

|  | $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 10 \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| Total Revenues, Net of Interest Expense | \$ | 20,831 |  |  | \$ | 17,174 | \$ | 19,406 | \$ | 18,642 | \$ | 13,951 | (25\%) | (33\%) | \$ | 61,179 | \$ | 51,999 | (15\%) |
| Total Operating Expenses |  | 12,460 |  | 13,211 |  | 12,319 |  | 12,134 |  | 12,220 | 1\% | (2\%) |  | 37,722 |  | 36,673 | (3\%) |
| Net Credit Losses |  | 4,514 |  | 4,108 |  | 3,955 |  | 3,576 |  | 3,979 | 11\% | (12\%) |  | 15,930 |  | 11,510 | (28\%) |
| Credit Reserve Build / (Release) |  | $(1,465)$ |  | $(1,464)$ |  | $(1,127)$ |  | (991) |  | $(1,468)$ | (48\%) | - |  | $(6,801)$ |  | $(3,586)$ | 47\% |
| Provision for Unfunded Lending Commitments |  | 43 |  | (4) |  | (38) |  | 7 |  | (41) | NM | NM |  | 55 |  | (72) | NM |
| Provision for Benefits \& Claims |  | 259 |  | 234 |  | 229 |  | 214 |  | 225 | 5\% | (13\%) |  | 738 |  | 668 | (9\%) |
| Provision for Credit Losses and for Benefits and Claims |  | 3,351 |  | 2,874 |  | 3,019 |  | 2,806 |  | 2,695 | (4\%) | (20\%) |  | 9,922 |  | 8,520 | (14\%) |
| Income from Continuing Operations before Income Taxes |  | 5,020 |  | 1,089 |  | 4,068 |  | 3,702 |  | (964) | NM | NM |  | 13,535 |  | 6,806 | (50\%) |
| Income Taxes (benefits) |  | 1,278 |  | 91 |  | 1,006 |  | 715 |  | $(1,488)$ | NM | NM |  | 3,430 |  | 233 | (93\%) |
| Income from Continuing Operations Income (Loss) from Discontinued Operations, net of Taxes | \$ | $\begin{array}{r} 3,742 \\ \hline \end{array}$ | \$ | $\stackrel{998}{-}$ | \$ | $3,062$ (5) | \$ | $\begin{array}{r} 2,987 \\ (1) \end{array}$ | \$ | 524 <br> (31) | $\begin{gathered} (82 \%) \\ \mathrm{NM} \end{gathered}$ | (86\%) NM | \$ | $\begin{array}{r} 10,105 \\ 112 \\ \hline \end{array}$ | \$ | $\begin{gathered} 6,573 \\ \quad(37) \\ \hline \end{gathered}$ | $\begin{gathered} (35 \%) \\ \text { NM } \end{gathered}$ |
| Net Income before Attribution of Noncontrolling Interests |  | 3,743 |  | 998 |  | 3,057 |  | 2,986 |  | 493 | (83\%) | (87\%) |  | 10,217 |  | 6,536 | (36\%) |
| Net Income Attributable to Noncontrolling Interests |  | (28) |  | 42 |  | 126 |  | 40 |  | 25 | (38\%) | NM |  | 106 |  | 191 | 80\% |
| Citigroup's Net Income | \$ | 3,771 | \$ | 956 | \$ | 2,931 | \$ | 2,946 | \$ | 468 | (84\%) | (88\%) |  | 10,111 | \$ | 6,345 | (37\%) |
| Diluted Earnings Per Share (1): |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 1.23 | \$ | 0.31 | \$ | 0.96 | \$ | 0.95 | \$ | 0.16 | (83\%) | (87\%) | \$ | 3.28 | \$ | 2.07 | (37\%) |
| Citigroup's Net Income | \$ | 1.23 | \$ | 0.31 | \$ | 0.95 | \$ | 0.95 | \$ | 0.15 | (84\%) | (88\%) | \$ | 3.32 | \$ | 2.06 | (38\%) |
| Shares (in millions) (1): |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Average Basic |  | 2,910.8 |  | 2,915.2 |  | 2,926.2 |  | 2,926.6 |  | 2,926.8 | - | 1\% |  | 2,907.9 |  | 2,926.5 | 1\% |
| Average Diluted |  | 2,998.6 |  | 3,003.0 |  | 3,014.5 |  | 3,015.0 |  | 3,015.3 | - | 1\% |  | 2,997.4 |  | 3,014.9 | 1\% |
