 62 | \$ | 62 | \$ | 72 | \$ | 51 | \$ | 55 | 8\% | (11\%) |
|  | 902 |  | 840 |  | 745 |  | 700 |  | 692 | (1\%) | (23\%) |
|  | 665 |  | 609 |  | 534 |  | 514 |  | 508 | (1\%) | (24\%) |
| \$ | 1,629 | \$ | 1,511 | \$ | 1,351 | \$ | 1,265 | \$ | 1,255 | (1\%) | (23\%) |
| \$ | 334 | \$ | 337 | \$ | 342 | \$ | 231 | \$ | 229 | (1\%) | (31\%) |
|  | 592 |  | 413 |  | 555 |  | 460 |  | 448 | (3\%) | (24\%) |
|  | 371 |  | 424 |  | 380 |  | 289 |  | 436 | 51\% | 18\% |
| \$ | 1,297 | \$ | 1,174 | \$ | 1,277 | \$ | 980 | \$ | 1,113 | 14\% | (14\%) |

## CITICORP <br> gLobal Consumer banking <br> Page 2

|  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \\ \hline \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1 Q 12 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 1,020 |  |  |  | 1,015 |  | 1,017 |  | 999 |  | 981 | (2\%) | (4\%) |
| Accounts (in millions) |  | 12.5 |  | 12.5 |  | 12.4 |  | 12.4 |  | 12.2 | (2\%) | (2\%) |
| Investment Sales | \$ | 2.4 | \$ | 2.4 | \$ | 2.8 | \$ | 2.9 | \$ | 4.0 | 38\% | 67\% |
| Investment AUMs | \$ | 31.1 | \$ | 28.9 | \$ | 29.9 | \$ | 29.9 | \$ | 31.6 | 6\% | 2\% |
| Average Deposits | \$ | 149.4 | \$ | 151.6 | \$ | 154.4 | \$ | 160.0 | \$ | 163.8 | 2\% | 10\% |
| Average Loans | \$ | 40.5 | \$ | 41.1 | \$ | 41.3 | \$ | 42.2 | \$ | 43.2 | 2\% | 7\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 32.6 | \$ | 32.6 | \$ | 33.0 | \$ | 33.7 | \$ | 33.9 | 1\% | 4\% |
| Commercial Markets |  | 6.9 |  | 7.2 |  | 7.4 |  | 7.9 |  | 8.2 | 4\% | 19\% |
| Personal and Other |  | 1.1 |  | 1.1 |  | 1.1 |  | 1.1 |  | 1.0 | (9\%) | (9\%) |
| Total EOP Loans | \$ | 40.6 | \$ | 40.9 | \$ | 41.5 | \$ | 42.7 | \$ | 43.1 | 1\% | 6\% |
| Mortgage Originations | \$ | 14.3 | \$ | 12.9 | \$ | 14.5 | \$ | 16.8 | \$ | 18.0 | 7\% | 26\% |
| Third Party Mortgage Servicing Portfolio (EOP) | \$ | 196.7 | \$ | 190.8 | \$ | 184.9 | \$ | 177.2 | \$ | 175.8 | (1\%) | (11\%) |
| Net Servicing \& Gain/(Loss) on Sale (in millions) | \$ | 532.6 | \$ | 637.0 | \$ | 684.2 | \$ | 614.5 | \$ | 561.6 | (9\%) | 5\% |
| Saleable Mortgage Rate Locks | \$ | 12.1 | \$ | 11.5 | \$ | 15.8 | \$ | 12.7 | \$ | 14.3 | 13\% | 18\% |
| Net Interest Revenue on Loans (in millions) | \$ | 190 | \$ | 197 | \$ | 210 | \$ | 239 | \$ | 243 | 2\% | 28\% |
| As a \% of Avg. Loans |  | 1.89\% |  | 1.93\% |  | 2.02\% |  | 2.25\% |  | 2.28\% |  |  |
| Net Credit Losses (in millions) | \$ | 62 | \$ | 62 | \$ | 72 | \$ | 51 | \$ | 55 | 8\% | (11\%) |
| As a \% of Avg. Loans |  | 0.62\% |  | 0.61\% |  | 0.69\% |  | 0.48\% |  | 0.52\% |  |  |
| Loans 90+ Days Past Due (in millions) (1) | \$ | 260 | \$ | 294 | \$ | 291 | \$ | 280 | \$ | 282 | 1\% | 8\% |
| As a \% of EOP Loans |  | 0.66\% |  | 0.74\% |  | 0.72\% |  | 0.68\% |  | 0.68\% |  |  |
| Loans 30-89 Days Past Due (in millions) (1) | \$ | 183 | \$ | 215 | \$ | 230 | \$ | 223 | \$ | 226 | 1\% | 23\% |
| As a \% of EOP Loans |  | 0.47\% |  | 0.54\% |  | 0.57\% |  | 0.54\% |  | 0.54\% |  |  |

(1) The Loans $90+$ Days Past Due and 30-89 Days Past Due and related ratios exclude U.S. mortgage loans
that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies
The amounts excluded for Loans 90+Days Past Due and (EOP Loans) were, $\$ 718$ mlllion and ( $\$ 1.3$ billion), $\$ 748$ million and ( $\$ 1.2$ billion), $\$ 738$ million and ( $\$ 1.2$ billion), $\$ 742$ million and ( $\$ 1.4$ billion) and $\$ 736$ million and ( $\$ 1.5$ billion) as of March 31,2012 , June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013, respectively.
The amounts excluded for Loans $30-89$ Days Past Due and (EOP Loans) were, $\$ 121$ million and ( $\$ 1.3$ billion), $\$ 124$ million and ( $\$ 1.2$ billion), $\$ 122$ million and ( $\$ 1.2$ billion), $\$ 122$ million and ( $\$ 1.4$ billion) and $\$ 121$ million and ( $\$ 1.5$ billion) as of March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013, respectively.

Reclassified to conform to the current period's presentation.

Page 3

|  | $\begin{gathered} 10 \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \\ \hline \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| Citi-Branded Cards Key Indicators (in millions of dollars, except as otherwise noted) (1) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts |  | 22.7 |  |  |  | 22.9 |  | 23.1 |  | 23.2 |  | 23.4 | 1\% | 3\% |
| Purchase Sales (in billions) | \$ | 38.2 | \$ | 40.8 | \$ | 40.3 | \$ | 41.6 | \$ | 38.2 | (8\%) |  |
| Average Loans (in billions) (1) | \$ | 73.5 | \$ | 71.7 | \$ | 71.5 | \$ | 71.1 | \$ | 69.7 | (2\%) | (5\%) |
| EOP Loans (in billions) (1) | \$ | 72.7 | \$ | 72.7 | \$ | 72.2 | \$ | 72.9 | \$ | 69.2 | (5\%) | (5\%) |
| Average Yield (2) |  | 10.19\% |  | 9.96\% |  | 9.94\% |  | 10.02\% |  | 10.23\% |  |  |
| Net Interest Revenue (3) | \$ | 1,670 | \$ | 1,609 | \$ | 1,664 | \$ | 1,687 | \$ | 1,649 | (2\%) | (1\%) |
| As a \% of Avg. Loans (3) |  | 9.14\% |  | 9.03\% |  | 9.26\% |  | 9.44\% |  | 9.59\% |  |  |
| Net Credit Losses | \$ | 902 | \$ | 840 | \$ | 745 | \$ | 700 | \$ | 692 | (1\%) | (23\%) |
| As a \% of Average Loans |  | 4.94\% |  | 4.71\% |  | 4.15\% |  | 3.92\% |  | 4.03\% |  |  |
| Net Credit Margin (4) | \$ | 1,140 | \$ | 1,142 | \$ | 1,334 | \$ | 1,405 | \$ | 1,329 | (5\%) | 17\% |
| As a \% of Avg. Loans (4) |  | 6.24\% |  | 6.41\% |  | 7.42\% |  | 7.86\% |  | 7.73\% |  |  |
| Loans 90+ Days Past Due | \$ | 982 | \$ | 830 | \$ | 760 | \$ | 786 | \$ | 732 | (7\%) | (25\%) |
| As a \% of EOP Loans |  | 1.35\% |  | 1.14\% |  | 1.05\% |  | 1.08\% |  | 1.06\% |  |  |
| Loans 30-89 Days Past Due | \$ | 887 | \$ | 744 | \$ | 744 | \$ | 771 | \$ | 679 | (12\%) | (23\%) |
| As a \% of EOP Loans |  | 1.22\% |  | 1.02\% |  | 1.03\% |  | 1.06\% |  | 0.98\% |  |  |
| Citi Retail Services Key Indicators (in millions of dollars, except as otherwise noted) (1) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts |  | 80.9 |  | 79.9 |  | 79.3 |  | 78.9 |  | 77.8 | (1\%) | (4\%) |
| Purchase Sales (in billions) | \$ | 15.5 | \$ | 18.1 | \$ | 17.5 | \$ | 20.4 | \$ | 15.3 | (25\%) | (1\%) |
| Average Loans (in billions) (1) | \$ | 37.6 | \$ | 36.5 | \$ | 36.5 | \$ | 37.0 | \$ | 36.7 | (1\%) | (2\%) |
| EOP Loans (in billions) (1) | \$ | 36.7 | \$ | 36.6 | \$ | 36.6 | \$ | 38.6 | \$ | 35.4 | (8\%) | (4\%) |
| Average Yield (2) |  | 18.19\% |  | 18.14\% |  | 18.26\% |  | 18.04\% |  | 18.28\% |  |  |
| Net Interest Revenue (3) | \$ | 1,566 | \$ | 1,543 | \$ | 1,634 | \$ | 1,660 | \$ | 1,652 | - | 5\% |
| As a \% of Avg. Loans (3) |  | 16.75\% |  | 17.00\% |  | 17.81\% |  | 17.85\% |  | 18.26\% |  |  |
| Net Credit Losses | \$ | 665 | \$ | 609 | \$ | 534 | \$ | 514 | \$ | 508 | (1\%) | (24\%) |
| As a \% of Average Loans |  | 7.11\% |  | 6.71\% |  | 5.82\% |  | 5.53\% |  | 5.61\% |  |  |
| Net Credit Margin (4) | \$ | 816 | \$ | 842 | \$ | 997 | \$ | 1,009 | \$ | 994 | (1\%) | 22\% |
| As a \% of Avg. Loans (4) |  | 8.73\% |  | 9.28\% |  | 10.87\% |  | 10.85\% |  | 10.98\% |  |  |
| Loans 90+ Days Past Due | \$ | 845 | \$ | 721 | \$ | 716 | \$ | 721 | \$ | 651 | (10\%) | (23\%) |
| As a \% of EOP Loans |  | 2.30\% |  | 1.97\% |  | 1.96\% |  | 1.87\% |  | 1.84\% |  |  |
| Loans 30-89 Days Past Due | \$ | 995 | \$ | 852 | \$ | 823 | \$ | 789 | \$ | 685 | (13\%) | (31\%) |
| As a \% of EOP Loans |  | 2.71\% |  | 2.33\% |  | 2.25\% |  | 2.04\% |  | 1.94\% |  |  |

(1) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances
(2) Average yield is gross interest revenue earned divided by average loans
(3) Net interest revenue includes certain fees that are recorded as interest revenue.
(4) Net credit margin represents total revenues, net of interest expense, less net credit losses and policy benefits and claims.

Reclassified to conform to the current period's presentation.
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
rovision for Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Loan Losses and for Benefits and Claims (LLR \& PBC)
Income (loss) from Continuing Operations before Taxes
come Taxes (benefits)
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)

## Return on Average Assets

Efficiency Ratio

## Net Credit Losses as a \% of Average Loans

Revenue by Business
Retail Banking
Citi-Branded Card
Total
Net Credit Losses by Business
Retail Banking
Citi-Branded Cards
Total
Income (loss) from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Total

## FX Translation Impact:

Total Revenue - as Reported
mpact of FX Translation (1)
Total Revenues - Ex-FX (2)
Total Operating Expenses - as Reported
mpact of FX Translation (1)
Total Operating Expenses - Ex-FX (2)
Provisions for LLR \& PBC - as Reported
mpact of FX Translation (1)
Provisions for LLR \& PBC - Ex-FX (2)

| $\begin{gathered} 10 \\ \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| \$ | 253 |  |  | \$ | 248 | \$ | 251 | \$ | 258 | \$ | 246 | (5\%) | (3\%) |
|  | 116 |  | 110 |  | 123 |  | 126 |  | 122 | (3\%) | 5\% |
|  | 369 |  | 358 |  | 374 |  | 384 |  | 368 | (4\%) | - |
|  | 359 |  | 337 |  | 335 |  | 402 |  | 344 | (14\%) | (4\%) |
|  | 29 |  | 14 |  | 29 |  | 33 |  | 29 | (12\%) | - |
|  | (5) |  | (13) |  | 2 |  | 11 |  | (11) | NM | NM |
|  | (1) |  | - |  | - |  | - |  | 1 | - | NM |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | 23 |  | 1 |  | 31 |  | 44 |  | 19 | (57\%) | (17\%) |
|  | (13) |  | 20 |  | 8 |  | (62) |  | 5 | NM | NM |
|  | - |  | 7 |  | 2 |  | (19) |  | (2) | 89\% | - |
|  | (13) |  | 13 |  | 6 |  | (43) |  |  | NM | NM |
|  | 1 |  | 1 |  | 2 |  | - |  | 3 | - | NM |
| \$ | (14) | \$ | 12 | \$ | 4 | \$ | (43) | \$ | 4 | NM | NM |
| \$ | 9 | \$ | 9 | \$ | 9 | \$ | 9 | \$ | 10 | 11\% | 11\% |
| \$ | (0.63\%) |  | 0.54\% |  | 0.18\% |  | (1.90\%) |  | 0.16\% |  |  |
|  | 97\% |  | 94\% |  | 90\% |  | 105\% |  | 93\% |  |  |
|  | 1.62\% |  | 0.75\% |  | 1.54\% |  | 1.66\% |  | 1.47\% |  |  |
| \$ | 216 | \$ | 210 | \$ | 220 | \$ | 227 | \$ | 215 | (5\%) | - |
|  | 153 |  | 148 |  | 154 |  | 157 |  | 153 | (3\%) | - |
| \$ | 369 | \$ | 358 | \$ | 374 | \$ | 384 | \$ | 368 | (4\%) | - |
| \$ | 12 | \$ | 7 | \$ | 12 | \$ | 15 | \$ | 9 | (40\%) | (25\%) |
|  | 17 |  | 7 |  | 17 |  | 18 |  | 20 | 11\% | 18\% |
| \$ | 29 | \$ | 14 | \$ | 29 | \$ | 33 | \$ | 29 | (12\%) | - |
| \$ | (26) | \$ | (9) | \$ | (14) | \$ | (43) | \$ | (8) | 81\% | 69\% |
|  | 13 |  | 22 |  | 20 |  | (1) |  | 15 | - | 15\% |
| \$ | (13) | \$ | 13 | \$ | 6 | \$ | (43) | \$ | 7 | NM | NM |
| \$ | 369 | \$ | 358 | \$ | 374 | \$ | 384 | \$ | 368 | (4\%) | - |
|  | (8) |  | 6 |  | 5 |  | (2) |  | - |  |  |
| \$ | 361 | \$ | 364 | \$ | 379 | \$ | 382 | \$ | 368 | (4\%) | 2\% |
| \$ | 359 | \$ | 337 | \$ | 335 | \$ | 402 | \$ | 344 | (14\%) | (4\%) |
|  | (8) |  | 6 |  | 3 |  | (3) |  | - |  |  |
| \$ | 351 | \$ | 343 | \$ | 338 | \$ | 399 | \$ | 344 | (14\%) | (2\%) |
| \$ | 23 | \$ | 1 | \$ | 31 | \$ | 44 | \$ | 19 | (57\%) | (17\%) |
|  | - |  | - |  | 1 |  | (1) |  | - |  |  |
| \$ | 23 | \$ | 1 | \$ | 32 | \$ | 43 | \$ | 19 | (56\%) | (17\%) |

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented.
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure

NM Not meaningful
Reclassified to conform to the current period's presentation.

|  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \\ \hline \end{gathered}$ |  | 1 Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 286 |  |  |  | 240 |  | 234 |  | 228 |  | 222 | (3\%) | (22\%) |
| Accounts (in millions) |  | 4.0 |  | 4.0 |  | 3.9 |  | 3.9 |  | 3.9 | - | (3\%) |
| Average Deposits | \$ | 12.5 | \$ | 12.4 | \$ | 12.7 | \$ | 12.7 | \$ | 13.0 | 2\% | 4\% |
| Investment Sales | \$ | 1.0 | \$ | 0.8 | \$ | 1.1 | \$ | 1.3 | \$ | 1.1 | (15\%) | 10\% |
| Investment AUMs | \$ | 5.3 | \$ | 5.0 | \$ | 5.4 | \$ | 5.8 | \$ | 6.0 | 3\% | 13\% |
| Average Loans | \$ | 4.4 | \$ | 4.7 | \$ | 4.7 | \$ | 5.0 | \$ | 5.1 | 2\% | 16\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 0.2 | \$ | 0.2 | \$ | 0.3 | \$ | 0.3 | \$ | 0.3 | - | 50\% |
| Commercial Markets |  | 1.8 |  | 1.9 |  | 2.1 |  | 2.1 |  | 2.2 | 5\% | 22\% |
| Personal and Other |  | 2.5 |  | 2.5 |  | 2.5 |  | 2.7 |  | 2.7 | - | 8\% |
| Total EOP Loans | \$ | 4.5 | \$ | 4.6 | \$ | 4.9 | \$ | 5.1 | \$ | 5.2 | 2\% | 16\% |
| Net Interest Revenue (in millions) (1) | \$ | 139 | \$ | 138 | \$ | 140 | \$ | 142 | \$ | 135 | (5\%) | (3\%) |
| As a \% of Average Loans (1) |  | 12.71\% |  | 11.81\% |  | 11.85\% |  | 11.30\% |  | 10.74\% |  |  |
| Net Credit Losses (in millions) | \$ | 12 | \$ | 7 | \$ | 12 | \$ | 15 | \$ | 9 | (40\%) | (25\%) |
| As a \% of Average Loans |  | 1.10\% |  | 0.60\% |  | 1.02\% |  | 1.19\% |  | 0.72\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 62 | \$ | 49 | \$ | 50 | \$ | 48 | \$ | 43 | (10\%) | (31\%) |
| As a \% of EOP Loans |  | 1.38\% |  | 1.07\% |  | 1.02\% |  | 0.94\% |  | 0.83\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 92 | \$ | 78 | \$ | 79 | \$ | 77 | \$ | 70 | (9\%) | (24\%) |
| As a \% of EOP Loans |  | 2.04\% |  | 1.70\% |  | 1.61\% |  | 1.51\% |  | 1.35\% |  |  |
| Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts (in millions) |  | 2.6 |  | 2.6 |  | 2.5 |  | 2.8 |  | 2.8 | - | 8\% |
| Purchase Sales | \$ | 2.7 | \$ | 2.8 | \$ | 2.8 | \$ | 3.1 | \$ | 2.9 | (6\%) | 7\% |
| Average Loans (2) | \$ | 2.8 | \$ | 2.8 | \$ | 2.8 | \$ | 2.9 | \$ | 2.9 | - | 4\% |
| EOP Loans (2) | \$ | 2.9 | \$ | 2.8 | \$ | 2.9 | \$ | 2.9 | \$ | 2.8 | (3\%) | (3\%) |
| Average Yield (3) |  | 19.71\% |  | 19.17\% |  | 19.24\% |  | 19.10\% |  | 18.87\% |  |  |
| Net Interest Revenue (in millions) (4) | \$ | 114 | \$ | 110 | \$ | 111 | \$ | 116 | \$ | 111 | (4\%) | (3\%) |
| As a \% of Avg. Loans (4) |  | 16.38\% |  | 15.80\% |  | 15.77\% |  | 15.91\% |  | 15.52\% |  |  |
| Net Credit Losses (in millions) | \$ | 17 | \$ | 7 | \$ | 17 | \$ | 18 | \$ | 20 | 11\% | 18\% |
| As a \% of Average Loans |  | 2.44\% |  | 1.01\% |  | 2.42\% |  | 2.47\% |  | 2.80\% |  |  |
| Net Credit Margin (in millions) (5) | \$ | 136 | \$ | 141 | \$ | 137 | \$ | 139 | \$ | 133 | (4\%) | (2\%) |
| As a \% of Avg. Loans (5) |  | 19.54\% |  | 20.25\% |  | 19.47\% |  | 19.07\% |  | 18.60\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 43 | \$ | 43 | \$ | 45 | \$ | 48 | \$ | 45 | (6\%) | 5\% |
| As a \% of EOP Loans |  | 1.48\% |  | 1.54\% |  | 1.55\% |  | 1.66\% |  | 1.61\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 65 | \$ | 61 | \$ | 68 | \$ | 63 | \$ | 60 | (5\%) | (8\%) |
| As a \% of EOP Loans |  | 2.24\% |  | 2.18\% |  | 2.34\% |  | 2.17\% |  | 2.14\% |  |  |

(1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio.
(2) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(3) Average yield is gross interest revenue earned divided by average loans.
(3) Average yield is gross interest revenue earned divided by average loans.
(4) Net interest revenue includes certain fees that are recorded as interest revenue.
(5) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims

CITICORP
GLOBAL CONSUMER BANKIN
citi
(In millions of dollars, except as otherwise noted)

```
Net Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
    Net Credit Losses
    Credit Reserve Build / (Release)
    Provision for Unfunded Lending Commitments
    Provision for Benefits & Claims
Income from Continuing Operations before Taxes
ncome Taxes
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio
Net Credit Losses as a % of Average Loans
Revenue by Business
    Retail Banking
    Citi-Branded Cards
        Total
Net Credit Losses by Business
    Retail Banking 
        Total
```

Provision for Loan Losses and for Benefits and Claims (LLR \& PBC)

Income (loss) from Continuing Operations by Busines
Retail Banking
Citi-Branded Cards
Total

FX Translation Impact:
Total Revenue - as Reported
Impact of FX Translation (1)
Total Revenues - Ex-FX (2)
Total Operating Expenses - as Reported
Impact of FX Translation (1)
Total Operating Expenses - Ex-FX (2)
Provisions for LLR \& PBC - as Reported
Impact of FX Translation (1)
Provisions for LLR \& PBC - Ex-FX (2)

| $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| \$ | $\begin{aligned} & 1,691 \\ & 782 \end{aligned}$ |  |  | \$ | $\begin{array}{r} 1,652 \\ 698 \end{array}$ | \$ | $\begin{array}{r} 1,706 \\ 732 \end{array}$ | \$ | $\begin{array}{r} 1,746 \\ 796 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,731 \\ 844 \end{array}$ | $\begin{gathered} (1 \%) \\ 6 \% \end{gathered}$ | $\begin{aligned} & 2 \% \\ & 8 \% \end{aligned}$ |
|  | 2,473 |  | 2,350 |  | 2,438 |  | 2,542 |  | 2,575 | 1\% | 4\% |
|  | 1,371 |  | 1,370 |  | 1,394 |  | 1,595 |  | 1,439 | (10\%) | 5\% |
|  | 430 |  | 400 |  | 433 |  | 487 |  | 502 | 3\% | 17\% |
|  | 113 |  | 120 |  | 29 |  | 37 |  | 36 | (3\%) | (68\%) |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | 44 |  | 31 |  | 46 |  | 46 |  | 49 | 7\% | 11\% |
|  | 587 |  | 551 |  | 508 |  | 570 |  | 587 | 3\% | - |
|  | 515 |  | 429 |  | 536 |  | 377 |  | 549 | 46\% | 7\% |
|  | 123 |  | 86 |  | 123 |  | (34) |  | 135 | NM | 10\% |
|  | 392 |  | 343 |  | 413 |  | 411 |  | 414 | 1\% | 6\% |
|  | - |  | (2) |  | - |  | - |  | 2 | - | - |
| \$ | 392 | \$ | 345 | \$ | 413 | \$ | 411 | \$ | 412 | - | 5\% |
| \$ | $\begin{gathered} 82 \\ 1.92 \% \end{gathered}$ | \$ | $\begin{array}{r} 78 \\ 1.78 \% \end{array}$ | \$ | $\begin{array}{r} 79 \\ 2.08 \% \end{array}$ | \$ | $\begin{array}{r} 82 \\ 1.99 \% \end{array}$ | \$ | $\begin{gathered} 86 \\ 1.94 \% \end{gathered}$ | 5\% | 5\% |
|  | 55\% |  | 58\% |  | 57\% |  | 63\% |  | 56\% |  |  |
|  | 4.31\% |  | 4.15\% |  | 4.25\% |  | 4.61\% |  | 4.62\% |  |  |
| \$ | $\begin{array}{r} 1,474 \\ 999 \end{array}$ | \$ | $\begin{array}{r} 1,405 \\ 945 \end{array}$ | \$ | $\begin{array}{r} 1,469 \\ 969 \end{array}$ | \$ | $\begin{aligned} & 1,509 \\ & 1,033 \end{aligned}$ | \$ | $\begin{aligned} & 1,547 \\ & 1,028 \end{aligned}$ | 3\% | $\begin{aligned} & 5 \% \\ & 3 \% \end{aligned}$ |
| \$ | 2,473 | \$ | 2,350 | \$ | 2,438 | \$ | 2,542 | \$ | 2,575 | 1\% | 4\% |
| \$ | $143$ | \$ | $\begin{aligned} & 135 \\ & 265 \end{aligned}$ | \$ | $\begin{array}{r} 160 \\ 273 \\ \hline \end{array}$ | \$ | $\begin{aligned} & 210 \\ & 277 \end{aligned}$ | \$ | $\begin{aligned} & 207 \\ & 295 \end{aligned}$ | $\begin{gathered} (1 \%) \\ 6 \% \end{gathered}$ | $\begin{aligned} & 45 \% \\ & 3 \% \end{aligned}$ |
| \$ | 430 | \$ | 400 | \$ | 433 | \$ | 487 | \$ | 502 | 3\% | 17\% |
| \$ | $\begin{aligned} & 216 \\ & 176 \end{aligned}$ | \$ | $\begin{aligned} & 238 \\ & 105 \end{aligned}$ | \$ | $\begin{aligned} & 222 \\ & 191 \end{aligned}$ | \$ | $\begin{aligned} & 233 \\ & 178 \end{aligned}$ | \$ | $\begin{aligned} & 248 \\ & 166 \end{aligned}$ | $\begin{gathered} 6 \% \\ (7 \%) \end{gathered}$ | $\begin{aligned} & 15 \% \\ & (6 \%) \end{aligned}$ |
| \$ | 392 | \$ | 343 | \$ | 413 | \$ | 411 | \$ | 414 | 1\% | 6\% |
| \$ | 2,473 | \$ | 2,350 | \$ | 2,438 | \$ | 2,542 | \$ | 2,575 | 1\% | 4\% |
|  | (38) |  | 93 |  | 63 |  | 58 |  | - |  |  |
| \$ | 2,435 | \$ | 2,443 | \$ | 2,501 | \$ | 2,600 | \$ | 2,575 | (1\%) | 6\% |
| \$ | 1,371 | \$ | 1,370 | \$ | 1,394 | \$ | 1,595 | \$ | 1,439 | (10\%) | 5\% |
|  | (31) |  | 40 |  | 31 |  | 30 |  | - |  |  |
| \$ | 1,340 | \$ | 1,410 | \$ | 1,425 | \$ | 1,625 | \$ | 1,439 | (11\%) | 7\% |
| \$ | 587 | \$ | 551 | \$ | 508 | \$ | 570 | \$ | 587 | 3\% | - |
|  | (21) |  | 20 |  | 14 |  | 15 |  | - |  |  |
| \$ | 566 | \$ | 571 | \$ | 522 | \$ | 585 | \$ | 587 | - | 4\% |

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

NM Not meaningful
Reclassified to conform to the current period's presentation.

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GLOBAL CONSUMER BANKING
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LATIN AMERICA - PAGE 2

|  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \end{gathered}$ |  | 1 Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 2,201 |  |  |  | 2,200 |  | 2,200 |  | 2,181 |  | 2,139 | (2\%) | (3\%) |
| Accounts (in millions) |  | 31.1 |  | 31.9 |  | 32.1 |  | 31.8 |  | 31.8 | - | 2\% |
| Average Deposits | \$ | 46.0 | \$ | 44.0 | \$ | 44.6 | \$ | 45.4 | \$ | 46.4 | 2\% | 1\% |
| Investment Sales | \$ | 9.8 | \$ | 9.3 | \$ | 10.4 | \$ | 9.9 | \$ | 10.9 | 10\% | 11\% |
| Investment AUMs | \$ | 58.8 | \$ | 58.3 | \$ | 64.8 | \$ | 65.9 | \$ | 70.9 | 8\% | 21\% |
| Average Loans | \$ | 25.7 | \$ | 25.2 | \$ | 26.6 | \$ | 27.7 | \$ | 29.4 | 6\% | 14\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 5.1 | \$ | 4.9 | \$ | 5.3 | \$ | 5.4 | \$ | 5.9 | 9\% | 16\% |
| Commercial Markets |  | 11.7 |  | 11.6 |  | 12.3 |  | 12.8 |  | 13.5 | 5\% | 15\% |
| Personal and Other |  | 9.3 |  | 9.4 |  | 9.9 |  | 10.1 |  | 10.9 | 8\% | 17\% |
| Total EOP Loans | \$ | 26.1 | \$ | 25.9 | \$ | 27.5 | \$ | 28.3 | \$ | 30.3 | 7\% | 16\% |
| Net Interest Revenue (in millions) (1) | \$ | 965 | \$ | 943 | \$ | 975 | \$ | 990 | \$ | 990 | - | 3\% |
| As a \% of Average Loans (1) |  | 15.10\% |  | 15.05\% |  | 14.58\% |  | 14.22\% |  | 13.66\% |  |  |
| Net Credit Losses (in millions) | \$ | 143 | \$ | 135 | \$ | 160 | \$ | 210 | \$ | 207 | (1\%) | 45\% |
| As a \% of Average Loans |  | 2.24\% |  | 2.15\% |  | 2.39\% |  | 3.02\% |  | 2.86\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 276 | \$ | 285 | \$ | 322 | \$ | 323 | \$ | 309 | (4\%) | 12\% |
| As a \% of EOP Loans |  | 1.06\% |  | 1.10\% |  | 1.17\% |  | 1.14\% |  | 1.02\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 323 | \$ | 316 | \$ | 412 | \$ | 353 | \$ | 427 | 21\% | 32\% |
| As a \% of EOP Loans |  | 1.24\% |  | 1.22\% |  | 1.50\% |  | 1.25\% |  | 1.41\% |  |  |
| Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts (in millions) |  | 13.1 |  | 13.0 |  | 13.0 |  | 12.9 |  | 12.9 | - | (2\%) |
| Purchase Sales (in billions) | \$ | 10.2 | \$ | 10.0 | \$ | 10.3 | \$ | 11.5 | \$ | 10.5 | (9\%) | 3\% |
| Average Loans (in billions) (2) | \$ | 14.4 | \$ | 13.6 | \$ | 13.9 | \$ | 14.3 | \$ | 14.7 | 3\% | 2\% |
| EOP Loans (in billions) (2) | \$ | 14.3 | \$ | 13.7 | \$ | 14.2 | \$ | 14.8 | \$ | 14.9 | 1\% | 4\% |
| Average Yield (3) |  | 22.74\% |  | 22.91\% |  | 22.75\% |  | 22.49\% |  | 21.97\% |  |  |
| Net Interest Revenue (in millions) (4) | \$ | 726 | \$ | 709 | \$ | 731 | \$ | 756 | \$ | 741 | (2\%) | 2\% |
| As a \% of Average Loans (4) |  | 20.28\% |  | 20.97\% |  | 20.92\% |  | 21.03\% |  | 20.44\% |  |  |
| Net Credit Losses (in millions) | \$ | 287 | \$ | 265 | \$ | 273 | \$ | 277 | \$ | 295 | 6\% | 3\% |
| As a \% of Average Loans |  | 8.02\% |  | 7.84\% |  | 7.81\% |  | 7.71\% |  | 8.14\% |  |  |
| Net Credit Margin (in millions) (5) | \$ | 712 | \$ | 680 | \$ | 696 | \$ | 756 | \$ | 733 | (3\%) | 3\% |
| As a \% of Average Loans (5) |  | 19.89\% |  | 20.11\% |  | 19.92\% |  | 21.03\% |  | 20.22\% |  |  |
| Loans 90+ Days Past Due | \$ | 405 | \$ | 405 | \$ | 401 | \$ | 413 | \$ | 418 | 1\% | 3\% |
| As a \% of EOP Loans |  | 2.83\% |  | 2.96\% |  | 2.82\% |  | 2.79\% |  | 2.81\% |  |  |
| Loans 30-89 Days Past Due | \$ | 426 | \$ | 428 | \$ | 416 | \$ | 432 | \$ | 449 | 4\% | 5\% |
| As a \% of EOP Loans |  | 2.98\% |  | 3.12\% |  | 2.93\% |  | 2.92\% |  | 3.01\% |  |  |

(1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio,
(2) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(3) Average yield is gross interest revenue earned divided by average loans.
(4) Net interest revenue includes certain fees that are recorded as interest revenue.
(5) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision for Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Loan Losses and for Benefits and Claims (LLR \& PBC)
ncome from Continuing Operations before Taxes
ncome Taxes
ncome from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio

## Net Credit Losses as a \% of Average Loans

Revenue by Business
Retail Banking
Total
Net Credit Losses by Business Retail Banking
Citi-Branded Card

Total
ncome from Continuing Operations by Business Retail Banking
Citi-Branded Card
Total

| $\begin{gathered} 1 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2013 \end{gathered}$ |  | 1Q13 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4Q12 | 1Q12 |  |  |  |  |  |  |
| \$ | 1,328 |  |  | \$ | 1,286 | \$ | 1,272 | \$ | 1,268 | \$ | 1,227 | (3\%) | (8\%) |
|  | 670 |  | 666 |  | 711 |  | 727 |  | 733 | 1\% | 9\% |
|  | 1,998 |  | 1,952 |  | 1,983 |  | 1,995 |  | 1,960 | (2\%) | (2\%) |
|  | 1,150 |  | 1,164 |  | 1,206 |  | 1,246 |  | 1,128 | (9\%) | (2\%) |
|  | 190 |  | 199 |  | 217 |  | 235 |  | 206 | (12\%) | 8\% |
|  | (1) |  | (21) |  | (34) |  | 20 |  | 3 | (85\%) | NM |
|  | - |  | - |  | - |  | - |  | 14 | - | - |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | 189 |  | 178 |  | 183 |  | 255 |  | 223 | (13\%) | 18\% |
|  | 659 |  | 610 |  | 594 |  | 494 |  | 609 | 23\% | (8\%) |
|  | 158 |  | 161 |  | 144 |  | 98 |  | 192 | 96\% | 22\% |
|  | 501 |  | 449 |  | 450 |  | 396 |  | 417 | 5\% | (17\%) |
|  | - |  | - |  | - |  | - |  | - | - | - |
| \$ | 501 | \$ | 449 | \$ | 450 | \$ | 396 | \$ | 417 | 5\% | (17\%) |
| \$ | $\begin{array}{r} 126 \\ 1.60 \% \end{array}$ | \$ | $\begin{array}{r} 124 \\ 1.46 \% \end{array}$ | \$ | $\begin{gathered} 127 \\ 1.41 \% \end{gathered}$ | \$ | $\begin{gathered} 129 \\ 1.22 \% \end{gathered}$ | \$ | $\begin{gathered} 128 \\ 1.32 \% \end{gathered}$ | (1\%) | 2\% |
|  | 58\% |  | 60\% |  |  |  |  |  | 58\% |  |  |
|  | 0.86\% |  | 0.92\% |  | 0.98\% |  | 1.04\% |  | 0.94\% |  |  |
| \$ | $\begin{array}{r} 1,230 \\ 768 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,165 \\ 787 \end{array}$ | \$ | $\begin{array}{r} 1,196 \\ 787 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,175 \\ 820 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,200 \\ 760 \end{array}$ | $\stackrel{\text { (7\%) }}{(7)}$ | $(2 \%)$ |
| \$ | 1,998 | \$ | 1,952 | \$ | 1,983 | \$ | 1,995 | \$ | 1,960 | (2\%) | (2\%) |
| \$ | $\begin{array}{r} 65 \\ 125 \end{array}$ | \$ | $\begin{array}{r} 72 \\ 127 \end{array}$ | \$ | $\begin{array}{r} 81 \\ 136 \end{array}$ | \$ | $\begin{array}{r} 99 \\ 136 \end{array}$ | \$ | $\begin{array}{r} 67 \\ 139 \\ \hline \end{array}$ | $\begin{gathered} (32 \%) \\ 2 \% \end{gathered}$ | $\begin{gathered} 3 \% \\ 11 \% \end{gathered}$ |
| \$ | 190 | \$ | 199 | \$ | 217 | \$ | 235 | \$ | 206 | (12\%) | 8\% |
| \$ | $\begin{aligned} & 304 \\ & 197 \end{aligned}$ | \$ | $\begin{aligned} & 242 \\ & 207 \end{aligned}$ | \$ | $\begin{aligned} & 252 \\ & 198 \end{aligned}$ | \$ | $\begin{aligned} & 189 \\ & 207 \end{aligned}$ | \$ | $\begin{aligned} & 257 \\ & 160 \\ & \hline \end{aligned}$ | $\begin{aligned} & 36 \% \\ & (23 \%) \end{aligned}$ | $\begin{aligned} & (15 \%) \\ & (19 \%) \end{aligned}$ |
| \$ | 501 | \$ | 449 | \$ | 450 | \$ | 396 | \$ | 417 | 5\% | (17\%) |
| \$ | 1,998 | \$ | 1,952 | \$ | 1,983 | \$ | 1,995 | \$ | 1,960 | (2\%) | (2\%) |
|  | (25) |  | 14 |  | (6) |  | (21) |  | - |  |  |
| \$ | 1,973 | \$ | 1,966 | \$ | 1,977 | \$ | 1,974 | \$ | 1,960 | (1\%) | (1\%) |
| \$ | 1,150 | \$ | 1,164 | \$ | 1,206 | \$ | 1,246 | \$ | 1,128 | (9\%) | (2\%) |
|  | (24) |  | (5) |  | (15) |  | (20) |  | - |  |  |
| \$ | 1,126 | \$ | 1,159 | \$ | 1,191 | \$ | 1,226 | \$ | 1,128 | (8\%) | - |
| \$ | 189 | \$ | 178 | \$ | 183 | \$ | 255 | \$ | 223 | (13\%) | 18\% |
|  | 2 |  | 7 |  | 2 |  | (2) |  | - |  |  |
| \$ | 191 | \$ | 185 | \$ | 185 | \$ | 253 | \$ | 223 | (12\%) | 17\% |