| Common Shares Outstanding, at period end |  | 2,923.7 |  | 2,923.9 |  | 2,932.2 |  | 2,932.5 |  | 2,932.5 | - |  |  |  |  |  |  |
| Preferred Dividends - Basic | \$ | 4 | \$ | 9 | \$ | 4 | \$ | 9 | \$ | 4 |  |  | \$ | 17 | \$ | 17 |  |
| Preferred Dividends - Diluted | \$ | 4 | \$ | 9 | \$ | 4 | \$ | 9 | \$ | 4 |  |  | \$ | 17 | \$ | 17 |  |
| Income Allocated to Unrestricted Common Shareholders - Basic |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 3,696 | \$ | 930 | \$ | 2,878 | \$ | 2,869 | \$ | 474 | (83\%) | (87\%) | \$ | 9,819 | \$ | 6,217 | (37\%) |
| Citigroup's Net Income | \$ | 3,697 | \$ | 930 | \$ | 2,873 | \$ | 2,868 | \$ | 453 | (84\%) | (88\%) | \$ | 9,930 | \$ | 6,190 | (38\%) |
| Income Allocated to Unrestricted Common Shareholders - Diluted |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 3,702 | \$ | 933 | \$ | 2,882 | \$ | 2,873 | \$ | 475 | (83\%) | (87\%) | \$ | 9,832 | \$ | 6,226 | (37\%) |
| Citigroup's Net Income | \$ | 3,703 | \$ | 933 | \$ | 2,877 | \$ | 2,872 | \$ | 455 | (84\%) | (88\%) | \$ | 9,942 | \$ | 6,200 | (38\%) |
| Financial Ratios: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tier 1 Common Ratio |  | 11.71\% |  | 11.80\% |  | 12.50\% |  | 12.71\% |  | 12.7\% |  |  |  |  |  |  |  |
| Tier 1 Capital Ratio |  | 13.45\% |  | 13.55\% |  | 14.26\% |  | 14.46\% |  | 13.9\% |  |  |  |  |  |  |  |
| Total Capital Ratio |  | 16.89\% |  | 16.99\% |  | 17.64\% |  | 17.70\% |  | 17.1\% |  |  |  |  |  |  |  |
| Leverage Ratio |  | 7.01\% |  | 7.19\% |  | 7.55\% |  | 7.66\% |  | 7.4\% |  |  |  |  |  |  |  |
| Return on Average Common Equity |  | 8.4\% |  | 2.1\% |  | 6.5\% |  | 6.5\% |  | 1.0\% |  |  |  |  |  |  |  |
| Balance Sheet Data, EOP (in billions of dollars, except Book Value per Share): |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Assets | \$ | 1,936.0 | \$ | 1,873.9 | \$ | 1,944.4 | \$ | 1,916.5 | * \$ | 1,931.3 | 1\% |  |  |  |  |  |  |
| Total Deposits |  | 851.3 |  | 865.9 |  | 906.0 |  | 914.3 | * | 944.6 | 3\% | 11\% |  |  |  |  |  |
| Citigroup's Stockholders' Equity |  | 177.4 |  | 177.8 |  | 181.8 |  | 183.9 | * | 186.8 | 2\% | 5\% |  |  |  |  |  |
| Citigroup Equity and Trust Preferred Securities (included in LT Debt) |  | 193.5 |  | 193.9 |  | 197.9 |  | 199.9 | * | 197.3 | (1\%) | 2\% |  |  |  |  |  |
| Book Value Per Share (1) | \$ | 60.56 | \$ | 60.70 | \$ | 61.90 | \$ | 62.61 | * | 63.59 | 2\% | 5\% |  |  |  |  |  |
| Tangible Book Value Per Share (1) | \$ | 49.50 | \$ | 49.74 | \$ | 50.90 | \$ | 51.81 | * \$ | 52.70 | 2\% | 6\% |  |  |  |  |  |
| Direct Staff (in thousands) |  | 267 |  | 266 |  | 263 |  | 261 |  | 262 | - | (2\%) |  |  |  |  |  |
| (1) Tangible book value per share is a non-GAAP financial measure. See page 46 for a reconciliation of this measure to its most comparable GAAP measure. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Note: Ratios and returns are calculated based on the displayed numbers. NM Not meaningful |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## Revenues <br> nterest revenue

Net interest revenue

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
Other operating
Total operating expenses

## ncome from Continuing Operations before

Income Taxes
Provision (benefits) for income taxes

## ncome from Continuing Operations

Discontinued Operations (3)
Income (Loss) from Discontinued Operations
Gain (Loss) on Sale
Provision (benefits) for income taxes
ncome (Loss) from Discontinued Operations, net of taxe
Net Income before attribution of
Noncontrolling Interests
Net Income attributable to noncontrolling interests

## Citigroup's Net Incom

(1) First quarter of 2012 includes the recognition of a $\$ 1,181$ million 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 $\$ 3,340$ million 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 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 Capital

Advisors to certain employees responsible for managing those operations.
b) The sale of the Egg Credit Card business.

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

|  | $\begin{gathered} \text { September 30, } \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { December 31, } \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { March 31, } \\ \hline 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { June } 30, \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{aligned} & \text { September 30, } \\ & 2012(1) \\ & \hline \end{aligned}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 4Q11 |  |  |  |  |  |  |
| Assets |  |  |  |  |  |  |  |  |  |  |  |  |
| Cash and due from banks (including segregated cash and other deposits) | \$ | 28,950 |  |  | \$ | 28,701 | \$ | 26,505 | \$ | 33,927 | \$ | 33,802 | - | 18\% |
| Deposits with banks |  | 159,338 |  | 155,784 |  | 183,949 |  | 155,054 |  | 170,028 | 10\% | 9\% |
| Fed funds sold and securities borr'd or purch under agree. to resell |  | 290,645 |  | 275,849 |  | 289,057 |  | 272,664 |  | 277,542 | 2\% | 1\% |
| Brokerage receivables |  | 37,992 |  | 27,777 |  | 39,443 |  | 35,340 |  | 31,077 | (12\%) | 12\% |
| Trading account assets |  | 320,637 |  | 291,734 |  | 307,050 |  | 310,246 |  | 315,201 | 2\% | 8\% |
| Investments |  |  |  |  |  |  |  |  |  |  |  |  |
| Available-for-sale and non-marketable equity securities |  | 273,791 |  | 281,930 |  | 287,197 |  | 294,577 |  | 284,531 | (3\%) | 1\% |
| Held-to-maturity |  | 12,866 |  | 11,483 |  | 10,126 |  | 11,349 |  | 10,943 | (4\%) | (5\%) |
| Total Investments |  | 286,657 |  | 293,413 |  | 297,323 |  | 305,926 |  | 295,474 | (3\%) | 1\% |
| Loans, net of unearned income |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer |  | 424,212 |  | 423,340 |  | 416,103 |  | 409,127 |  | 407,752 | - | (4\%) |
| Corporate |  | 213,027 |  | 223,902 |  | 231,919 |  | 245,841 |  | 250,671 | 2\% | 12\% |
| Loans, net of unearned income |  | 637,239 |  | 647,242 |  | 648,022 |  | 654,968 |  | 658,423 | 1\% | 2\% |
| Allowance for loan losses |  | $(32,052)$ |  | $(30,115)$ |  | (29,020) |  | $(27,611)$ |  | $(25,916)$ | 6\% | 14\% |
| Total loans, net |  | 605,187 |  | 617,127 |  | 619,002 |  | 627,357 |  | 632,507 | 1\% | 2\% |
| Goodwill |  | 25,496 |  | 25,413 |  | 25,810 |  | 25,483 |  | 25,932 | 2\% | 2\% |
| Intangible assets (other than MSRs) |  | 6,800 |  | 6,600 |  | 6,413 |  | 6,156 |  | 5,963 | (3\%) | (10\%) |
| Mortgage servicing rights (MSRs) |  | 2,852 |  | 2,569 |  | 2,691 |  | 2,117 |  | 1,920 | (9\%) | (25\%) |
| Other assets |  | 171,438 |  | 148,911 |  | 147,180 |  | 142,181 |  | 141,873 | - | (5\%) |
| Assets related to discontinued operations held for sale |  | - |  | - |  | - |  | - |  | 27 | - | - |