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure

NM Not meaningful
Reclassified to conform to the current period's presentation

## CITICORP

global consumer banking
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| 1012 | 2012 | 3 O | 4 Q | 10 |
| :---: | :---: | :---: | :---: | :---: |

1 Q13 Increase
(Decrease) from $4 \mathrm{Q} 12-1$ (Decrease) from

## Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)

Branches (actual)
Accounts (in millions)
Average Deposits
Investment Sales
Investment AUMs
Average Loans
EOP Loans:
Real Estate Lending
Commercial Markets
Personal and Other

|  | 643 |  | 627 |  | 618 |  | 600 |  | 574 |
| :--- | ---: | :--- | ---: | :--- | ---: | :--- | ---: | :--- | ---: |
|  | 16.5 |  | 16.8 |  | 16.8 |  | 16.9 |  | 16.9 |
| $\$$ | 110.9 | $\$$ | 109.7 | $\$$ | 112.5 | $\$$ | 110.1 | $\$$ | 107.0 |
| $\$$ | 8.4 | $\$$ | 7.0 | $\$$ | 9.2 | $\$$ | 9.0 | $\$$ | 12.0 |
| $\$$ | 47.9 | $\$$ | 47.4 | $\$$ | 49.8 | $\$$ | 52.0 | $\$$ | 54.3 |
| $\$$ | 68.7 | $\$$ | 67.5 | $\$$ | 68.5 | $\$$ | 69.7 | $\$$ | 69.3 |
|  |  |  |  |  |  |  |  |  |  |
| $\$$ | 35.9 | $\$$ | 35.5 | $\$$ | 36.3 |  | $\$$ | 36.6 | $\$$ |
|  | 17.6 |  | 16.8 |  | 16.9 |  | 16.6 |  | 16.7 |
|  | 15.3 |  | 15.3 |  | 16.1 |  | 16.5 |  | 16.3 |
|  |  |  |  |  |  |  |  |  |  |

Net Interest Revenue (in millions) (1)
As a \% of Average Loans (1)

| $\$$ | 817 | $\$$ | 785 | $\$$ | 771 | $\$$ | 755 | $\$$ | 729 | $(3 \%)$ | $(11 \%)$ |
| :--- | ---: | :--- | ---: | :--- | ---: | :--- | ---: | :--- | ---: | :--- | :--- |
|  | $4.78 \%$ |  | $4.68 \%$ |  | $4.48 \%$ |  | $4.31 \%$ |  | $4.27 \%$ |  |  |
| $\$$ | 65 | $\$$ | 72 | $\$$ | 81 | $\$$ | 99 | $\$$ | 67 | $(32 \%)$ | $3 \%$ |
|  | $0.38 \%$ |  | $0.43 \%$ |  | $0.47 \%$ |  | $0.57 \%$ |  | $0.39 \%$ |  |  |
| $\$$ | 245 | $\$$ | 241 | $\$$ | 219 | $\$$ | 228 | $\$$ | 229 | - | $(7 \%)$ |
|  | $0.36 \%$ |  | $0.36 \%$ |  | $0.32 \%$ |  | $0.33 \%$ |  | $0.33 \%$ |  |  |
| $\$$ | 434 | $\$$ | 440 | $\$$ | 433 | $\$$ | 459 | $\$$ | 468 | $2 \%$ | $8 \%$ |
|  | $0.63 \%$ |  | $0.65 \%$ |  | $0.62 \%$ |  | $0.66 \%$ |  | $0.67 \%$ |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

Net Credit Losses (in millions)
As a \% of Average Loans

Loans 90+ Days Past Due (in millions)
As a \% of EOP Loans
Loans 30-89 Days Past Due (in millions)

## As a \% of EOP Loans

## $\frac{\mathrm{tas} \text { atherwise noted }}{15.7}$

| EOP Open Accounts (in millions) |  | 15.7 |  | 15.7 |  | 15.9 |  | 16.0 |  | 16.1 | 1\% | 3\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Purchase Sales (in billions) | \$ | 18.8 | \$ | 18.8 | \$ | 19.1 | \$ | 20.7 | \$ | 19.3 | (7\%) | 3\% |
| Average Loans (in billions) (2) | \$ | 20.0 | \$ | 19.5 | \$ | 19.8 | \$ | 19.9 | \$ | 19.8 | (1\%) | (1\%) |
| EOP Loans (in billions) (2) | \$ | 19.6 | \$ | 19.6 | \$ | 20.0 | \$ | 20.4 | \$ | 19.4 | (5\%) | (1\%) |
| Average Yield (3) |  | 13.31\% |  | 13.16\% |  | 12.89\% |  | 12.88\% |  | 12.69\% | (1\%) | (5\%) |
| Net Interest Revenue (in millions) (4) | \$ | 511 | \$ | 501 | \$ | 501 | \$ | 513 | \$ | 498 | (3\%) | (3\%) |
| As a \% of Average Loans (4) |  | 10.28\% |  | 10.33\% |  | 10.07\% |  | 10.26\% |  | 10.20\% |  |  |
| Net Credit Losses (in millions) | \$ | 125 | \$ | 127 | \$ | 136 | \$ | 136 | \$ | 139 | 2\% | 11\% |
| As a \% of Average Loans |  | 2.51\% |  | 2.62\% |  | 2.73\% |  | 2.72\% |  | 2.85\% |  |  |
| Net Credit Margin (in millions) (5) | \$ | 643 | \$ | 660 | \$ | 651 | \$ | 684 | \$ | 621 | (9\%) | (3\%) |
| As a \% of Average Loans (5) |  | 12.93\% |  | 13.61\% |  | 13.08\% |  | 13.67\% |  | 12.72\% |  |  |
| Loans 90+ Days Past Due | \$ | 224 | \$ | 222 | \$ | 220 | \$ | 234 | \$ | 232 | (1\%) | 4\% |
| As a \% of EOP Loans |  | 1.14\% |  | 1.13\% |  | 1.10\% |  | 1.15\% |  | 1.20\% |  |  |
| Loans 30-89 Days Past Due | \$ | 321 | \$ | 315 | \$ | 334 | \$ | 342 | \$ | 325 | (5\%) | 1\% |
| As a \% of EOP Loans |  | 1.64\% |  | . 61 |  | 1.67\% |  | 1.68\% |  | 1.68\% |  |  |

(1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio.
(2) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(3) Average yield is gross interest revenue earned divided by average loans.
(4) Net interest revenue includes certain fees that are recorded as interest revenue.
(5) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.

Reclassified to conform to the current period's presentation.

## CITICORP

INSTITUTIONAL CLIENTS GROUP
(In millions of dollars, except as otherwise noted)
Administration and Other Fiduciary Fees
Net Interest Revenue (including Dividends)
Total Revenues, Net of Interest Expense
Provision for Unfunded Lending Commitments
Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Provision for Credit Losses and for Benefits and Claims
ncome from Continuing Operations before Taxes
ncome from Continuing Operations
Average Assets (in bilions of doliars)
Return on Average Assets
Return on Average Assets (Excluding CVA/DVA) (1)
Income from Continuing Operations by Region

Average Loans by Region (in billions)


| NM | NM |
| :---: | :---: |
| $55 \%$ | $(18 \%)$ |
| $20 \%$ | $(4 \%)$ |
| NM | $15 \%$ |
| NM | $40 \%$ |



```
Commissions and Fees
Total Non-Interest Revenue
Total Operating Expenses
Average Assets (in bilions
```

nvestment Banking

```
nvestment Banking
Investment Banking
Investment Banking
Other
Other
    Net Credit Losses
    Net Credit Losses
Income Taxes
Income Taxes
Nncome from Continuin
Nncome from Continuin
Net Income
Net Income
Efficiency Ratio 
Efficiency Ratio 
Revenue by Region
Revenue by Region
    North America
    North America
    Latin America
    Latin America
    Asia Total
    Asia Total
    North America
    North America
    LLatin America
    Asia Total
North America
EMEA
Latin America
Asia
Total
Other
```

Other

```
```

        Total
    ```

Income from Continuing Operations by Region
(1) Return on average assets excluding CVA/DVA is defined as annualized net income excluding after-tax CVA/DVA divided by average assets. Net income excluding CVA/DVA in the first quarter of 2012, second quarter of 2012, third quarter of 2012, fourth quarter of 2012 and fir quarter of 2013 was \(\$ 3,027\) million, \(\$ 2,207\) million, \(\$ 2,492\) million, \(\$ 1,782\) million and \(\$ 3,267\) million, respectively. See page 19 for the
CVA/DVA for each period presented. Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful
Reclassified to conform to the current period's presentation.

Net Interest Revenue
-n-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Provision for Unfunded Lending Commitments
Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Provision for Loan Losses and for Benefits and Claims
ncome from Continuing Operations before Taxes
Income Taxes (Benefits)
ncome from Continuing Operations
Noncontrolling Interests
Net Income
verage Assets (in billions of dollars)
Return on Average Assets
Return on Average Assets (Excluding CVA/DVA) (1)
Efficiency Ratio

Revenue Details - Excluding CVA/DVA:
Investment Banking:
Advisory

Equity Underwriting
Debt Underwriting
Total Investment Banking

\section*{Lending}

Equity Markets
Fixed Income Markets
Private Bank
Other Securities and Banking
Total Securities and Banking Revenues (Ex-CVA/DVA) (2)
North America
EMEA
EMEA America
Asia
otal Securities and Banking Revenues (Ex-CVA/DVA) (2)
CVA/DVA \{excluded as applicable in lines above\}
Total Revenues, Net of Interest Expense
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
2 \mathrm{QQ} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
3 \mathrm{QQ} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
1 Q \\
2013
\end{gathered}
\]} \\
\hline \$ & 2,339 & \$ & 2,369 & \$ & 2,539 & \$ & 2,704 & \$ & 2,437 \\
\hline & 3,003 & & 3,102 & & 2,308 & & 1,658 & & 4,541 \\
\hline & 5,342 & & 5,471 & & 4,847 & & 4,362 & & 6,978 \\
\hline & 3,701 & & 3,568 & & 3,479 & & 3,668 & & 3,564 \\
\hline & (60) & & 97 & & 56 & & 75 & & 35 \\
\hline & (17) & & 26 & & (26) & & 50 & & 3 \\
\hline & 135 & & (64) & & (103) & & (47) & & 34 \\
\hline & - & & - & & - & & - & & - \\
\hline \multicolumn{2}{|r|}{58} & & 59 & & (73) & & 78 & & 72 \\
\hline \multicolumn{2}{|r|}{1,583} & & 1,844 & & 1,441 & & 616 & & 3,342 \\
\hline \multicolumn{2}{|r|}{247} & & 369 & & 256 & & (81) & & 987 \\
\hline \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\(\begin{array}{r}1,336 \\ 56 \\ \hline 1\end{array}\)}} & & 1,475 & & 1,185 & & 697 & & 2,355 \\
\hline & & & 26 & & 11 & & 18 & & 44 \\
\hline \$ & 1,280 & \$ & 1,449 & \$ & 1,174 & \$ & 679 & \$ & 2,311 \\
\hline \multicolumn{2}{|r|}{884} & & 913 & & 905 & & 917 & & 926 \\
\hline \multicolumn{2}{|r|}{0.58\%} & & 0.64\% & & 0.52\% & & 0.29\% & & 1.01\% \\
\hline \multicolumn{2}{|r|}{0.97\%} & & 0.58\% & & 0.74\% & & 0.43\% & & 1.10\% \\
\hline \multicolumn{2}{|r|}{69\%} & & 65\% & & 72\% & & 84\% & & 51\% \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ & 111 & \$ & 202 & \$ & 196 & \$ & 206 & \$ & 204 & (1\%) & 84\% \\
\hline & 155 & & 168 & & 143 & & 163 & & 225 & 38\% & 45\% \\
\hline & 606 & & 490 & & 594 & & 634 & & 634 & - & 5\% \\
\hline & 872 & & 860 & & 933 & & 1,003 & & 1,063 & 6\% & 22\% \\
\hline & 12 & & 571 & & 167 & & 119 & & 309 & NM & NM \\
\hline & 916 & & 561 & & 522 & & 465 & & 826 & 78\% & (10\%) \\
\hline & 4,781 & & 2,861 & & 3,739 & & 2,741 & & 4,623 & 69\% & (3\%) \\
\hline & 598 & & 591 & & 609 & & 596 & & 629 & 6\% & 5\% \\
\hline & (461) & & (171) & & (324) & & (52) & & (162) & NM & 65\% \\
\hline \$ & 6,718 & \$ & 5,273 & \$ & 5,646 & \$ & 4,872 & \$ & 7,288 & 50\% & 8\% \\
\hline \$ & 2,072 & \$ & 1,918 & \$ & 1,880 & \$ & 1,743 & \$ & 3,071 & 76\% & 48\% \\
\hline & 2,560 & & 1,610 & & 1,858 & & 1,505 & & 2,059 & 37\% & (20\%) \\
\hline & 727 & & 728 & & 782 & & 695 & & 779 & 12\% & 7\% \\
\hline & 1,359 & & 1,017 & & 1,126 & & 929 & & 1,379 & 48\% & 1\% \\
\hline & 6,718 & & 5,273 & & 5,646 & & 4,872 & & 7,288 & 50\% & 8\% \\
\hline & \((1,376)\) & & 198 & & (799) & & (510) & & (310) & 39\% & 77\% \\
\hline \$ & 5,342 & \$ & 5,471 & \$ & 4,847 & \$ & 4,362 & \$ & 6,978 & 60\% & 31\% \\
\hline
\end{tabular}
(D13 increase (Decrease) from
\begin{tabular}{|c|c|}
\hline 4Q12 & 1Q12 \\
\hline (10\%) & 4\% \\
\hline NM & 51\% \\
\hline 60\% & 31\% \\
\hline (3\%) & (4\%) \\
\hline (53\%) & NM \\
\hline (94\%) & NM \\
\hline NM & (75\%) \\
\hline - & - \\
\hline (8\%) & 24\% \\
\hline NM & NM \\
\hline NM & NM \\
\hline NM & 76\% \\
\hline NM & (21\%) \\
\hline NM & 81\% \\
\hline 1\% & 5\% \\
\hline
\end{tabular}
\(31 \%\)
(1) Return on average assets excluding CVA/DVA is defined as annualized net income excluding after-tax CVA/DVA divided by average assets. Net income excluding CVA/DVA in the first quarter of 2012, second quarter of 2012, third quarter of 2012, fourth quarter of 2012 and first quarter of 2013 was \(\$ 2,134\) million, \(\$ 1,323\) million, \(\$ 1,673\) million, \(\$ 995\) million and \(\$ 2,503\) million, respectively. For the CVA/DVA for each period presented, see above.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

\section*{NM Not meaningful}

Reclassified to conform to the current period's presentation.

CITICOR
INSTITUTIONAL CLIENTS GROUP
TRANSACTION SERVICES
(In millions of dollars, except as otherwise noted)

\section*{Net Interest Revenue}

Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Provision for Unfunded Lending Commitments
Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Provision for Credit Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio

\section*{Revenue Details}

Treasury and Trade Solutions Securities and Fund Services

Total
Average Deposits and Other Customer
Liability Balances (in billions)
North America
EMEA
EMEA
Latin America
Latin Americ
Total

EOP Assets Under Custody (in trillions of dollars)

\section*{FX Translation Impac}

Total Revenue - as Reported
Impact of FX Translation (1)
Total Revenues - Ex-FX (2)
otal Expenses - as Reported
mpact of FX Translation (1)
Total Expenses - Ex-FX (2)
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the curre
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{CORPORATE I OTHER \({ }^{(1)}\)}
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expens
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Provision for Unfunded Lending Commitments
Provision for Loan Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
Income Taxes
ncome from Continuing Operations
Income (Loss) from Discontinued Operations, net of taxes Noncontrolling Interests
Net Income (Loss)
EOP Assets (in billions of dollars)
Average Assets (in billions of dollars)
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|c|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & (16) & + & (52) & \$ & (169) & \$ & (156) & \$ & (77) & 51\% & NM \\
\hline & 487 & & (244) & & 170 & & 50 & & 70 & 40\% & (86\%) \\
\hline & 471 & & (296) & & 1 & & (106) & & (7) & 93\% & NM \\
\hline & 795 & & 597 & & 765 & & 1,059 & & 568 & (46\%) & (29\%) \\
\hline & 1 & & 1 & & (1) & & (1) & & - & 100\% & (100\%) \\
\hline & (1) & & - & & - & & - & & - & - & 100\% \\
\hline & - & & (1) & & - & & - & & - & - & - \\
\hline & - & & - & & - & & 1 & & - & (100\%) & - \\
\hline & - & & - & & (1) & & - & & - & - & - \\
\hline & (324) & & (893) & & (763) & & \((1,165)\) & & (575) & 51\% & (77\%) \\
\hline & 7 & & (446) & & (687) & & (317) & & (253) & 20\% & NM \\
\hline & (331) & & (447) & & (76) & & (848) & & (322) & 62\% & 3\% \\
\hline & (5) & & (1) & & (31) & & (112) & & (67) & 40\% & NM \\
\hline & 63 & & 9 & & 8 & & 5 & & 30 & NM & (52\%) \\
\hline \$ & (399) & \$ & (457) & \$ & (115) & \$ & (965) & \$ & (419) & 57\% & (5\%) \\
\hline \$ & 308 & \$ & 285 & \$ & 298 & \$ & 243 & \$ & 280 & 15\% & (9\%) \\
\hline \$ & 285 & \$ & 281 & \$ & 289 & \$ & 283 & \$ & 264 & (7\%) & (7\%) \\
\hline
\end{tabular}
(1) Includes unallocated global staff functions, other corporate expense and unallocated global operations and technology expenses, Corporate Treasury, Corporate items Income (Loss) from Discontinued Operations.
NM Not meaningful
Reclassified to conform to the current period's presentation.
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expens
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Credit Losses and for Benefits and Claims
ncome from Continuing Operations before Taxes
ncome Taxes
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio

\section*{Revenue by Business}

Retail Banking
Citi-Branded Cards
Citi Retail Services
Global Consumer Banking
Securities and Banking
Transaction Services
Total
CVA/DVA \{included as applicable in businesses above\}
Total Revenues - Excluding CVA/DVA (2)
ncome (loss) from Continuing Operations by Busines
Retail Banking
Citi-Branded Cards
Citi Retail Services
Global Consumer Banking
Securities and Banking
Transaction Services
Total
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|l|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & 5,352 & \$ & 5,378 & \$ & 5,604 & \$ & 5,707 & \$ & 5,549 & (3\%) & 4\% \\
\hline & 1,895 & & 2,404 & & 1,916 & & 1,720 & & 3,157 & 84\% & 67\% \\
\hline & 7,247 & & 7,782 & & 7,520 & & 7,427 & & 8,706 & 17\% & 20\% \\
\hline & 4,342 & & 4,447 & & 4,318 & & 4,667 & & 4,347 & (7\%) & - \\
\hline & 1,547 & & 1,564 & & 1,370 & & 1,269 & & 1,271 & - & (18\%) \\
\hline & (811) & & (839) & & (574) & & (293) & & (424) & (45\%) & 48\% \\
\hline & (17) & & 19 & & (15) & & 44 & & 3 & (93\%) & NM \\
\hline & 14 & & 19 & & 19 & & 18 & & 14 & (22\%) & - \\
\hline & 733 & & 763 & & 800 & & 1,038 & & 864 & (17\%) & 18\% \\
\hline & 2,172 & & 2,572 & & 2,402 & & 1,722 & & 3,495 & NM & 61\% \\
\hline & 562 & & 727 & & 713 & & 422 & & 1,101 & NM & 96\% \\
\hline & 1,610 & & 1,845 & & 1,689 & & 1,300 & & 2,394 & 84\% & 49\% \\
\hline & 32 & & 10 & & (7) & & 9 & & 17 & 89\% & (47\%) \\
\hline \$ & 1,578 & \$ & 1,835 & \$ & 1,696 & \$ & 1,291 & \$ & 2,377 & 84\% & 51\% \\
\hline \multirow[t]{3}{*}{\$} & 595 & \$ & 616 & \$ & 629 & \$ & 635 & \$ & 633 & - & 6\% \\
\hline & 1.07\% & & 1.20\% & & 1.07\% & & 0.81\% & & 1.52\% & & \\
\hline & 60\% & & 57\% & & 57\% & & 63\% & & 50\% & & \\
\hline \multirow[t]{6}{*}{\$} & 1,629 & \$ & 1,650 & \$ & 1,740 & \$ & 1,667 & \$ & 1,573 & (6\%) & (3\%) \\
\hline & 2,046 & & 1,988 & & 2,087 & & 2,113 & & 2,026 & (4\%) & (1\%) \\
\hline & 1,491 & & 1,464 & & 1,541 & & 1,533 & & 1,511 & (1\%) & 1\% \\
\hline & 5,166 & & 5,102 & & 5,368 & & 5,313 & & 5,110 & (4\%) & (1\%) \\
\hline & 1,442 & & 2,017 & & 1,533 & & 1,481 & & 2,970 & 101\% & NM \\
\hline & 639 & & 663 & & 619 & & 633 & & 626 & (1\%) & (2\%) \\
\hline \multirow[t]{2}{*}{\$} & 7,247 & \$ & 7,782 & \$ & 7,520 & \$ & 7,427 & \$ & 8,706 & 17\% & 20\% \\
\hline & (629) & & 99 & & (346) & & (262) & & (102) & 61\% & 84\% \\
\hline \$ & 7,876 & \$ & 7,683 & \$ & 7,866 & \$ & 7,689 & \$ & 8,808 & 15\% & 12\% \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multirow[t]{3}{*}{\$} & 334 & \multirow[t]{3}{*}{\$} & 337 & \$ & 342 & \$ & 231 & \$ & 229 & (1\%) & (31\%) \\
\hline & 592 & & 413 & & 555 & & 460 & & 448 & (3\%) & (24\%) \\
\hline & 371 & & 424 & & 380 & & 289 & & 436 & 51\% & 18\% \\
\hline & 1,297 & & 1,174 & & 1,277 & & 980 & & 1,113 & 14\% & (14\%) \\
\hline & 187 & & 549 & & 292 & & 222 & & 1,152 & NM & NM \\
\hline & 126 & & 122 & & 120 & & 98 & & 129 & 32\% & 2\% \\
\hline \$ & 1,610 & \$ & 1,845 & \$ & 1,689 & \$ & 1,300 & \$ & 2,394 & 84\% & 49\% \\
\hline
\end{tabular}
(1) Regional results do not include Corporate/Other. See page 21 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure

NM Not meaningful
Reclassified to conform to the current period's presentation

\section*{aiticorp}

EMEA \({ }^{(1)}\)
In millions of dollars, except as otherwise noted

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Credit Losses and for Benefits and Claims
ncome from Continuing Operations before Taxes
ncome Taxes
ncome from Continuing Operation
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio
Revenue by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
Transaction Services
Total
CVA/DVA \{included as applicable in businesses above\}
Total Revenues - Excluding CVA/DVA (2)
(loss) from Continuing Operations by Business Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
Transaction Services
Total
1) Regional results do not include Corporate/Other. See page 21 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful
eclassified to conform to the current period's presentation

CITICORP
LATIN AMERICA
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Credit Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operation
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio
Revenue by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
transaction Services
Total
CVA/DVA \{included as applicable in businesses above\}
Total Revenues - Excluding CVA/DVA (2)
Income from Continuing Operations by Busines
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
Transaction Services
Total
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
2 \mathrm{QQ} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
3 \mathrm{QQ} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
1 \mathrm{Q} \\
2013
\end{gathered}
\]} \\
\hline \$ & 2,380 & \$ & 2,326 & \$ & 2,400 & \$ & 2,496 & \$ & 2,435 \\
\hline & 1,258 & & 1,200 & & 1,260 & & 1,166 & & 1,357 \\
\hline & 3,638 & & 3,526 & & 3,660 & & 3,662 & & 3,792 \\
\hline & 1,802 & & 1,785 & & 1,822 & & 2,120 & & 1,920 \\
\hline & 430 & & 432 & & 438 & & 508 & & 507 \\
\hline & 107 & & 105 & & 53 & & 40 & & 55 \\
\hline & - & & - & & - & & - & & - \\
\hline & 44 & & 31 & & 46 & & 46 & & 49 \\
\hline & 581 & & 568 & & 537 & & 594 & & 611 \\
\hline & 1,255 & & 1,173 & & 1,301 & & 948 & & 1,261 \\
\hline & 365 & & 340 & & 382 & & 140 & & 371 \\
\hline & 890 & & 833 & & 919 & & 808 & & 890 \\
\hline & - & & (3) & & - & & (3) & & 1 \\
\hline \$ & 890 & \$ & 836 & \$ & 919 & \$ & 811 & \$ & 889 \\
\hline \multirow[t]{2}{*}{\$} & 167 & \$ & 165 & \$ & 169 & \$ & 175 & \$ & 184 \\
\hline & \[
\begin{aligned}
& 2.14 \% \\
& 50 \%
\end{aligned}
\] & & \(2.04 \%\)
\(51 \%\) & & \(2.16 \%\)
\(50 \%\) & & \[
\begin{gathered}
1.84 \% \\
58 \%
\end{gathered}
\] & & \[
\begin{gathered}
1.96 \% \\
51 \%
\end{gathered}
\] \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ & 1,474 & \$ & 1,405 & \$ & 1,469 & \$ & 1,509 & \$ & 1,547 & 3\% & 5\% \\
\hline & 999 & & 945 & & 969 & & 1,033 & & 1,028 & - & 3\% \\
\hline & 2,473 & & 2,350 & & 2,438 & & 2,542 & & 2,575 & 1\% & 4\% \\
\hline & 723 & & 730 & & 780 & & 680 & & 770 & 13\% & 7\% \\
\hline & 442 & & 446 & & 442 & & 440 & & 447 & 2\% & 1\% \\
\hline \$ & 3,638 & \$ & 3,526 & \$ & 3,660 & \$ & 3,662 & \$ & 3,792 & 4\% & 4\% \\
\hline & (5) & & 2 & & (3) & & (15) & & (9) & 40\% & (80\%) \\
\hline \$ & 3,643 & \$ & 3,524 & \$ & 3,663 & \$ & 3,677 & \$ & 3,801 & 3\% & 4\% \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ & 216 & \multirow[t]{2}{*}{\$} & 238 & \multirow[t]{2}{*}{\$} & 222 & \multirow[t]{2}{*}{\$} & 233 & \multirow[t]{2}{*}{\$} & \multirow[t]{2}{*}{\[
\begin{aligned}
& 248 \\
& 166 \\
& \hline
\end{aligned}
\]} & 6\% & 15\% \\
\hline & 176 & & 105 & & 191 & & 178 & & & (7\%) & (6\%) \\
\hline & 392 & & 343 & & 413 & & 411 & & 414 & 1\% & 6\% \\
\hline & 324 & & 309 & & 352 & & 264 & & 312 & 18\% & (4\%) \\
\hline & 174 & & 181 & & 154 & & 133 & & 164 & 23\% & (6\%) \\
\hline \$ & 890 & \$ & 833 & \$ & 919 & \$ & 808 & \$ & 890 & 10\% & - \\
\hline
\end{tabular}
(1) Regional results do not include Corporate/Other. See page 21 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{CITICORP}

ASIA \({ }^{(1)}\)
cití
(In millions of dollars, except as otherwise noted)
```

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Provision for Unfunded Lending Commitments
Provision for Benefits \& Claims
Provision for Credit Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio
Revenue by Business
Retail Banking
Citi-Branded Card
Regional Consumer Banking
Securities and Banking
ransaction Services
Total
CVA/DVA {included as applicable in businesses above}
Total Revenues - Excluding CVA/DVA (2)
Income from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securites and Banking
Total
Citi-Branded Cards

```
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
3 Q \\
2012 \\
\hline
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
1 Q \\
2013
\end{gathered}
\]} \\
\hline \multirow[t]{2}{*}{\$} & 2,222 & \$ & 2,162 & \$ & 2,137 & \$ & 2,158 & \$ & 2,058 \\
\hline & 1,745 & & 1,652 & & 1,577 & & 1,370 & & 1,939 \\
\hline & 3,967 & & 3,814 & & 3,714 & & 3,528 & & 3,997 \\
\hline & 2,199 & & 2,177 & & 2,246 & & 2,268 & & 2,108 \\
\hline & 191 & & 230 & & 317 & & 247 & & 212 \\
\hline & 53 & & 31 & & (103) & & (27) & & (29) \\
\hline & - & & - & & & & - & & 14 \\
\hline & - & & - & & - & & - & & - \\
\hline & 244 & & 261 & & 214 & & 220 & & 197 \\
\hline & 1,524 & & 1,376 & & 1,254 & & 1,040 & & 1,692 \\
\hline & 415 & & 406 & & 331 & & 304 & & 575 \\
\hline & 1,109 & & 970 & & 923 & & 736 & & 1,117 \\
\hline & 1 & & 1 & & 1 & & 1 & & 1 \\
\hline \$ & 1,108 & \$ & 969 & \$ & 922 & \$ & 735 & \$ & 1,116 \\
\hline \multirow[t]{3}{*}{\$} & 346 & \$ & 353 & \$ & 356 & \$ & 353 & \$ & 351 \\
\hline & 1.29\% & & 1.10\% & & 1.03\% & & 0.83\% & & 1.29\% \\
\hline & 55\% & & 57\% & & 60\% & & 64\% & & 53\% \\
\hline
\end{tabular}
            1Q13 increase
\begin{tabular}{|c|c|}
\hline \multicolumn{2}{|c|}{1Q13 Increase (Decrease) from} \\
\hline 4Q12 & 1Q12 \\
\hline (5\%) & (7\%) \\
\hline 42\% & 11\% \\
\hline 13\% & 1\% \\
\hline (7\%) & (4\%) \\
\hline (14\%) & 11\% \\
\hline (7\%) & NM \\
\hline - & - \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ & \[
\begin{aligned}
& 1,230 \\
& 768
\end{aligned}
\] & \$ & \[
\begin{array}{r}
1,165 \\
787
\end{array}
\] & \$ & \[
\begin{array}{r}
1,196 \\
787
\end{array}
\] & \$ & \[
\begin{array}{r}
1,175 \\
820
\end{array}
\] & \$ & \[
\begin{array}{r}
1,200 \\
760
\end{array}
\] & \[
\begin{gathered}
2 \% \\
(7 \%) \\
\\
\hline
\end{gathered}
\] & \[
\begin{aligned}
& (2 \%) \\
& (1 \%) \\
& \hline
\end{aligned}
\] \\
\hline & 1,998 & & 1,952 & & 1,983 & & 1,995 & & 1,960 & (2\%) & (2\%) \\
\hline & 1,218 & & 1,112 & & 1,017 & & 852 & & 1,365 & 60\% & 12\% \\
\hline & 751 & & 750 & & 714 & & 681 & & 672 & (1\%) & (11\%) \\
\hline \$ & 3,967 & \$ & 3,814 & \$ & 3,714 & \$ & 3,528 & \$ & 3,997 & 13\% & 1\% \\
\hline & (141) & & 95 & & (108) & & (77) & & (14) & 82\% & 90\% \\
\hline \$ & 4,108 & \$ & 3,719 & \$ & 3,822 & \$ & 3,605 & \$ & 4,011 & 11\% & (2\%) \\
\hline \$ & 304 & \$ & 242 & \$ & 252 & \$ & 189 & \$ & 257 & 36\% & (15\%) \\
\hline & 197 & & 207 & & 198 & & 207 & & 160 & (23\%) & (19\%) \\
\hline & 501 & & 449 & & 450 & & 396 & & 417 & 5\% & (17\%) \\
\hline & 311 & & 252 & & 193 & & 78 & & 446 & NM & 43\% \\
\hline & 297 & & 269 & & 280 & & 262 & & 254 & (3\%) & (14\%) \\
\hline \$ & 1,109 & \$ & 970 & \$ & 923 & \$ & 736 & \$ & 1,117 & 52\% & 1\% \\
\hline
\end{tabular}
(1) Regional results do not include Corporate/Other. See page 21 for Corporate/Other results
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure

NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{Citi holdings}

NCOME STATEMENT AND BALANCE SHEET DATA
(In millions of dollars, except as otherwise noted)

\section*{Revenues}

Net interest revenue
Non-interest revenue
Total revenues, net of interest expense
Provisions for Credit Losses and for Benefits and Claims Net Credit Losses (1) (2)
Credit Reserve Build / (Release) (1) (2) (3)
Provision for loan losses
Provision for Benefits \& Claims
Provision for unfunded lending commitments
Total provisions for credit losses and for benefits and claims

\section*{Total operating expenses}
ncome (Loss) from Continuing Operations befor Income Taxes
Provision (benefits) for income taxes
Income (Loss) from Continuing Operations
Noncontrolling Interests
Citi Holding's Net Income (Loss)

\section*{Balance Sheet Data (in billions):}
Total Average Assets \$

Total EOP Assets
Total EOP Loans
Total EOP Deposits
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 Q \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & 709 & \multirow[t]{3}{*}{\$} & 595 & \multirow[t]{3}{*}{\$} & \multirow[t]{2}{*}{\[
\begin{array}{r}
680 \\
(4,359) \\
\hline
\end{array}
\]} & \multirow[t]{3}{*}{\$} & 635 & \multirow[t]{3}{*}{\$} & 753 & \multirow[t]{3}{*}{\[
\begin{aligned}
& 19 \% \\
& (66 \%) \\
& (16 \%)
\end{aligned}
\]} & \multirow[t]{3}{*}{\[
\begin{gathered}
6 \% \\
(14 \%) \\
2 \%
\end{gathered}
\]} \\
\hline & 173 & & 343 & & & & 432 & & 148 & & \\
\hline & 882 & & 938 & & \((3,679)\) & & 1,067 & & 901 & & \\
\hline & 1,734 & & 1,329 & & 1,807 & & 972 & & 930 & (4\%) & (46\%) \\
\hline & (550) & & (250) & & (797) & & 46 & & (347) & NM & 37\% \\
\hline & 1,184 & & 1,079 & & 1,010 & & 1,018 & & 583 & (43\%) & (51\%) \\
\hline & 171 & & 165 & & 160 & & 155 & & 168 & 8\% & (2\%) \\
\hline & (26) & & (19) & & (16) & & 5 & & (4) & NM & 85\% \\
\hline & 1,329 & & 1,225 & & 1,154 & & 1,178 & & 747 & (37\%) & (44\%) \\
\hline & 1,217 & & 1,235 & & 1,187 & & 1,604 & & 1,502 & (6\%) & 23\% \\
\hline & \((1,664)\) & & \((1,522)\) & & \((6,020)\) & & \((1,715)\) & & \((1,348)\) & 21\% & 19\% \\
\hline & (647) & & (613) & & \((2,467)\) & & (666) & & (559) & 16\% & 14\% \\
\hline & \((1,017)\) & & (909) & & \((3,553)\) & & \((1,049)\) & & (789) & 25\% & 22\% \\
\hline & 2 & & 1 & & - & & - & & 5 & - & NM \\
\hline \$ & \((1,019)\) & \$ & (910) & \$ & \((3,553)\) & \$ & \((1,049)\) & \$ & (794) & 24\% & 22\% \\
\hline \$ & 223 & \$ & 202 & \$ & 184 & \$ & 166 & \$ & 153 & (8\%) & (31\%) \\
\hline \$ & 209 & \$ & 191 & \$ & 171 & \$ & 156 & \$ & 149 & (4\%) & (29\%) \\
\hline \$ & 134 & \$ & 128 & \$ & 122 & \$ & 116 & \$ & 108 & (7\%) & (19\%) \\
\hline \$ & 63 & \$ & 63 & \$ & 67 & \$ & 68 & \$ & 66 & (3\%) & 5\% \\
\hline
\end{tabular}
(1) The first quarter of 2012 includes approximately \(\$ 370\) million of incremental charge-offs of previously deferred principal balances on modified loans related to anticipated forgiveness of principal largely in connection with the National Mortgage Settlement. There was a corresponding approximate \(\$ 350\) million release in the first quarter of 2012 allowance for loan losses related to these charge-offs.
(2) The third quarter of 2012 includes approximately \(\$ 635\) million of incremental charge-offs related to Office of the Comptroller of the Currency (OCC) guidance which required mortgage loans to borrowers that have gone through Chapter 7 of the U.S. Bankruptcy Code to be written down to collateral value. There was a corresponding approximate \(\$ 600\) milion release in the third quarter of 2012 allowance for loan losses related to these charge-offs. The fourth quarter of 2012 includes a benefit of approximately \(\$ 40\) million to charge offs related to finalizing the impac of this OCC guidance.
(3) The first quarter of 2012 , second quarter of 2012 , third quarter of 2012 , fourth quarter of 2012 and first quarter of 2013 includes \(\$ 60\) million, \(\$ 73\) million, \(\$ 32\) million, \(\$ 100\) million and \(\$ 148\) million, respectively, of builds (releases) related to gains/(losses) on loan sales.

NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{CITI HOLDINGS \\ BROKERAGE AND ASSET MANAGEMENT}
citi
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Non-Interest Revenue
Total Revenues, Net of Interest Expense (1)
Total Operating Expense
Net Credit Losses
Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Provision for Unfunded Lending Commitments
Provision for Loan Losses and for Benefits and Claims
Income (loss) from Continuing Operations before Taxes Income Taxes (benefits)
Income (loss) from Continuing Operations
Noncontrolling Interests
Net Income (Loss)
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{1 Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & \[
\begin{gathered}
(131) \\
83
\end{gathered}
\] & \$ & \[
\begin{aligned}
& (122) \\
& 209
\end{aligned}
\] & \$ & \[
\begin{array}{r}
(117) \\
(4,687) \\
\hline
\end{array}
\] & \$ & \[
\begin{aligned}
& (103) \\
& 167
\end{aligned}
\] & \$ & \[
\begin{gathered}
(84) \\
67 \\
\hline
\end{gathered}
\] & \[
\begin{gathered}
18 \% \\
(60 \%)
\end{gathered}
\] & \[
\begin{gathered}
36 \% \\
(19 \%)
\end{gathered}
\] \\
\hline & (48) & & 87 & & \((4,804)\) & & 64 & & (17) & NM & 65\% \\
\hline & 157 & & 126 & & 85 & & 95 & & 105 & 11\% & (33\%) \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline & (1) & & - & & - & & - & & - & - & 100\% \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline & (1) & & - & & - & & - & & - & - & 100\% \\
\hline & (204) & & (39) & & \((4,889)\) & & (31) & & (122) & NM & 40\% \\
\hline & (67) & & (15) & & \((1,871)\) & & (19) & & (43) & NM & 36\% \\
\hline & (137) & & (24) & & \((3,018)\) & & (12) & & (79) & NM & 42\% \\
\hline & 1 & & 1 & & 1 & & - & & 5 & - & NM \\
\hline \$ & (138) & \$ & (25) & \$ & \((3,019)\) & \$ & (12) & \$ & (84) & NM & 39\% \\
\hline
\end{tabular}

EOP Assets (in billions of dollars)
\$ 26 \$
\(22 \$ 9\)
\(\$\)
(65\%)
EOP Deposits (in billions of dollars)
\$ 55 \$
55 \$
58 \$
59
57
(3\%)
4\%
(1) Third quarter of 2012 includes the recognition of a \(\$ 3,340\) million impairment charge related to the carrying value of Citit's remaining \(35 \%\) investment in the Morgan Stanley Smith Barney joint venture (MSSB JV). Third quarter of 2012 also includes a non-cash charge of \(\$ 1,344\) million, representing a loss on Citi's sale of the \(14 \%\) interest in the MSSB JV to Morgan Stanley
NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{CITI HOLDINGS}

\section*{Page}
(h milions of doilars, except as otherwise noted

\section*{Net Interest Revenue}

Non-Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses (1) (2)
Credit Reserve Build / (Release) (1) (2) (3)
Provision for Benefits \& Claims
Provision for Unfunded Lending Commitments
Provision for Loan Losses and for Benefits and Claims
Income (loss) from Continuing Operations before Taxes

\section*{ncome Taxes (benefits)}
income (loss) from Continuing Operation
Noncontrolling Interests
Net Income (Loss)
Average Assets (in billions of dollars)
EOP Assets (in billions of dollars)
Net Credit Losses as a \% of Average Loans
Revenue by Business
International
North America
Total Revenues
Net Credit Losses by Busines
International
North America

\section*{Total Net Credit Losses}

Income (Loss) from Continuing Operations by Busines International
North America
Total Income (Loss) from Continuing Operations
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|c|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & 929 & \$ & 782 & \$ & 840 & \$ & 784 & \$ & 840 & 7\% & (10\%) \\
\hline & 395 & & 150 & & 264 & & 221 & & 216 & (2\%) & (45\%) \\
\hline & 1,324 & & 932 & & 1,104 & & 1,005 & & 1,056 & 5\% & (20\%) \\
\hline & 997 & & 1,043 & & 983 & & 1,431 & & 825 & (42\%) & (17\%) \\
\hline & 1,752 & & 1,289 & & 1,824 & & 1,005 & & 920 & (8\%) & (47\%) \\
\hline & (520) & & (186) & & (760) & & 56 & & (325) & NM & 38\% \\
\hline & 171 & & 165 & & 160 & & 155 & & 168 & 8\% & (2\%) \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline & 1,403 & & 1,268 & & 1,224 & & 1,216 & & 763 & (37\%) & (46\%) \\
\hline & \((1,076)\) & & \((1,379)\) & & \((1,103)\) & & \((1,642)\) & & (532) & 68\% & 51\% \\
\hline & (443) & & (560) & & (411) & & (598) & & (239) & 60\% & 46\% \\
\hline & (633) & & (819) & & (692) & & \((1,044)\) & & (293) & 72\% & 54\% \\
\hline & 1 & & - & & (1) & & - & & - & - & (100\%) \\
\hline \$ & (634) & \$ & (819) & \$ & (691) & \$ & \((1,044)\) & \$ & (293) & 72\% & 54\% \\
\hline \$ & 157 & \$ & 143 & \$ & 136 & \$ & 131 & \$ & 124 & (5\%) & (21\%) \\
\hline \multirow[t]{2}{*}{\$} & 147 & \$ & 137 & \$ & 134 & \$ & 126 & \$ & 122 & (3\%) & (17\%) \\
\hline & 5.31\% & & 4.09\% & & 5.96\% & & 3.45\% & & 3.37\% & & \\
\hline \multirow[t]{2}{*}{\$} & 361 & \$ & 160 & \$ & 147 & \$ & 111 & \$ & 105 & (5\%) & (71\%) \\
\hline & 963 & & 772 & & 957 & & 894 & & 951 & 6\% & (1\%) \\
\hline \$ & 1,324 & \$ & 932 & \$ & 1,104 & \$ & 1,005 & \$ & 1,056 & 5\% & (20\%) \\
\hline \multirow[t]{2}{*}{\$} & 171 & \$ & 154 & \$ & 121 & \$ & 90 & \$ & 85 & (6\%) & (50\%) \\
\hline & 1,581 & & 1,135 & & 1,703 & & 915 & & 835 & (9\%) & (47\%) \\
\hline \$ & 1,752 & \$ & 1,289 & \$ & 1,824 & \$ & 1,005 & \$ & 920 & (8\%) & (47\%) \\
\hline \$ & 76 & \$ & (94) & \$ & (99) & \$ & (150) & \$ & (100) & 33\% & NM \\
\hline & (709) & & (725) & & (593) & & (894) & & (193) & 78\% & 73\% \\
\hline \$ & (633) & \$ & (819) & \$ & (692) & \$ & \((1,044)\) & \$ & (293) & 72\% & 54\% \\
\hline
\end{tabular}
(1) The first quarter of 2012 includes approximately \(\$ 370\) milion of incremental charge-offs of previously deferred principal balances on modified loans related to anticipated forgiveness of principal largely in connection with the National Mortgage Settlement. There was a corresponding approximate \(\$ 350\) million release in the first quarter of 2012 allowance for loan losses related to these charge-offs,
(2) The third quarter of 2012 includes approximately \(\$ 635\) million of incremental charge-offs related to Office of the Comptroller of the Currency (OCC) guidance which required mortgage loans to borrowers that have gone through Chapter 7 of the U.S. Bankruptcy Code to be written down to collateral alue. There was a corresponding approximate \(\$ 600\) million release in the third quarter of 2012 allowance for loan losses related to these
charge-offs. The fourth quarter of 2012 includes a benefit of approximately \(\$ 40\) million to charge offs related to finalizing the impact of this OCC guidance.
(3) The first quarter of 2012, second quarter of 2012, third quarter of 2012, fourth quarter of 2012 and first quarter of 2013 includes \(\$ 60\) million, \(\$ 73\) million, \(\$ 32\) million, \(\$ 100\) million and \(\$ 148\) million, respectively, of builds (releases) related to gains/(losses) on loan sales.
NM Not meaningful
Reclassified to conform to the current period's presentation.


1013 Increase
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline 19 & 2Q & 3Q & 4Q & 1Q & \multicolumn{2}{|l|}{1Q13 Increase (Decrease) from} \\
\hline 2012 & 2012 & 2012 & 2012 & 2013 & 4Q12 & 1012 \\
\hline
\end{tabular}

\section*{KEY INDICATORS:}

\section*{Residential Real Estate Lending}

\author{
Residential First \\ Average Loans (in billions of dollars)
}

\section*{Residential First}

Home Equity
EOP Loans (in billions of dollars)
Third Party Mortgage Serv Portfolio (EOP, in billions)
Net Servicing \& Gain/(Loss) on Sale
Net Interest Revenue on Loans
As a \% of Avg. Loans
Residential First
Home Equity
dit Losses
As a \% of Avg. Loans

\section*{Residential Firs}

Loans 90+ Days Past Due (1) (2)
As a \% of EOP Loans
Residential First
Home Equity
Loans 30-89 Days Past Due (1) (2)
As a \% of EOP Loans
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ & 66.6 & \multirow[t]{2}{*}{\$} & 64.2 & \$ & 62.0 & \$ & 59.2 & \multirow[t]{2}{*}{\$} & \multirow[t]{2}{*}{\[
\begin{aligned}
& 56.8 \\
& 33.5
\end{aligned}
\]} & \multirow[t]{2}{*}{\[
\begin{aligned}
& (4 \%) \\
& (4 \%)
\end{aligned}
\]} & \multirow[t]{2}{*}{\[
\begin{aligned}
& (15 \%) \\
& (15 \%)
\end{aligned}
\]} \\
\hline & 39.5 & & 37.9 & & 36.6 & & 34.9 & & & & \\
\hline \$ & 106.1 & \$ & 102.1 & \$ & 98.6 & \$ & 94.1 & \$ & 90.3 & (4\%) & (15\%) \\
\hline \$ & 65.0 & \$ & 62.6 & \$ & 59.9 & \$ & 57.7 & \$ & 53.5 & (7\%) & (18\%) \\
\hline & 38.6 & & 37.2 & & 35.4 & & 34.1 & & 32.6 & (4\%) & (16\%) \\
\hline \$ & 103.6 & \$ & 99.8 & \$ & 95.3 & \$ & 91.8 & \$ & 86.1 & (6\%) & (17\%) \\
\hline \$ & 182.3 & \$ & 168.4 & \$ & 155.1 & \$ & 142.9 & \$ & 128.8 & (10\%) & (29\%) \\
\hline \$ & 77.3 & \$ & (124.2) & \$ & 81.3 & \$ & 77.6 & \$ & 78.8 & 2\% & 2\% \\
\hline \$ & 269 & \$ & 280 & \$ & 305 & \$ & 283 & \$ & 320 & 13\% & 19\% \\
\hline & 1.02\% & & 1.10\% & & 1.23\% & & 1.20\% & & 1.44\% & & \\
\hline \multirow[t]{2}{*}{\$} & 745 & \$ & 426 & \$ & 622 & \$ & 367 & \$ & 318 & (13\%) & (57\%) \\
\hline & 561 & & 448 & & 863 & & 355 & & 312 & (12\%) & (44\%) \\
\hline \multirow[t]{2}{*}{\$} & 1,306 & \$ & 874 & \$ & 1,485 & \$ & 722 & \$ & 630 & (13\%) & (52\%) \\
\hline & 4.95\% & & 3.44\% & & 5.99\% & & 3.05\% & & 2.83\% & & \\
\hline \multirow[t]{2}{*}{\$} & 3,878 & \$ & 3,774 & \$ & 3,439 & \$ & 3,114 & \$ & 2,436 & (22\%) & (37\%) \\
\hline & 903 & & 863 & & 833 & & 822 & & 722 & (12\%) & (20\%) \\
\hline \multirow[t]{2}{*}{\$} & 4,781 & \$ & 4,637 & \$ & 4,272 & \$ & 3,936 & \$ & 3,158 & (20\%) & (34\%) \\
\hline & 5.05\% & & 5.08\% & & 4.92\% & & 4.71\% & & 4.05\% & & \\
\hline \$ & 3,024 & \$ & 3,134 & \$ & 3,326 & \$ & 2,911 & \$ & 2,411 & (17\%) & (20\%) \\
\hline & 744 & & 725 & & 689 & & 630 & & 517 & (18\%) & (31\%) \\
\hline \$ & 3,768 & \$ & 3,859 & \$ & 4,015 & \$ & 3,541 & \$ & 2,928 & (17\%) & (22\%) \\
\hline & 3.98\% & & 4.23\% & & 4.62\% & & 4.24\% & & 3.76\% & & \\
\hline
\end{tabular}

Personal Loans
Average Loans (in billions of dollars)
EOP Loans (in billions of dollars)
Net Interest Revenue on Loans
As a \% of Avg. Loans
Net Credit Losses
As a \% of Avg. Loan
Loans \(90+\) Days Past Due
As a \(\%\) of EOP Loans
Loans 30-89 Days Past Due
As a \% of EOP Loans
\begin{tabular}{lrrrrrrrrrrc}
\(\$\) & 10.7 & \(\$\) & 10.3 & \(\$\) & 10.2 & \(\$\) & 10.0 & \(\$\) & 9.7 & \((3 \%)\) & \((9 \%)\) \\
\(\$\) & 10.4 & \(\$\) & 10.2 & \(\$\) & 10.1 & \(\$\) & 10.0 & \(\$\) & 9.0 & \((10 \%)\) & \((13 \%)\) \\
\(\$\) & 499 & \(\$\) & 488 & \(\$\) & 499 & \(\$\) & 500 & \(\$\) & 511 & - & \(2 \%\) \\
& \(18.76 \%\) & & \(19.06 \%\) & & \(19.46 \%\) & & \(19.89 \%\) & & \(21.36 \%\) & & \\
\(\$\) & 226 & \(\$\) & 208 & \(\$\) & 183 & \(\$\) & 172 & \(\$\) & 186 & \(8 \%\) & \((18 \%)\) \\
& \(8.50 \%\) & & \(8.12 \%\) & & \(7.14 \%\) & & \(6.84 \%\) & & \(7.78 \%\) & & \\
\(\$\) & 320 & \(\$\) & 266 & \(\$\) & 283 & \(\$\) & 290 & \(\$\) & 218 & \((25 \%)\) & \((32 \%)\) \\
& \(3.08 \%\) & & \(2.61 \%\) & & \(2.80 \%\) & & \(2.90 \%\) & & \(2.42 \%\) & & \\
\(\$\) & 179 & \(\$\) & 200 & \(\$\) & 206 & \(\$\) & 204 & \(\$\) & 125 & \((39 \%)\) & \((30 \%)\) \\
& \(1.72 \%\) & & \(1.96 \%\) & & \(2.04 \%\) & & \(2.04 \%\) & & \(1.39 \%\) & & \\
& & & & & & & & & & &
\end{tabular}
(1) The Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios exclude U.S. mortgage loans that are guaranteed by
U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies

The amounts excluded for Loans 90+Days Past Due and (EOP Loans) for each period were \(\$ 4.4\) billion and ( \(\$ 7.7\) billion), \(\$ 4.3\) billion and ( \(\$ 7.4\) billion), \(\$ 4.1\) billion and ( \(\$ 7.2\) billion), \(\$ 4.0\) billion and ( \(\$ 7.1\) billion) and \(\$ 3.7\) billion and ( \(\$ 7.0\) billion) as of March 31 2012, June 30,2012 , September 30, 2012, December 31, 2012 and March 31, 2013, respectively.

The amounts excluded for Loans 30-89 Days Past Due and (EOP Loans) for each period were \(\$ 1.3\) billion and ( \(\$ 7.7\) billion), \(\$ 1.3\) ( \(\$ 7.4\) billion), \(\$ 1.3\) billion and ( \(\$ 7.2\) billion), \(\$ 1.2\) billion and ( \(\$ 7.1\) billion) and \(\$ 1.2\) billion and ( \(\$ 7.0\) billion) as of March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013, respectively.
(2) The March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013 Loans 90+ Days Past Due and \(30-89\) Days Past Due and related ratios excludes \(\$ 1.3\) billion, \(\$ 1.2\) billion, \(\$ 1.2\) billion, \(\$ 1.2\) billion and \(\$ 1.2\) billion, respectively, of loans that are carried at fair value.

Reclassified to conform to the current period's presentation

CITI HOLDINGS
SPECIAL ASSET POOL
(In millions of dollars, except as otherwise noted)

\author{
Net Interest Revenu \\ Non-Interest Revenue \\ Total Revenues, Net of Interest Expens \\ Total Operating Expenses \\ Net Credit Losses \\ Credit Reserve Build / (Release) \\ Provision for Benefits \& Claims \\ Provision for Unfunded Lending Commitments \\ Provision for Loan Losses and for Benefits and Claims \\ Income from Continuing Operations before Taxes \\ Income Taxes \\ ncome from Continuing Operations \\ Noncontrolling Interests \\ Net Income (Loss) \\ EOP Assets (in billions of dollars)
}

NM Not meaningful
Reclassified to conform to the current period's presentation.
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|c|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & (89) & \multirow[t]{2}{*}{\$} & (65) & \$ & (43) & \$ & (46) & \$ & (3) & 93\% & 97\% \\
\hline & (305) & & (16) & & 64 & & 44 & & (135) & NM & 56\% \\
\hline & (394) & & (81) & & 21 & & (2) & & (138) & NM & 65\% \\
\hline & 63 & & 66 & & 119 & & 78 & & 572 & NM & NM \\
\hline & (18) & & 40 & & (17) & & (33) & & 10 & NM & NM \\
\hline & (29) & & (64) & & (37) & & (10) & & (22) & NM & 24\% \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline & (26) & & (19) & & (16) & & 5 & & (4) & NM & 85\% \\
\hline & (73) & & (43) & & (70) & & (38) & & (16) & 58\% & 78\% \\
\hline & (384) & & (104) & & (28) & & (42) & & (694) & NM & (81\%) \\
\hline & (137) & & (38) & & (185) & & (49) & & (277) & NM & NM \\
\hline & (247) & & (66) & & 157 & & 7 & & (417) & NM & (69\%) \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline \$ & (247) & \$ & (66) & \$ & 157 & \$ & 7 & \$ & (417) & NM & (69\%) \\
\hline \$ & 36 & \$ & 32 & \$ & 28 & \$ & 21 & \$ & 18 & (14\%) & (50\%) \\
\hline
\end{tabular}

In millions of dollars, except as otherwise noted Assets:

Deposits with Banks
Fed Funds Sold and Resale Agreements \({ }^{(6)}\)
Trading Account Assets \({ }^{77}\)
Investments
Total Loans (net of Unearned Income) \({ }^{(8)}\)
Other Interest-Earning Assets
Total Average Interest-Earning Assets