| Total assets | \$ | 1,935,992 | \$ | 1,873,878 | \$ | 1,944,423 | \$ | 1,916,451 | \$ | 1,931,346 | 1\% | 3\% |
| Liabilities |  |  |  |  |  |  |  |  |  |  |  |  |
| Non-interest-bearing deposits in U.S. offices | \$ | 103,129 | \$ | 119,437 | \$ | 122,305 | \$ | 120,324 | \$ | 133,981 | 11\% | 12\% |
| Interest-bearing deposits in U.S. offices |  | 218,595 |  | 223,851 |  | 228,357 |  | 233,696 |  | 239,574 | 3\% | 7\% |
| Total U.S. Deposits |  | 321,724 |  | 343,288 |  | 350,662 |  | 354,020 |  | 373,555 | 6\% | 9\% |
| Non-interest-bearing deposits in offices outside the U.S. |  | 58,564 |  | 57,357 |  | 60,691 |  | 59,745 |  | 63,792 | 7\% | 11\% |
| Interest-bearing deposits in offices outside the U.S. |  | 470,993 |  | 465,291 |  | 494,659 |  | 500,543 |  | 507,297 | 1\% | 9\% |
| Total International Deposits |  | 529,557 |  | 522,648 |  | 555,350 |  | 560,288 |  | 571,089 | 2\% | 9\% |
| Total deposits |  | 851,281 |  | 865,936 |  | 906,012 |  | 914,308 |  | 944,644 | 3\% | 9\% |
| Fed funds purch and securities loaned or sold under agree. to repurch. |  | 223,612 |  | 198,373 |  | 226,008 |  | 214,851 |  | 224,370 | 4\% | 13\% |
| Brokerage payables |  | 56,093 |  | 56,696 |  | 56,966 |  | 59,133 |  | 55,376 | (6\%) | (2\%) |
| Trading account liabilities |  | 148,851 |  | 126,082 |  | 135,956 |  | 128,818 |  | 129,990 | 1\% | 3\% |
| Short-term borrowings |  | 65,818 |  | 54,441 |  | 55,611 |  | 58,698 |  | 49,164 | (16\%) | (10\%) |
| Long-term debt |  | 333,824 |  | 323,505 |  | 311,079 |  | 288,334 |  | 271,862 | (6\%) | (16\%) |
| Other liabilities (2) |  | 77,171 |  | 69,272 |  | 69,068 |  | 66,470 |  | 67,202 | 1\% | (3\%) |
| Liabilities related to discontinued operations held for sale |  | - |  | - |  | - |  | - |  | - | - | - |
| Total liabilities | \$ | 1,756,650 | \$ | 1,694,305 | \$ | 1,760,700 | \$ | 1,730,612 | \$ | 1,742,608 | 1\% | 3\% |
| Equity |  |  |  |  |  |  |  |  |  |  |  |  |
| Stockholders' Equity |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Common Stock |  | 29 |  | 29 |  | 29 |  | 29 |  | 29 |  | - |
| Additional paid-in capital |  | 105,562 |  | 105,804 |  | 105,787 |  | 105,962 |  | 106,203 | - |  |
| Retained earnings |  | 89,602 |  | 90,520 |  | 93,310 |  | 96,216 |  | 96,650 | - | 7\% |
| Treasury stock |  | $(1,089)$ |  | $(1,071)$ |  | (883) |  | (859) |  | (851) | 1\% | 21\% |
| Accumulated other comprehensive income (loss) |  | $(17,044)$ |  | $(17,788)$ |  | $(16,735)$ |  | $(17,749)$ |  | $(15,566)$ | 12\% | 12\% |
| Total Common Equity | \$ | 177,060 | \$ | 177,494 | \$ | 181,508 | \$ | 183,599 | \$ | 186,465 | 2\% | 5\% |
| Total Citigroup stockholders' equity | \$ | 177,372 | \$ | 177,806 | \$ | 181,820 | \$ | 183,911 | \$ | 186,777 | 2\% | 5\% |
| Noncontrolling interests |  | 1,970 |  | 1,767 |  | 1,903 |  | 1,928 |  | 1,961 | 2\% | 11\% |
| Total equity |  | 179,342 |  | 179,573 |  | 183,723 |  | 185,839 |  | 188,738 | 2\% | 5\% |
| Total liabilities and equity | \$ | 1,935,992 | \$ | 1,873,878 | \$ | 1,944,423 | \$ | 1,916,451 | \$ | 1,931,346 | 1\% | 3\% |
| (1) Preliminary |  |  |  |  |  |  |  |  |  |  |  |  |
| (2) Includes allowance for credit losses for letters of credit and unfunded lending commitments of $\$ 1,139$ million for the third quarter of 2011, $\$ 1,136$ million for the fourth quarter of 2011, $\$ 1,097$ million for the first quarter of 2012, $\$ 1,104$ million for the second quarter of 2012 and $\$ 1,063$ million for the third quarter of 2012, respectively. |  |  |  |  |  |  |  |  |  |  |  |  |
| NM Not meaningful |  |  |  |  |  |  |  |  |  |  |  |  |
| Reclassified to conform to the current period's presentation. |  |  |  |  |  |  |  |  |  |  |  |  |


| CITIGROUP SEGMENT DETAIL net revenue (In millions of dollars) | $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ \\ \hline 2012 \\ \hline \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CITICORP |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Global Consumer Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| North America | \$ | 5,100 |  |  | \$ | 5,167 | \$ | 5,198 | $\bigcirc$ | 5,135 | \$ | 5,402 | 5\% | 6\% | \$ | 14,992 |  | \$ 15,735 | 5\% |
| EMEA |  | 379 |  | 348 |  | 378 |  | 366 |  | 381 | 4\% | 1\% |  | 1,210 |  | 1,125 | (7\%) |
| Latin America |  | 2,417 |  | 2,350 |  | 2,441 |  | 2,322 |  | 2,419 | 4\% | - |  | 7,119 |  | 7,182 | 1\% |
| Asia |  | 2,067 |  | 2,020 |  | 1,997 |  | 1,948 |  | 1,978 | 2\% | (4\%) |  | 5,989 |  | 5,923 | (1\%) |
| Total |  | 9,963 |  | 9,885 |  | 10,014 |  | 9,771 |  | 10,180 | 4\% | 2\% |  | 29,310 |  | 29,965 | 2\% |
| Securities and Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| North America |  | 2,445 |  | 660 |  | 1,348 |  | 1,926 |  | 1,439 | (25\%) | (41\%) |  | 6,898 |  | 4,713 | (32\%) |
| EMEA |  | 2,299 |  | 1,219 |  | 1,954 |  | 1,609 |  | 1,511 | (6\%) | (34\%) |  | 6,002 |  | 5,074 | (15\%) |
| Latin America |  | 521 |  | 579 |  | 1755 |  | ,757 |  | +802 | 6\% | 54\% |  | 1,791 |  | 2,314 | 29\% |
| Asia |  | 1,460 |  | 736 |  | 1,218 |  | 1,113 |  | 1,018 | (9\%) | (30\%) |  | 3,538 |  | 3,349 | (5\%) |
| Total |  | 6,725 |  | 3,194 |  | 5,275 |  | 5,405 |  | 4,770 | (12\%) | (29\%) |  | 18,229 |  | 15,450 | (15\%) |
| Transaction Services $\quad \square-\square$ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| North America |  | 620 |  | 605 |  | 641 |  | 665 |  | 623 | (6\%) | - |  | 1,839 |  | 1,929 | 5\% |
| EMEA |  | 893 |  | 858 |  | 894 |  | 930 |  | 867 | (7\%) | (3\%) |  | 2,628 |  | 2,691 | 2\% |
| Latin America |  | 444 |  | 413 |  | 451 |  | 455 |  | 447 | (2\%) | 1\% |  | 1,300 |  | 1,353 | 4\% |
| Asia |  | 759 |  | 748 |  | 757 |  | 757 |  | 721 | (5\%) | (5\%) |  | 2,188 |  | 2,235 | 2\% |
| Total |  | 2,716 |  | 2,624 |  | 2,743 |  | 2,807 |  | 2,658 | (5\%) | (2\%) |  | 7,955 |  | 8,208 | 3\% |
| Total Citicorp |  | 19,404 |  | 15,703 |  | 18,032 |  | 17,983 |  | 17,608 | (2\%) | (9\%) |  | 55,494 |  | 53,623 | (3\%) |
| Corporate I Other |  | 300 |  | 383 |  | 500 |  | (265) |  | 33 | NM | (89\%) |  | 502 |  | 268 | (47\%) |
| Total Citicorp \& Corp / Other |  | 19,704 |  | 16,086 |  | 18,532 |  | 17,718 |  | 17,641 | - | (10\%) |  | 55,996 |  | 53,891 | (4\%) |
| CITI HOLDINGS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Brokerage and Asset Management |  | 55 |  | 43 |  | (46) |  | 87 |  | $(4,804)$ | NM | NM |  | 239 |  | $(4,763)$ | NM |
| Local Consumer Lending Special Asset Pool |  | $\begin{gathered} 1,299 \\ (227) \end{gathered}$ |  | $\begin{array}{r} 1,279 \\ (234) \\ \hline \end{array}$ |  | $\begin{aligned} & 1,326 \\ & (406) \end{aligned}$ |  | 931 <br> (94) |  | $\begin{array}{r} 1,104 \\ 10 \end{array}$ | $\begin{aligned} & \text { 19\% } \\ & \text { NM } \end{aligned}$ | $\begin{aligned} & (15 \%) \\ & \mathrm{NM} \end{aligned}$ |  | $\begin{aligned} & 4,163 \\ & 781 \end{aligned}$ |  | $\begin{gathered} 3,361 \\ (490) \end{gathered}$ | $\begin{gathered} (19 \%) \\ \mathrm{NM} \end{gathered}$ |
| Total Citi Holdings |  | 1,127 |  | 1,088 |  | 874 |  | 924 |  | $(3,690)$ | NM | NM |  | 5,183 |  | $(1,892)$ | NM |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Citigroup - Net Revenues |  | 20,831 |  | 17,174 |  | 19,406 |  | 18,642 |  | 13,951 | (25\%) | (33\%) |  | 61,179 |  | 51,999 | (15\%) |
| Credit valuation adjustment (CVA) on derivatives (excluding monolines), net of hedges; and debt valuation adjustments (DVA) on Citigroup's fair value option debt (*) |  | 1,938 |  | (40) |  | $(1,288)$ |  | 219 |  | (776) | NM | NM |  | 1,846 |  | $(1,845)$ | NM |
| Total Citigroup - Net Revenues - Excluding DVA/CVA | \$ | 18,893 | \$ | 17,214 | \$ | 20,694 | \$ | 18,423 | \$ | 14,727 | (20\%) | (22\%) | \$ | 59,333 |  | 53,844 | (9\%) |