\section*{Liabilities:}

Deposits (excluding deposit insurance and FDIC Assessment)
Deposit Insurance and FDIC Assessment
Total Deposits
Fed Funds Purchased and Repurchase Agreements \({ }^{(6)}\)
Trading Account Liabilities \({ }^{\text {( })}\)
Short-Term Borrowings
Long-Term Debt \({ }^{(9)}\)
Total Average Interest-Bearing Liabilities
Total Average Interest-Bearing Liabilities
(excluding deposit insurance and FDIC Assessment)
\begin{tabular}{ccc}
\multicolumn{3}{c}{ Average Volumes } \\
\hline First & Fourth & First \\
Quarter & Quarter & Quarter \\
2012 & 2012 & \(2013^{(5)}\) \\
\hline
\end{tabular}
\$ 160,751 \$ 149,682 \$ 123,868
\begin{tabular}{ccc} 
& Interest \\
\hline First & Fourth & First \\
Quarter & Quarter & Quarter \\
2012 & 2012 & \(\mathbf{2 0 1 3}^{(5)}\) \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|}
\hline 367 & \$ 275 & 258 \\
\hline 943 & 748 & 688 \\
\hline 1,738 & 1,834 & 1,666 \\
\hline 2,000 & 1,960 & 1,890 \\
\hline 12,485 & 11,928 & 11,631 \\
\hline 138 & 166 & 159 \\
\hline \$ 17,671 & \$ 16,911 & \$ 16,292 \\
\hline
\end{tabular}
\$ 1,650 \$ 1,490 \$ 1,328
\$ 1,418,427 \(\quad\) 1,370,051 215,739
\(\$ 1,365,333\)
\$ 1,418,427 \$ 1,370,051 \$ 1,365,333
\begin{tabular}{lll} 
& & \\
\(0.92 \%\) & \(0.73 \%\) & \(0.84 \%\) \\
\(1.35 \%\) & \(1.11 \%\) & \(1.03 \%\) \\
\(2.83 \%\) & \(2.84 \%\) & \(2.5 \%\) \\
\(2.68 \%\) & \(2.58 \%\) & \(2.49 \%\) \\
\(7.76 \%\) & \(7.31 \%\) & \(7.30 \%\) \\
\(1.28 \%\) & \(1.69 \%\) & \(1.53 \%\) \\
\(4.23 \%\) & \(4.04 \%\) & \(3.99 \%\) \\
& & \\
& & \\
\(0.95 \%\) & \(0.81 \%\) & \(0.73 \%\) \\
& & \\
\(1.17 \%\) & \(0.97 \%\) & \(0.90 \%\) \\
\(1.27 \%\) & \(1.14 \%\) & \(1.06 \%\) \\
\(0.28 \%\) & \(0.23 \%\) & \(0.24 \%\) \\
\(0.72 \%\) & \(0.62 \%\) & \(0.61 \%\) \\
\(3.33 \%\) & \(3.34 \%\) & \(3.45 \%\) \\
\(1.57 \%\) & \(1.34 \%\) & \(1.27 \%\) \\
& & \\
& & \\
\(1.47 \%\) & \(1.25 \%\) & \(1.18 \%\)
\end{tabular}
\begin{tabular}{lll} 
& & \\
\(0.92 \%\) & \(0.73 \%\) & \(0.84 \%\) \\
\(1.35 \%\) & \(1.11 \%\) & \(1.03 \%\) \\
\(2.83 \%\) & \(2.84 \%\) & \(2.5 \%\) \\
\(2.68 \%\) & \(2.58 \%\) & \(2.49 \%\) \\
\(7.76 \%\) & \(7.31 \%\) & \(7.30 \%\) \\
\(1.28 \%\) & \(1.69 \%\) & \(1.53 \%\) \\
\(4.23 \%\) & \(4.04 \%\) & \(3.99 \%\) \\
& & \\
& & \\
\(0.95 \%\) & \(0.81 \%\) & \(0.73 \%\) \\
& & \\
\(1.17 \%\) & \(0.97 \%\) & \(0.90 \%\) \\
\(1.27 \%\) & \(1.14 \%\) & \(1.06 \%\) \\
\(0.28 \%\) & \(0.23 \%\) & \(0.24 \%\) \\
\(0.72 \%\) & \(0.62 \%\) & \(0.61 \%\) \\
\(3.33 \%\) & \(3.34 \%\) & \(3.45 \%\) \\
\(1.57 \%\) & \(1.34 \%\) & \(1.27 \%\) \\
& & \\
& & \\
\(1.47 \%\) & \(1.25 \%\) & \(1.18 \%\)
\end{tabular}
\begin{tabular}{lll} 
& & \\
\(0.92 \%\) & \(0.73 \%\) & \(0.84 \%\) \\
\(1.35 \%\) & \(1.11 \%\) & \(1.03 \%\) \\
\(2.83 \%\) & \(2.84 \%\) & \(2.5 \%\) \\
\(2.68 \%\) & \(2.58 \%\) & \(2.49 \%\) \\
\(7.76 \%\) & \(7.31 \%\) & \(7.30 \%\) \\
\(1.28 \%\) & \(1.69 \%\) & \(1.53 \%\) \\
\(4.23 \%\) & \(4.04 \%\) & \(3.99 \%\) \\
& & \\
& & \\
\(0.95 \%\) & \(0.81 \%\) & \(0.73 \%\) \\
& & \\
\(1.17 \%\) & \(0.97 \%\) & \(0.90 \%\) \\
\(1.27 \%\) & \(1.14 \%\) & \(1.06 \%\) \\
\(0.28 \%\) & \(0.23 \%\) & \(0.24 \%\) \\
\(0.72 \%\) & \(0.62 \%\) & \(0.61 \%\) \\
\(3.33 \%\) & \(3.34 \%\) & \(3.45 \%\) \\
\(1.57 \%\) & \(1.34 \%\) & \(1.27 \%\) \\
& & \\
& & \\
\(1.47 \%\) & \(1.25 \%\) & \(1.18 \%\)
\end{tabular}
\begin{tabular}{ccc}
\multicolumn{3}{c}{\(\%^{\text {F Average Rate }}{ }^{(4)}\)} \\
\hline First & Fourth & First \\
Quarter & Quarter & Quarter \\
2012 & 2012 & \(2013^{(5)}\)
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline Net Interest Revenue as a \% of Average Interest-Earning Assets (NIM) & \$ 12,118 & \$ 12,287 & \$ 12,016 & 2.90\% & 2.93\% & 2.94\% \\
\hline NIR as a \% of Average Interest-Earning Assets (NIM) (excluding deposit insurance and FDIC Assessment) & \$ 12,490 & \$ 12,590 & \$ 12,315 & 2.99\% & 3.01\% & 3.01\% \\
\hline 1Q13 Increase (Decrease) From & & & & 4 & 1 & \\
\hline 1Q13 Increase (Decrease) (excluding deposit insurance and FDIC Assessment) From & & & & 2 & - & \\
\hline
\end{tabular}
(1) Interest Revenue includes the taxable equivalent adjustments (based on the U.S. federal statutory tax rate of \(35 \%\) ) of \(\$ 134\) million for the first quarter of 2012 , \(\$ 133\) million for the fourth quarter of 2012 and \(\$ 127\) million for the first quarter of 2013.
Interest Expense includes the taxable equivalent adjustments (based on the U.S. federal statutory tax rate of \(35 \%\) ) of \(\$ 37\) million for the first quarter of 2012, \(\$ 4\) million for the fourth quarter of 2012 and \(\$ 5\) million for the first quarter of 2013.
(2) Citigroup average balances and interest rates include both domestic and international operations
(3) Monthly averages have been used by certain subsidiaries where daily averages are unavailable.
(4) Average rate \(\%\) is calculated as annualized interest over average volumes.
(5) Preliminary
6) Average volumes of securities borrowed or purchased under agreements to resell and securities loaned or sold under agreements to repurchase are reported net pursuant to FIN 41; the related interest excludes the impact of FIN 41.
(7) Interest expense on trading account liabilities of ICG is reported as a reduction of interest revenue. Interest revenue and interest expense on cash collateral positions are reported in trading account assets and trading account liabilities, respectively.
(8) Nonperforming loans are included in the average loan balances
(9) Excludes hybrid financial instruments with changes recorded in Principal Transactions

Reclassified to conform to the current period's presentation and has been reclassified to exclude Discontinued Operations.



Note: Certain small balance consumer loans included in the above lines are classified as Corporate Loans on the Consolidated Balance Sheet.
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented.
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

Reclassified to conform to the current period's presentation.

EOP LOANS - Page 2
CITI HOLDINGS AND TOTAL CITIGROUP
(In billions of dollars)
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multirow[t]{2}{*}{} & \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\[
\begin{gathered}
3 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\[
\begin{gathered}
1 Q \\
2013
\end{gathered}
\]}} & \multicolumn{2}{|c|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \multicolumn{13}{|l|}{Citi Holdings:} \\
\hline \multicolumn{13}{|l|}{Local Consumer Lending - North America} \\
\hline Real Estate Lending & & 103.6 & & 99.8 & & 95.3 & & 91.8 & & 86.1 & (6\%) & (17\%) \\
\hline All Other & & 4.9 & & 4.6 & & 3.7 & & 3.3 & & 3.2 & (3\%) & (35\%) \\
\hline Personal & & 10.4 & & 10.2 & & 10.1 & & 10.0 & & 9.0 & (10\%) & (13\%) \\
\hline Total & \$ & 118.9 & \$ & 114.6 & \$ & 109.1 & \$ & 105.1 & \$ & 98.3 & (6\%) & (17\%) \\
\hline \multicolumn{13}{|l|}{Local Consumer Lending - International} \\
\hline Credit Cards & \$ & 2.7 & \$ & 2.6 & \$ & 2.6 & \$ & 2.5 & \$ & 2.3 & (8\%) & (15\%) \\
\hline Retail Banking & & 7.5 & & 6.7 & & 6.2 & & 5.1 & & 4.3 & (16\%) & (43\%) \\
\hline Total & \$ & 10.2 & \$ & 9.3 & \$ & 8.8 & \$ & 7.6 & \$ & 6.6 & (13\%) & (35\%) \\
\hline Citi Holdings - Other (Primarily SAP) & & 4.7 & & 4.0 & & 3.9 & & 3.1 & & 2.8 & (10\%) & (40\%) \\
\hline Total Citi Holdings & \$ & 133.8 & \$ & 127.9 & \$ & 121.8 & \$ & 115.8 & \$ & 107.7 & (7\%) & (19\%) \\
\hline Total Citigroup & \$ & 648.0 & \$ & 655.0 & \$ & 658.4 & \$ & 655.5 & \$ & 646.4 & (1\%) & - \\
\hline Consumer Loans & \$ & 416.1 & \$ & 409.1 & \$ & 407.7 & \$ & 408.7 & \$ & 395.2 & (3\%) & (5\%) \\
\hline Corporate Loans & & 231.9 & & 245.9 & & 250.7 & & 246.8 & & 251.2 & 2\% & 8\% \\
\hline Total Citigroup & \$ & 648.0 & \$ & 655.0 & \$ & 658.4 & \$ & 655.5 & \$ & 646.4 & (1\%) & - \\
\hline \multicolumn{13}{|l|}{FX Translation Impact:} \\
\hline Total Citigroup EOP Loans - as Reported & \$ & 648.0 & \$ & 655.0 & \$ & 658.4 & \$ & 655.5 & \$ & 646.4 & (1\%) & - \\
\hline Impact of FX Translation (1) & & (3.1) & & 3.0 & & (2.5) & & (2.2) & & - & & \\
\hline Total Citigroup EOP Loans - Ex-FX (2) & \$ & 644.9 & \$ & 658.0 & \$ & 655.9 & \$ & 653.3 & \$ & 646.4 & (1\%) & - \\
\hline
\end{tabular}

Note: Certain small balance consumer loans included in the above lines are classified as Corporate Loans on the Consolidated Balance Sheet.
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

Reclassified to conform to the current period's presentation.

\section*{SUPPLEMENTAL DETAIL}

CONSUMER LOANS 90+DAYS DELINQUENCY AMOUNTS AND RATIO
bUSINESS VIEW
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multirow[t]{2}{*}{} & \multicolumn{10}{|c|}{Loans 90+ Days Past Due (1)} & \multicolumn{2}{|r|}{\multirow[t]{2}{*}{\[
\begin{gathered}
\text { EOP Loans } \\
1 \mathrm{Q} \\
2013 \\
\hline
\end{gathered}
\]}} \\
\hline & \multicolumn{2}{|r|}{\[
\begin{gathered}
\hline \text { 1Q } \\
2012 \\
\hline
\end{gathered}
\]} & \multicolumn{2}{|r|}{\[
\begin{gathered}
\text { 2Q } \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{3Q} & \multicolumn{2}{|r|}{4Q} & \multicolumn{2}{|r|}{1Q} & & \\
\hline \multicolumn{13}{|l|}{Citicorp (2)} \\
\hline Total Ratio & \$ & \[
\begin{aligned}
& 3,342 \\
& 1.17 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 3,090 \\
& 1.09 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 3,024 \\
& 1.05 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 3,081 \\
& 1.05 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 2,941 \\
& 1.02 \%
\end{aligned}
\] & \$ & 289.7 \\
\hline \[
\begin{aligned}
& \text { Retail Bank (2) } \\
& \text { Total } \\
& \text { Ratio }
\end{aligned}
\] & \$ & \[
\begin{gathered}
843 \\
0.61 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
869 \\
0.63 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
882 \\
0.62 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
879 \\
0.61 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
863 \\
0.59 \%
\end{gathered}
\] & \$ & 148.0 \\
\hline \[
\begin{aligned}
& \text { North America (2) } \\
& \text { Ratio }
\end{aligned}
\] & \$ & \[
\begin{gathered}
260 \\
0.66 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
294 \\
0.74 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
291 \\
0.72 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
280 \\
0.68 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
282 \\
0.68 \%
\end{gathered}
\] & \$ & 43.1 \\
\hline \[
\begin{gathered}
\text { EMEA } \\
\text { Ratio }
\end{gathered}
\] & \$ & \[
\begin{gathered}
62 \\
1.38 \%
\end{gathered}
\] & \$ & \[
\begin{array}{r}
49 \\
1.07 \%
\end{array}
\] & \$ & \[
\begin{array}{r}
50 \\
1.02 \%
\end{array}
\] & \$ & \[
\begin{gathered}
48 \\
0.94 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
43 \\
0.83 \%
\end{gathered}
\] & \$ & 5.2 \\
\hline \[
\begin{aligned}
& \text { Latin America } \\
& \text { Ratio }
\end{aligned}
\] & \$ & \[
\begin{gathered}
276 \\
1.06 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
285 \\
1.10 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
322 \\
1.17 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
323 \\
1.14 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
309 \\
1.02 \%
\end{gathered}
\] & \$ & 30.3 \\
\hline \[
\begin{aligned}
& \text { Asia } \\
& \text { Ratio }
\end{aligned}
\] & \$ & \[
\begin{gathered}
245 \\
0.36 \%
\end{gathered}
\] & \$ & \[
\begin{array}{r}
241 \\
0.36 \%
\end{array}
\] & \$ & \[
\begin{array}{r}
219 \\
0.32 \%
\end{array}
\] & \$ & \[
\begin{gathered}
228 \\
0.33 \%
\end{gathered}
\] & \$ & \[
\begin{array}{r}
229 \\
0.33 \%
\end{array}
\] & \$ & 69.4 \\
\hline \multicolumn{13}{|l|}{Cards} \\
\hline Total
Ratio & \$ & \[
\begin{aligned}
& 2,499 \\
& 1.71 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 2,221 \\
& 1,53 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 2,142 \\
& 1.47 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 2,202 \\
& 1.47 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 2,078 \\
& 1.47 \%
\end{aligned}
\] & \$ & 141.7 \\
\hline North America - Citi-Branded
Ratio & \$ & \[
\begin{gathered}
982 \\
1.35 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
830 \\
1.14 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
760 \\
1.05 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
786 \\
1.08 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
732 \\
1.06 \%
\end{gathered}
\] & \$ & 69.2 \\
\hline North America - Retail Services Ratio & \$ & \[
\begin{aligned}
& 845 \\
& 2.30 \%
\end{aligned}
\] & \$ & \[
\begin{gathered}
721 \\
1.97 \%
\end{gathered}
\] & \$ & \[
\begin{aligned}
& 716 \\
& 1.96 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 721 \\
& 1.87 \%
\end{aligned}
\] & \$ & \[
\begin{gathered}
651 \\
1.84 \%
\end{gathered}
\] & \$ & 35.4 \\
\hline \[
\begin{gathered}
\text { EMEA } \\
\text { Ratio }
\end{gathered}
\] & \$ & \[
\begin{array}{r}
43 \\
1.48 \%
\end{array}
\] & \$ & \[
\begin{gathered}
43 \\
1.54 \%
\end{gathered}
\] & \$ & \[
\begin{array}{r}
45 \\
1.55 \%
\end{array}
\] & \$ & \[
\begin{gathered}
48 \\
1.66 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
45 \\
1.61 \%
\end{gathered}
\] & \$ & 2.8 \\
\hline Latin America Ratio & \$ & \[
\begin{gathered}
405 \\
2.83 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
405 \\
2.96 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
401 \\
2.82 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
413 \\
2.79 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
418 \\
2.81 \%
\end{gathered}
\] & \$ & 14.9 \\
\hline Asia & \$ & \[
\begin{gathered}
224 \\
1.14 \%
\end{gathered}
\] & \$ & \[
\begin{aligned}
& 222 \\
& 1.13 \%
\end{aligned}
\] & \$ & \[
\begin{gathered}
.020 \\
1.10 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
234 \\
1.15 \%
\end{gathered}
\] & \$ & \[
\begin{gathered}
232 \\
1.20 \%
\end{gathered}
\] & \$ & 19.4 \\
\hline \(\frac{\text { Citi Holdings - Local Consumer Lending (2) (3) }}{\text { Ratio }}\) & \$ & \[
\begin{aligned}
& 5,648 \\
& 4.70 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 5,354 \\
& 4.64 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 4,974 \\
& 4.54 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 4,611 \\
& 4.42 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 3,678 \\
& 3.80 \%
\end{aligned}
\] & \$ & 104.9 \\
\hline \[
\begin{aligned}
& \text { International } \\
& \text { Ratio }
\end{aligned}
\] & \$ & \[
\begin{gathered}
428 \\
4.20 \%
\end{gathered}
\] & \$ & \[
\begin{array}{r}
363 \\
3.90 \%
\end{array}
\] & \$ & \[
\begin{array}{r}
366 \\
4.16 \%
\end{array}
\] & \$ & \[
\begin{array}{r}
345 \\
4.54 \%
\end{array}
\] & \$ & \[
\begin{array}{r}
269 \\
4.08 \%
\end{array}
\] & \$ & 6.6 \\
\hline \[
\begin{aligned}
& \text { North America (2) (3) } \\
& \text { Ratio }
\end{aligned}
\] & \$ & 5,220
\(4.75 \%\) & \$ & \[
\begin{aligned}
& 4,991 \\
& 4.71 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 4,608 \\
& 4.58 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 4,266 \\
& 4.41 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 3,409 \\
& 3.78 \%
\end{aligned}
\] & \$ & 98.3 \\
\hline Total Citigroup (excluding Special Asset Pool) (2) (3)
Ratio & \$ & \[
\begin{aligned}
& \hline 8,990 \\
& 2.22 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 8,444 \\
& 2.12 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 7,998 \\
& 2.01 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 7,692 \\
& 1.93 \%
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 6,619 \\
& 1.72 \%
\end{aligned}
\] & \$ & 394.6 \\
\hline
\end{tabular}

Ratio (excluding Special Asset Pool) (2) (3)
(1) The ratio of \(90+\) Days Past Due is calculated based on end-of-period loans, net of unearned income.
(2) The 90+ Days Past Due and related ratios for North America Consumer Banking and North America Local Consumer Lending excludes U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies. See North America Consumer Banking on page 10 and Local Consumer Lending on page 30 .
(3) The March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013 Loans \(90+\) Days Past Due and \(30-89\) Days Past Due and related ratios excludes \(\$ 1.3\) billion, \(\$ 1.2\) billion, \(\$ 1.2\) billion, \(\$ 1.2\) billion and \(\$ 1.2\) billion, respectively, of loans that are carried at fair value

Reclassified to conform to the current period's presentation

SUPPLEMENTAL DETAIL
CONSUMER LOANS 30-89 DAYS DELINQUENCY AMOUNTS AND RATIOS
BUSINESS VIEW
(In millions of dollars, except EOP loan amounts in billions of dollars)

\section*{\(\frac{\text { Citicorp (2) }}{\text { Total }}\) \\ Total
Ratio \\ Retail Bank (2) \\ Total
Ratio}

North America (2)
EMEA
Ratio
\(\underset{\text { Ratio }}{\text { Latin America }}\)
Asia
Ratio
Cards
Total
Ratio
Ratio
North America - Citi-Branded
North America - Retail Services
Ratio
Ratio
Latin America
Ratio
Asia
Asia
Ratio
\(\frac{\text { Citi Holdings - Local Consumer Lending (2) (3) }}{\text { Ratio }}\)

\section*{International
Ratio}

North America (2) (3)
Total Citigroup (excluding Special Asset Pool) (2) (3)
\begin{tabular}{cccccc}
\multicolumn{6}{c}{ Loans } \\
& 30-89 Days Past Due (1) & & \multirow{2}{*}{ EOP Loans } \\
\hline 1 Q & 2 Q & 3 Q & 4 Q & 1 Q & \\
\hline 2012 & 2012 & 2012 & 2012 & 2013 & 2013 \\
\hline
\end{tabular}








\begin{tabular}{lcccccccccc}
\(\$\) & 995 & \(\$\) & 852 & \(\$\) & 823 & \(\$\) & 789 & \(\$\) & 685 & \(\$\) \\
\(\$\) & \(2.71 \%\) & & \(2.33 \%\) & \(\$\) & \(2.25 \%\) & & \(2.04 \%\) & & & \\
\hline
\end{tabular}





(1) The ratio of 30-89 Days Past Due is calculated based on end-of-period loans, net of unearned income
(2) The 30-89 Days Past Due and related ratios for North America Consumer Banking and North America Local Consumer Lending excludes U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential los
agencies. See North America Consumer Banking on page 10 and Local Consumer Lending on page 30 .
(3) The March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013 Loans 90+ Days Past Due and \(30-89\) Days Past Due and related ratios excludes \(\$ 1.3\) billion, \(\$ 1.2\) billion, \(\$ 1.2\) billion, \(\$ 1.2\) billion and \(\$ 1.2\) billion, respectively, of loan that are carried at fair value.