(*) Included, as applicable, in Citicorp-Securities and Banking and Citi Holdings-Special Asset Pool lines above.
NM Not meaningful
Reclassified to conform to the current period's presentation.

| CITIGROUP <br> SEGMENT DETAIL <br> INCOME <br> (In millions of dollars) | $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 19 \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CITICORP |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Global Consumer Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| North America | \$ | 1,103 |  |  | \$ | 944 | \$ | 1,317 | \$ | 1,196 | \$ | 1,300 | 9\% | 18\% | \$ | 3,151 | \$ | 3,813 | 21\% |
| EMEA |  | 9 |  | (4) |  | (7) |  | 17 |  | 10 | (41\%) | 11\% |  | 99 |  | 20 | (80\%) |
| Latin America |  | 339 |  | 370 |  | 375 |  | 329 |  | 405 | 23\% | 19\% |  | 1,208 |  | 1,109 | (8\%) |
| Asia |  | 562 |  | 410 |  | 503 |  | 448 |  | 449 | - | (20\%) |  | 1,494 |  | 1,400 | (6\%) |
| Total |  | 2,013 |  | 1,720 |  | 2,188 |  | 1,990 |  | 2,164 | 9\% | 8\% |  | 5,952 |  | 6,342 | 7\% |
| Securities and Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| North America |  | 674 |  | (441) |  | 128 |  | 488 |  | 232 | (52\%) | (66\%) |  | 1,485 |  | 848 | (43\%) |
| EMEA |  | 735 207 |  | 160 |  | 512 <br> 342 |  | 365 325 |  | 346 363 | (5\%) | (53\%) |  | 1,840 |  | 1,223 1,030 | (34\%) |
| Latin America |  | $\begin{array}{r} 207 \\ 526 \\ \hline \end{array}$ |  | $\begin{aligned} & 198 \\ & \text { (51) } \\ & \hline \end{aligned}$ |  | $\begin{aligned} & 342 \\ & 307 \\ & \hline \end{aligned}$ |  | 325 <br> 250 |  | $\begin{array}{r} 363 \\ 190 \\ \hline \end{array}$ | $\begin{gathered} 12 \% \\ (24 \%) \end{gathered}$ | $\begin{aligned} & 75 \% \\ & (64 \%) \end{aligned}$ |  | 776 <br> 946 |  | $\begin{array}{r} 1,030 \\ 747 \\ \hline \end{array}$ | $\begin{gathered} 33 \% \\ (21 \%) \end{gathered}$ |
| Total |  | 2,142 |  | (134) |  | 1,289 |  | 1,428 |  | 1,131 | (21\%) | (47\%) |  | 5,047 |  | 3,848 | (24\%) |
| Transaction Services |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| North America |  | 112 |  | 68 |  | 126 |  | 124 |  | 120 | (3\%) | 7\% |  | 347 |  | 370 | 7\% |
| EMEA |  | 286 |  | 283 |  | 315 |  | 332 |  | 283 | (15\%) | (1\%) |  | 847 |  | 930 | 10\% |
| Latin America |  | 168 |  | 139 |  | 178 |  | 185 |  | 157 | (15\%) | (7\%) |  | 500 |  | 520 | 4\% |
| Asia |  | 316 |  | 277 |  | 302 |  | 274 |  | 286 | 4\% | (9\%) |  | 888 |  | 862 | (3\%) |