Reclassified to conform to the current period's presentation
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 Q \\
2012 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
\\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013 \\
\hline
\end{gathered}
\]}} & \multicolumn{2}{|l|}{1Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & 30,115 & \$ & 29,020 & \$ & 27,611 & \$ & 25,916 & \$ & 25,455 & & \\
\hline & \((4,771)\) & & \((4,317)\) & & \((4,638)\) & & \((3,752)\) & & \((3,551)\) & 5\% & 26\% \\
\hline & 816 & & 741 & & 659 & & 686 & & 590 & (14\%) & (28\%) \\
\hline & \((3,955)\) & & \((3,576)\) & & \((3,979)\) & & \((3,066)\) & & \((2,961)\) & 3\% & 25\% \\
\hline & 3,955 & & 3,576 & & 3,979 & & 3,066 & & 2,961 & (3\%) & (25\%) \\
\hline & (194) & & (616) & & (868) & & (204) & & (308) & (51\%) & (59\%) \\
\hline & (933) & & (375) & & (600) & & 62 & & (358) & NM & 62\% \\
\hline & 2,828 & & 2,585 & & 2,511 & & 2,924 & & 2,295 & (22\%) & (19\%) \\
\hline & 32 & & (418) & & (227) & & (319) & & \((1,062)\) & & \\
\hline \$ & 29,020 & \$ & 27,611 & \$ & 25,916 & \$ & 25,455 & \$ & 23,727 & & \\
\hline \$ & 1,097 & \$ & 1,104 & \$ & 1,063 & \$ & 1,119 & \$ & 1,132 & & \\
\hline \$ & (38) & \$ & 7 & \$ & (41) & \$ & 56 & \$ & 14 & & \\
\hline \$ & 30,117 & \$ & 28,715 & \$ & 26,979 & \$ & 26,574 & \$ & 24,859 & & \\
\hline & 4.51\% & & 4.25\% & & 3.97\% & & 3.92\% & & 3.70\% & & \\
\hline \$ & 16,306 & \$ & 15,387 & \$ & 14,828 & \$ & 14,623 & \$ & 14,330 & & \\
\hline & 12,714 & & 12,224 & & 11,088 & & 10,832 & & 9,397 & & \\
\hline \$ & 29,020 & \$ & 27,611 & \$ & 25,916 & \$ & 25,455 & \$ & 23,727 & & \\
\hline
\end{tabular}
(1) Allowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution of the allowance is made for analytical purposes only, and the entire allowance is available to absorb probable credit losses inherent in the portfolio.
(2) The first quarter of 2012 includes approximately \(\$ 370\) million of incremental charge-offs of previously deferred principal balances on modified loans related to anticipated forgiveness of principal largely in connection with the National Mortgage Settlem
(3) The third quarter of 2012 includes approximately \(\$ 635\) million of incremental charge-offs related to Office of the Comptroller of the Currency (OCC) guidance which required mortgage loans to borrowers that have gone through Chapter 7 of the U.S. Bankruptcy Code to be written down to collatera value. There was a corresponding approximate \(\$ 600\) million release in the third quarter of 2012 allowance for loan losses related to these charge-offs. The fourth quarter of 2012 includes a benefit of approximately \(\$ 40\) million to charge offs related to finalizing the impact
of this OCC guidance.
(4) The tirst quarter of 2012 , second quarter of 2012 , third quarter of 2012 , tourth quarter of 2012 and tirst quarter of 2013 includes \(\$ 60\)
million, \(\$ 73\) million, \(\$ 32\) million, \(\$ 100\) million and \(\$ 148\) million, respectively, of builds (releases) related to gains/(Iosses) on loan sales
(5) Includes all adjustments to the allowance for credit losses, such as changes in the allowance from acquisitions, securitizations, foreign currency translation, purchase accounting adjustments, etc.
(6) The first quarter of 2012 includes a reduction of approximately \(\$ 145\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios.
(7) The second quarter of 2012 includes a reduction of approximately \(\$ 175\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately \(\$ 200\) million related to foreign currency translation.
(8) The third quarter of 2012 includes a reduction of approximately \(\$ 300\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios
(9) The fourth quarter of 2012 includes a reduction of approximately \(\$ 255\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios.
(10) The first quarter of 2013 includes a reduction of approximately \(\$ 855\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately \(\$ 165\) million related to a transfer to held-for-sale of a loan portfolio in Greece.
(11) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet.
(12) March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31 , 2013 exclude \(\$ 4.7\) billion, \(\$ 5.1\) billion, \(\$ 5.4\) bilion, \(\$ 5.3\) bilion and \(\$ 5.0\) bilion, respectively, of loans which are carried at fair value.
NM Not meaningful
Reclassified to conform to the current period's presentation

ALLOWANCE FOR CREDIT LOSSES - PAGE 2 TOTAL CITIGROUP
(In millions of dollars)

\section*{Total Citigroup Consumer Loans}

Allowance for Loan Losses at Beginning of Period (1)

\section*{Net Credit (Losses) / Recoveries (NCLs)}

NCLs (2) (3)
Net Reserve Builds / (Releases) (3) (4)
Net Specific Reserve Builds / (Releases) (2) (3)
Provision for Loan Losses
Other (5) (6) (7) (8) (9) (10)
Allowance for Loan Losses at End of Period (1) (a)
Consumer Allowance for Unfunded Lending Commitments (11) (a)
Provision for Unfunded Lending Commitments
Total Allowance for Loans, Leases and
Unfunded Lending Commitments [Sum of (a)]
Consumer Allowance for Loan Losses as a
Percentage of Total Consumer Loans (12)
Total Citigroup Corporate Loans
Allowance for Loan Losses at Beginning of Period
Net Credit (Losses) / Recoveries (NCL's)
NCLs
Tet Reserve Builds / (Releases)
Net Specific Reserve Builds / (Releases)
Provision for Loan Losses
Other (5)
Allowance for Loan Losses at End of Period (1) (b)
Corporate Allowance for Unfunded Lending Commitments (11) (b)

\section*{Provision for Unfunded Lending Commitments}

Total Allowance for Loans, Leases and
Unfunded Lending Commitments [Sum of (b)]
Corporate Allowance for Loan Losses as a
Percentage of Total Corporate Loans (13)
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline 1Q & 2Q & 3Q & 4Q & 1Q & \multicolumn{2}{|r|}{1Q13 Increase (Decrease) from} \\
\hline 2012 & 2012 & 2012 & 2012 & 2013 & 4Q12 & 1Q12 \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ 27,236 & \$ & 25,963 & \$ & 24,639 & \$ & 23,099 & \$ & 22,679 & & \\
\hline \((4,038)\) & & \((3,422)\) & & \((3,862)\) & & \((3,031)\) & & \((2,916)\) & 4\% & 28\% \\
\hline 4,038 & & 3,422 & & 3,862 & & 3,031 & & 2,916 & (4\%) & (28\%) \\
\hline (348) & & (539) & & (869) & & (128) & & (277) & NM & 20\% \\
\hline (929) & & (384) & & (425) & & 30 & & (400) & NM & 57\% \\
\hline 2,761 & & 2,499 & & 2,568 & & 2,933 & & 2,239 & (24\%) & (19\%) \\
\hline 4 & & (401) & & (246) & & (322) & & \((1,054)\) & NM & NM \\
\hline \$ 25,963 & \$ & 24,639 & \$ & 23,099 & \$ & 22,679 & \$ & 20,948 & & \\
\hline 2 & \$ & 2 & \$ & 1 & \$ & 2 & \$ & 15 & & \\
\hline \$ - & \$ & - & \$ & (1) & \$ & - & \$ & 15 & & \\
\hline \$ 25,965 & \$ & 24,641 & \$ & 23,100 & \$ & 22,681 & \$ & 20,963 & & \\
\hline 6.26\% & & 6.04\% & & 5.68\% & & 5.57\% & & 5.32\% & & \\
\hline 2,879 & \$ & 3,057 & \$ & 2,972 & \$ & 2,817 & \$ & 2,776 & & \\
\hline 83 & & (154) & & (117) & & (35) & & (45) & (29\%) & NM \\
\hline (83) & & 154 & & 117 & & 35 & & 45 & 29\% & NM \\
\hline 154 & & (77) & & 1 & & (76) & & (31) & 59\% & NM \\
\hline (4) & & - & & (175) & & 32 & & 42 & 31\% & NM \\
\hline 67 & & 86 & & (57) & & (9) & & 56 & NM & (16\%) \\
\hline 28 & & (17) & & 19 & & 3 & & (8) & & \\
\hline \$ 3,057 & \$ & 2,972 & \$ & 2,817 & \$ & 2,776 & \$ & 2,779 & & \\
\hline 1,095 & \$ & 1,102 & \$ & 1,062 & \$ & 1,117 & \$ & 1,117 & & \\
\hline \$ (38) & \$ & 7 & \$ & (40) & \$ & 56 & \$ & (1) & & \\
\hline \$ 4,152 & \$ & 4,074 & \$ & 3,879 & \$ & 3,893 & \$ & 3,896 & & \\
\hline 1.34\% & & 1.23\% & & 1.14\% & & 1.14\% & & 1.12\% & & \\
\hline
\end{tabular}

\section*{The following notes relate to the tables on the prior page (page 39).}
(1) Allowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution of the allowance is made for analytical purposes only, and the entire allowance is available to absorb probable credit losses inherent in the portfolio.
(2) See Footnote (2) on page 38 .
(3) See Footnote (3) on page 38 .
(4) The first quarter of 2012, second quarter of 2012, third quarter of 2012, fourth quarter of 2012 and first quarter of 2013 includes \(\$ 60\) million, \(\$ 73\) million, \(\$ 32\) million, \(\$ 100\) million and \(\$ 148\) million, respectively, of puilds (releases) related to gains/(losses) on loan sales.
(5) Includes all adjustments to the allowance for credit losses, such as changes in the allowance from acquisitions, securitizations, foreign currency translation, purchase accounting adjustments, etc.
(6) The first quarter of 2012 includes a reduction of approximately \(\$ 145\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios.
(7) The second quarter of 2012 includes a reduction of approximately \(\$ 175\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios
(8) The second quarter of 2012 includes a reduction of approximately \(\$ 175\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately \(\$ 203\) million relacted to foreign currency translation
(9) The fourth quarter of 2012 includes a reduction of approximately \(\$ 255\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios.
(10) The first quarter of 2013 includes a reduction of approximately \(\$ 855\) million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately \(\$ 165\) million related to a transfer to held-for-sale of a loan portfolio in Greece.
(11) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet.
(12) March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013 exclude \(\$ 1.3\) billion, \(\$ 1.3\) billion, \(\$ 1.3\) billion, \(\$ 1.2\) billion and \(\$ 1.2\) billion, respectively, of Loans which are carried at fair value.
(13) March 31, 2012, June 30, 2012, September 30, 2012, December 31, 2012 and March 31, 2013 exclude \(\$ 3.4\) billion, \(\$ 3.8\) billion, \(\$ 4.1\) billion, \(\$ 4.1\) billion and \(\$ 3.8\) billion, respectively, of loans which are carried at fair value.

NM Not meaningful
Reclassified to conform to the current period's presentation.
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multicolumn{13}{|l|}{Citicorp} \\
\hline Net Credit Losses & \$ & 2,221 & \$ & 2,247 & \$ & 2,172 & \$ & 2,094 & \$ & 2,031 & (3\%) & (9\%) \\
\hline Credit Reserve Build / (Release) & & (577) & & (741) & & (671) & & (188) & & (319) & (70\%) & 45\% \\
\hline \multicolumn{13}{|l|}{Global Consumer Banking} \\
\hline Net Credit Losses & & 2,278 & & 2,124 & & 2,030 & & 2,020 & & 1,992 & (1\%) & (13\%) \\
\hline Credit Reserve Build / (Release) & & (734) & & (728) & & (522) & & (147) & & (342) & NM & 53\% \\
\hline \multicolumn{13}{|l|}{North America Regional Consumer Banking} \\
\hline Net Credit Losses & & 1,629 & & 1,511 & & 1,351 & & 1,265 & & 1,255 & (1\%) & (23\%) \\
\hline Credit Reserve Build / (Release) & & (841) & & (814) & & (519) & & (215) & & (370) & (72\%) & 56\% \\
\hline \multicolumn{13}{|l|}{Retail Banking} \\
\hline Net Credit Losses & & 62 & & 62 & & 72 & & 51 & & 55 & 8\% & (11\%) \\
\hline Credit Reserve Build / (Release) & & (2) & & (5) & & 37 & & 45 & & (9) & NM & NM \\
\hline \multicolumn{13}{|l|}{Citi-Branded Cards} \\
\hline Net Credit Losses & & 902 & & 840 & & 745 & & 700 & & 692 & (1\%) & (23\%) \\
\hline Credit Reserve Build / (Release) & & (549) & & (405) & & (403) & & (240) & & (128) & 47\% & 77\% \\
\hline \multicolumn{13}{|l|}{Citi Retail Services} \\
\hline Net Credit Losses & & 665 & & 609 & & 534 & & 514 & & 508 & (1\%) & (24\%) \\
\hline Credit Reserve Build / (Release) & & (290) & & (404) & & (153) & & (20) & & (233) & NM & 20\% \\
\hline \multicolumn{13}{|l|}{EMEA Regional Consumer Banking} \\
\hline Net Credit Losses & & 29 & & 14 & & 29 & & 33 & & 29 & (12\%) & 0\% \\
\hline Credit Reserve Build / (Release) & & (5) & & (13) & & 2 & & 11 & & (11) & NM & NM \\
\hline \multicolumn{13}{|l|}{Retail Banking} \\
\hline Net Credit Losses & & 12 & & 7 & & 12 & & 15 & & 9 & (40\%) & (25\%) \\
\hline Credit Reserve Build / (Release) & & 2 & & (9) & & - & & 5 & & (10) & NM & NM \\
\hline \multicolumn{13}{|l|}{Citi-Branded Cards} \\
\hline Net Credit Losses & & 17 & & 7 & & 17 & & 18 & & 20 & 11\% & 18\% \\
\hline Credit Reserve Build / (Release) & & (7) & & (4) & & 2 & & 6 & & (1) & NM & 86\% \\
\hline \multicolumn{13}{|l|}{Latin America Regional Consumer Banking} \\
\hline Net Credit Losses & & 430 & & 400 & & 433 & & 487 & & 502 & 3\% & 17\% \\
\hline Credit Reserve Build / (Release) & & 113 & & 120 & & 29 & & 37 & & 36 & (3\%) & (68\%) \\
\hline \multicolumn{13}{|l|}{Retail Banking} \\
\hline Net Credit Losses & & 143 & & 135 & & 160 & & 210 & & 207 & (1\%) & 45\% \\
\hline Credit Reserve Build / (Release) & & 87 & & 75 & & 37 & & 27 & & 9 & (67\%) & (90\%) \\
\hline \multicolumn{13}{|l|}{Citi-Branded Cards} \\
\hline Net Credit Losses & & 287 & & 265 & & 273 & & 277 & & 295 & 6\% & 3\% \\
\hline Credit Reserve Build / (Release) & & 26 & & 45 & & (8) & & 10 & & 27 & NM & 4\% \\
\hline \multicolumn{13}{|l|}{Asia Regional Consumer Banking} \\
\hline Net Credit Losses & & 190 & & 199 & & 217 & & 235 & & 206 & (12\%) & 8\% \\
\hline Credit Reserve Build / (Release) & & (1) & & (21) & & (34) & & 20 & & 3 & (85\%) & NM \\
\hline \multicolumn{13}{|l|}{Retail Banking} \\
\hline Net Credit Losses & & 65 & & 72 & & 81 & & 99 & & 67 & (32\%) & 3\% \\
\hline Credit Reserve Build / (Release) & & 12 & & 4 & & (36) & & (3) & & - & 100\% & (100\%) \\
\hline \multicolumn{13}{|l|}{Citi-Branded Cards} \\
\hline Net Credit Losses & & 125 & & 127 & & 136 & & 136 & & 139 & 2\% & 11\% \\
\hline Credit Reserve Build / (Release) & & (13) & & (25) & & 2 & & 23 & & 3 & (87\%) & NM \\
\hline \multicolumn{13}{|l|}{Institutional Clients Group (ICG)} \\
\hline Net Credit Losses & & (58) & & 122 & & 143 & & 75 & & 39 & (48\%) & NM \\
\hline Credit Reserve Build / (Release) & & 158 & & (13) & & (149) & & (41) & & 23 & NM & (85\%) \\
\hline \multicolumn{13}{|l|}{Securities and Banking} \\
\hline Net Credit Losses & & (60) & & 97 & & 56 & & 75 & & 35 & (53\%) & NM \\
\hline Credit Reserve Build / (Release) & & 135 & & (64) & & (103) & & (47) & & 34 & NM & (75\%) \\
\hline \multicolumn{13}{|l|}{Transaction Services} \\
\hline Net Credit Losses & & 2 & & 25 & & 87 & & - & & 4 & - & 100\% \\
\hline Credit Reserve Build / (Release) & & 23 & & 51 & & (46) & & 6 & & (11) & NM & NM \\
\hline \multicolumn{13}{|l|}{Corporate / Other} \\
\hline Net Credit Losses & & 1 & & 1 & & (1) & & (1) & & - & - & (100\%) \\
\hline Credit Reserve Build / (Release) & & (1) & & - & & - & & - & & - & - & 100\% \\
\hline
\end{tabular}
\begin{tabular}{|llllllllllllllll}
\hline Total Citicorp Provision for Loan Losses & \(\mathbf{\$}\) & \(\mathbf{1 , 6 4 4}\) & \(\mathbf{\$}\) & \(\mathbf{1 , 5 0 6}\) & \(\mathbf{\$}\) & \(\mathbf{1 , 5 0 1}\) & \(\mathbf{\$}\) & \(\mathbf{1 , 9 0 6}\) & \(\mathbf{\$}\) & \(\mathbf{1 , 7 1 2}\) & \((10 \%)\) & \(4 \%\) \\
\hline
\end{tabular}

COMPONENTS OF PROVISION FOR LOAN LOSSES - PAGE
CITI HOLDINGS I TOTAL CITIGROUP
(In millions of dollars)

Citi Holding
Net Credit Losse
Credit Reserve Build / (Release)
Brokerage and Asset Management
Net Credit Losses
Credit Reserve Build / (Release)
Local Consumer Lending
Net Credit Losses
Credit Reserve Build / (Release)
Credit Reserve Build / (Release)
Special Asset Pool
Net Credit Losses
Credit Reserve Build / (Release)

Total Citi Holdings Provision for Loan Losses
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline & \multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\]} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
2 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
3 Q \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
4 \mathrm{Q} \\
2012
\end{gathered}
\]}} & \multicolumn{2}{|r|}{\multirow[b]{2}{*}{\[
\begin{gathered}
1 Q \\
2013
\end{gathered}
\]}} & \multicolumn{2}{|l|}{1 Q13 Increase (Decrease) from} \\
\hline & & & & & & & & & & 4Q12 & 1Q12 \\
\hline \$ & \[
\begin{gathered}
1,734 \\
(550)
\end{gathered}
\] & \$ & \[
\begin{gathered}
1,329 \\
(250)
\end{gathered}
\] & \$ & \[
\begin{gathered}
1,807 \\
(797)
\end{gathered}
\] & \$ & \[
\begin{array}{r}
972 \\
46
\end{array}
\] & \$ & \[
\begin{gathered}
930 \\
(347) \\
\hline
\end{gathered}
\] & \[
\begin{aligned}
& (4 \%) \\
& \mathrm{NM}
\end{aligned}
\] & \[
\begin{gathered}
(46 \%) \\
37 \%
\end{gathered}
\] \\
\hline & (1) & &  & &  & &  & & \(\div\) & - & - \\
\hline & \[
\begin{gathered}
1,752 \\
(520)
\end{gathered}
\] & & \[
\begin{gathered}
1,289 \\
(186)
\end{gathered}
\] & & \[
\begin{gathered}
1,824 \\
(760)
\end{gathered}
\] & & \[
\begin{array}{r}
1,005 \\
56
\end{array}
\] & & \[
\begin{gathered}
920 \\
(325)
\end{gathered}
\] & \[
\begin{aligned}
& (8 \%) \\
& \mathrm{NM}
\end{aligned}
\] & \[
\begin{gathered}
(47 \%) \\
38 \%
\end{gathered}
\] \\
\hline & \[
\begin{aligned}
& \text { (18) } \\
& (29)
\end{aligned}
\] & & \[
\begin{gathered}
40 \\
(64)
\end{gathered}
\] & & \[
\begin{aligned}
& (17) \\
& (37)
\end{aligned}
\] & & \[
\begin{aligned}
& \text { (33) } \\
& \text { (10) }
\end{aligned}
\] & & \[
\begin{gathered}
10 \\
(22)
\end{gathered}
\] & \[
\begin{aligned}
& \text { NM } \\
& \text { NM }
\end{aligned}
\] & \[
\begin{gathered}
\mathrm{NM} \\
24 \%
\end{gathered}
\] \\
\hline \$ & 1,184 & \$ & 1,079 & \$ & 1,010 & \$ & 1,018 & \$ & 583 & (43\%) & (51\%) \\
\hline
\end{tabular}


NM Not meaningful
Reclassified to conform to the current period's presentation.
\(\qquad\)
\begin{tabular}{ccccc}
\(1 Q\) & \(2 Q\) & \(3 Q\) & \(4 Q\) & \(1 Q\) \\
\hline
\end{tabular} 4Q12
Non-Accrual Loans (1)
Corporate Non-Accrual Loans By Region (2)
North America
EMEA
Latin America
Asia
Total
Consumer Non-Accrual Loans By Region (2)
North America (3) (4)
EMEA
Latin America
Asia
Total (3)

\section*{OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS} ICG
Global Consumer Banking
Brokerage and Asset Management
Local Consumer Lending
Special Asset Pool
Corporate/Other
TOTAL OTHER REAL ESTATE OWNED (OREO) (5)
OREO By Region:
EMEA
Latin America
Asia
Other Repossessed Assets (6)
Non-Accrual Assets (NAA) (7)
Corporate Non-Accrual Loans
Non-Accrual Loans (NAL)
OREO
Other Repossessed Assets
Non-Accrual Assets (NAA)
NAL as a \% of Total Loans
Allowance for Loan Losses as a \% of NAL
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multirow[t]{6}{*}{\$} & 7 & \$ & 12 & \$ & 9 & \$ & 7 & \$ & 2 & (71\%) & (71\%) \\
\hline & 41 & & 35 & & 38 & & 40 & & 41 & 3\% & - \\
\hline & - & & - & & - & & - & & - & - & - \\
\hline & 356 & & 329 & & 326 & & 309 & & 294 & (5\%) & (17\%) \\
\hline & 162 & & 155 & & 91 & & 82 & & 69 & (16\%) & (57\%) \\
\hline & 14 & & 10 & & 10 & & 2 & & 6 & NM & (57\%) \\
\hline \$ & 580 & \$ & 541 & \$ & 474 & \$ & 440 & \$ & 412 & (6\%) & (29\%) \\
\hline \$ & 392 & \$ & 366 & \$ & 315 & \$ & 299 & \$ & 286 & (4\%) & (27\%) \\
\hline & 139 & & 127 & & 111 & & 99 & & 85 & (14\%) & (39\%) \\
\hline & 48 & & 48 & & 48 & & 40 & & 39 & (3\%) & (19\%) \\
\hline & 1 & & - & & - & & 2 & & 2 & - & 100\% \\
\hline \$ & 580 & \$ & 541 & \$ & 474 & \$ & 440 & \$ & 412 & (6\%) & (29\%) \\
\hline \$ & 1 & \$ & 2 & \$ & 1 & \$ & 1 & \$ & 1 & - & - \\
\hline \multirow[t]{5}{*}{\$} & 2,973 & \$ & 2,571 & \$ & 2,429 & \$ & 2,333 & \$ & 2,504 & 7\% & (16\%) \\
\hline & 8,568 & & 8,346 & & 9,761 & & 9,196 & & 8,149 & (11\%) & (5\%) \\
\hline & 11,541 & & 10,917 & & 12,190 & & 11,529 & & 10,653 & (8\%) & (8\%) \\
\hline & 580 & & 541 & & 474 & & 440 & & 412 & (6\%) & (29\%) \\
\hline & 1 & & 2 & & 1 & & 1 & & 1 & - & - \\
\hline \multirow[t]{4}{*}{\$} & 12,122 & \$ & 11,460 & \$ & 12,665 & \$ & 11,970 & \$ & 11,066 & (8\%) & (9\%) \\
\hline & 1.78\% & & 1.67\% & & 1.85\% & & 1.76\% & & 1.65\% & & \\
\hline & 0.62\% & & 0.60\% & & 0.66\% & & 0.64\% & & 0.59\% & & \\
\hline & 251\% & & 253\% & & 213\% & & 221\% & & 223\% & & \\
\hline
\end{tabular}
(1) Corporate loans are placed on non-accrual status based upon a review by Citigroup's risk officers. Corporate non-accrual loans may still be current on interest payments. With limited exceptions, the following practices are applied for Consumer loans: Consumer loans, excluding credit cards and mortgages, are placed on non-accrual status at 90 days past due, and are charged off at 120 days past due; residential mortgage loans are placed on non-accrual status at 90 days past due and written down to net realizable value at 180 days past due. Consistent with industry conventions, Citigroup generally accrues interest on credit card oans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
(2) Excludes SOP \(3-03\) purchased distressed loans.
(3) The first quarter of 2012 increase in non-accrual consumer loans in North America was attributable to a \(\$ 0.8\) billion reclassification from accrual to non-accrual status of home equity loans where the related residential first mortgage was delinquent. Of the \(\$ 0.8\) billion of home equity loans, \(\$ 0.7\) billion was current and \(\$ 0.1\) billion was 30 to 89 days past due as of March 31, 2012. This reclassification reflected regulatory guidance that was issued on January 31, 2012.
(4) The third quarter of 2012 includes an approximate \(\$ 1.5\) billion in loans that are now classified as non-accrual loans related to OCC guidance
which required mortgage loans to borrowers that have gone through Chapter 7 of the U.S. Bankruptcy Code to be written down to collateral value. Of the \(\$ 1.5\) billion of such non-accrual loans, \(\$ 1.3\) billion was current as of September 30 , 2012. See Footnote 3 on page 38.
(5) Represents the carrying value of all property acquired by foreclosure or other legal proceedings when Citigroup has taken possession of the collateral
(6) Primarily transportation equipment, carried at lower of cost or fair value, less costs to sell.
(7) There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable
NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{NON-ACCRUAL ASSETS - PAGE 2}

CITICORP
(In millions of dollars)


Non-Accrual Loans (1)
Corporate Non-Accrual Loans By Region (2)
North America
EMEA
Latin America
Total
Consumer Non-Accrual Loans By Region (2)
North America
North A
EMEA
Latin America
Asia
Total
OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS
```

ICG
Global Consumer Banking

```
Corporate/Other
\(\qquad\)


 2
41 (71\%)

Corporate/Other62 \(\qquad\) \$ 57 \(\qquad\) \(49 \quad \$ \quad 49\) 49

\section*{total other real estate owned (OREO) (3)}

OREO By Region:
North America
EMEA
Latin America
\({ }^{\text {Asia }}\)
Other Repossessed Assets (4)

\section*{Non-Accrual Assets (NAA) (5)}

Corporate Non-Accrual Loans
Consumer Non-Accrual Loan
Non-Accrual Loans (NAL)
OREO
Other Repossessed Assets
Non-Accrual Assets (NAA)
NAA as a \% of Total Assets
Allowance for Loan Losses as a \% of NAL
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multirow[t]{3}{*}{\$} & 29 & \$ & 22 & \$ & 23 & \$ & 18 & \$ & 15 & (17\%) & (48\%) \\
\hline & 5 & & 9 & & 6 & & 6 & & 6 & - & 20\% \\
\hline & 27 & & 26 & & 28 & & 23 & & 26 & 13\% & (4\%) \\
\hline & 1 & & - & & - & & 2 & & 2 & - & 100\% \\
\hline \$ & 62 & \$ & 57 & \$ & 57 & \$ & 49 & \$ & 49 & - & (21\%) \\
\hline
\end{tabular}
\(\qquad\)
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \$ & \[
\begin{aligned}
& 2,213 \\
& 1,962
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 2,014 \\
& 1,986 \\
& \hline
\end{aligned}
\] & \$ & \[
\begin{array}{r}
1,928 \\
2,162 \\
\hline
\end{array}
\] & \$ & \[
\begin{aligned}
& 1,909 \\
& 2,187
\end{aligned}
\] & \$ & \[
\begin{aligned}
& 1,975 \\
& 2,260
\end{aligned}
\] & \[
\begin{aligned}
& 3 \% \\
& 3 \%
\end{aligned}
\] & \[
\begin{aligned}
& (11 \%) \\
& 15 \%
\end{aligned}
\] \\
\hline & 4,175 & & 4,000 & & 4,090 & & 4,096 & & 4,235 & 3\% & 1\% \\
\hline & 62 & & 57 & & 57 & & 49 & & 49 & - & (21\%) \\
\hline & N/A & & N/A & & N/A & & N/A & & N/A & & \\
\hline \$ & 4,237 & \$ & 4,057 & \$ & 4,147 & \$ & 4,145 & \$ & 4,284 & 3\% & 1\% \\
\hline
\end{tabular}


N/A Not Available at the Citicorp level. See "Non-Accrual Assets - Page 1" (on page 43) for total Citigroup balances.
(1) Corporate loans are placed on non-accrual status based upon a review by Citigroup's lisk officers. Corporate non-accrual loans may stil be current on interes payments. With limited exceptions, the following practices are applied for Consumer loans: Consumer loans, excluding credit cards and mortgages, are placed on non-accrual status at 90 days past due, and are charged off at 120 days past due; residential mortgage loans are placed on non-accrual status at 90 days past due and written down to net realizable value at 180 days past due. Consistent with industry conventions, Citigroup generally accrues interest on credit car loans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
(2) Excludes SOP 3-03 purchased distressed loans.
(3) Represents the carrying value of all property acquired by foreclosure or other legal proceedings when Citigroup has taken possession of the collateral.
(4) Primarily transportation equipment, carried at lower of cost or fair value, less costs to sell.
(5) There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable.

NM Not meaningful
Reclassified to conform to the current period's presentation.
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline 19 & 2Q & 3Q & 4Q & 19 & \multicolumn{2}{|l|}{1Q13 Increase (Decrease) from} \\
\hline 2012 & 2012 & 2012 & 2012 & 2013 & 4Q12 & 1Q12 \\
\hline
\end{tabular}
Non-Accrual Loans (1)
Corporate Non-Accrual Loans By Region (2)
    North America
    EMEA
    Latin America
    Total
Consumer Non-Accrual Loans By Region (2)
    North America (3) (4)
    EMEA
    Latin America
Asia
Total (3)

\section*{OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS}

\section*{Brokerage and Asset Managemen}

Local Consumer Lending
Special Asset Pool

\section*{total other real estate owned (OREO) (4)}

\section*{OREO By Region}

North Americ
EMEA
Latin America
otal
Other Repossessed Assets (5)

\section*{Non-Accrual Assets (NAA) (6)}

Corporate Non-Accrual Loans
Non-Accrual Loans (NAL)
OREO
Other Repossessed Assets
Non-Accrual Assets (NAA)
NAA as a \(\%\) of Total Assets
Allowance for Loan Losses as a \% of NAL
\begin{tabular}{|c|c|c|c|c|c|c|c|c|c|c|c|}
\hline \multirow[t]{3}{*}{\$} & - & \multirow[t]{3}{*}{\$} & - & \multirow[t]{3}{*}{\$} & - & \multirow[t]{3}{*}{\$} & - & \multirow[t]{3}{*}{\$} & \multirow[t]{3}{*}{\[
\begin{gathered}
294 \\
69
\end{gathered}
\]} & \multirow[t]{3}{*}{\[
\begin{aligned}
& (5 \%) \\
& (16 \%)
\end{aligned}
\]} & \multirow[t]{3}{*}{\[
\begin{gathered}
- \\
(17 \%) \\
(57 \%)
\end{gathered}
\]} \\
\hline & 356 & & 329 & & 326 & & 309 & & & & \\
\hline & 162 & & 155 & & 91 & & 82 & & & & \\
\hline \$ & 518 & \$ & 484 & \$ & 417 & \$ & 391 & \$ & 363 & (7\%) & (30\%) \\
\hline \multirow[t]{4}{*}{\$} & 363 & \$ & 344 & \$ & 292 & \$ & 281 & \$ & 271 & (4\%) & (25\%) \\
\hline & 134 & & 118 & & 105 & & 93 & & 79 & (15\%) & (41\%) \\
\hline & 21 & & 22 & & 20 & & 17 & & 13 & (24\%) & (38\%) \\
\hline & & & - & & & & & & & & - \\
\hline \multirow[t]{2}{*}{\$} & 518 & \$ & 484 & \$ & 417 & \$ & 391 & \$ & 363 & (7\%) & (30\%) \\
\hline & N/A & & N/A & & N/A & & N/A & & N/A & & \\
\hline \multirow[t]{5}{*}{\$} & 760 & \$ & 557 & \$ & 501 & \$ & 424 & \$ & 529 & 25\% & (30\%) \\
\hline & 6,606 & & 6,360 & & 7,599 & & 7,009 & & 5,889 & (16\%) & (11\%) \\
\hline & 7,366 & & 6,917 & & 8,100 & & 7,433 & & 6,418 & (14\%) & (13\%) \\
\hline & 518 & & 484 & & 417 & & 391 & & 363 & (7\%) & (30\%) \\
\hline & N/A & & N/A & & N/A & & N/A & & N/A & & \\
\hline \multirow[t]{3}{*}{\$} & 7,884 & \$ & 7,401 & \$ & 8,517 & \$ & 7,824 & \$ & 6,781 & (13\%) & (14\%) \\
\hline & 3.77\% & & 3.87\% & & 4.98\% & & 5.02\% & & 4.55\% & & \\
\hline & 173\% & & 177\% & & 137\% & & 146\% & & 146\% & & \\
\hline
\end{tabular}

N/A Not Available at the Citi Holdings level. See "Non-Accrual Assets - Page 1" (on page 43) for total Citigroup balances.
(1) Corporate loans are placed on non-accrual status based upon a review by Citigroup's risk officers. Corporate non-accrual loans may still be current on interest payments. With limited exceptions, he following practices are applied for Consumer loans. Consumer loans, excluang cledit cards and morgages, are place and written down to net reaizable value at 180 days past due. Consistent with industry conventions, Citigroup generally accrues interest on cerdit card ans until such lans which contractual delinguency. As such, the non-accrual ban discosures do not ind loans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
(2) Excludes SOP 3-03 purchased distressed loans.
(3) See Footnote 3 on page 43
(4) See Footnote 4 on page 43.
le of all property acquired by foreclosure or other legal proceedings when Citigroup has taken possession of the collateral.
6) Primarily transportation equipment, carried at lower of cost or fair value, less costs to sell.
(7) There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable.

NM Not meaningful
Reclassified to conform to the current period's presentation.

\section*{CITIGROUP}

NON-GAAP FINANCIAL MEASURES - RECONCILIATIONS

\section*{ctit}
(In millions of dollars)

Tangible Book Value Per Share and Tangible Common Equity (TCE) (and related ratios) are non-GAAP financial measures. TCE, as defined by Citigroup, represents common equity less goodwill and intangible assets (excluding MSRs) net of the related deferred taxes. Other companies per Share follows:

\section*{Tangible Book Value Per Share (page 1):}

Total Common Equity
Less:
Goodwill
Intangible Assets (Other than MSRs)
Goodwill and Intangible Assets (other than MSRs)
Related to Assets For Discontinued Operations Held-for-Sale
Net Deferred Taxes - Related to Goodwill and Intangible Assets Above Tangible Common Equity

Common Shares Outstanding, at period end
Tangible Book Value Per Share
\begin{tabular}{|c|c|c|c|c|c|}
\hline \[
\begin{gathered}
1 Q \\
2012
\end{gathered}
\] & \[
\begin{gathered}
2 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\] & \[
\begin{gathered}
3 Q \\
2012 \\
\hline
\end{gathered}
\] & \[
\begin{gathered}
4 \mathrm{Q} \\
2012 \\
\hline
\end{gathered}
\] & \multicolumn{2}{|r|}{\[
\begin{gathered}
1 Q \\
2013
\end{gathered}
\]} \\
\hline \$ 181,508 & \$ 183,599 & \$ 186,465 & \$ 186,487 & \$ & 190,222 \\
\hline 25,810 & 25,483 & 25,915 & 25,673 & & 25,474 \\
\hline 6,413 & 6,156 & 5,963 & 5,697 & & 5,457 \\
\hline - & - & 37 & 32 & & 2 \\
\hline 41 & 38 & 35 & 32 & & - \\
\hline \$ 149,244 & \$ 151,922 & \$ 154,515 & \$ 155,053 & \$ & 159,289 \\
\hline 2,932.2 & 2,932.5 & 2,932.5 & 3,028.9 & & 3,042.9 \\
\hline \$ 50.90 & \$ 51.81 & \$ 52.69 & \$ 51.19 & \$ & 52.35 \\
\hline
\end{tabular}

Reclassified to conform to the current period's presentation```