| Total |  | 882 |  | 767 |  | 921 |  | 915 |  | 846 | (8\%) | (4\%) |  | 2,582 |  | 2,682 | 4\% |
| Total Citicorp |  | 5,037 |  | 2,353 |  | 4,398 |  | 4,333 |  | 4,141 | (4\%) | (18\%) |  | 13,581 |  | 12,872 | (5\%) |
| Corporate / Other |  | (74) |  | (41) |  | (312) |  | (427) |  | (55) | 87\% | 26\% |  | (687) |  | (794) | (16\%) |
| Total Citicorp \& Corp / Other |  | 4,963 |  | 2,312 |  | 4,086 |  | 3,906 |  | 4,086 | 5\% | (18\%) |  | 12,894 |  | 12,078 | (6\%) |
| CITI Holdings |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Brokerage and Asset Management |  | (83) |  | (93) |  | (136) |  | (24) |  | $(3,018)$ | NM | NM |  | (193) |  | $(3,178)$ | NM |
| Local Consumer Lending |  | $(1,011)$ |  | $(1,204)$ |  | (633) |  | (821) |  | (694) | 15\% | 31\% |  | $(3,209)$ |  | $(2,148)$ | 33\% |
| Special Asset Pool |  | (127) |  | (17) |  | (255) |  | (74) |  | 150 | NM | NM |  | 613 |  | (179) | NM |
| Total Citi Holdings |  | $(1,221)$ |  | $(1,314)$ |  | $(1,024)$ |  | (919) |  | $(3,562)$ | NM | NM |  | $(2,789)$ |  | $(5,505)$ | (97\%) |
| Income From Continuing Operations |  | 3,742 |  | 998 |  | 3,062 |  | 2,987 |  | 524 | (82\%) | (86\%) |  | 10,105 |  | 6,573 | (35\%) |
| Discontinued Operations |  | 1 |  | - |  | (5) |  | (1) |  | (31) | NM | NM |  | 112 |  | (37) | NM |
| Net Income Attributable to Noncontrolling Minority Interests |  | (28) |  | 42 |  | 126 |  | 40 |  | 25 | (38\%) | NM |  | 106 |  | 191 | 80\% |
| Citigroup's Net Income | \$ | 3,771 | \$ | 956 | \$ | 2,931 | \$ | 2,946 | \$ | 468 | (84\%) | (88\%) | \$ | 10,111 | \$ | 6,345 | (37\%) |

## CITICORP

STATEMENT OF income and balance sheet data
(In millions of dollars, except as otherwise noted)

```
Revenues
    Net interest revenue
    Non-interest revenue
        Non-interest revenue 
```

Provisions for Credit Losses and for Benefits and Claims
Net credit losses
Credit reserve build / (release)
Provision for loan losses
Provision for benefits \& claim
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

Net Income (loss) attributable to noncontrolling interests Citicorp's Net Income

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

Total EOP Assets
Average Assets
Return on Assets
Total EOP Loans
Total EOP Deposits

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

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 11,363 |  |  | \$ | 11,153 | \$ | 11,233 | \$ | 11,033 | \$ | 11,381 | 3\% | - | \$ | 33,585 | \$ | 33,647 | - |
|  | 8,041 |  | 4,550 |  | 6,799 |  | 6,950 |  | 6,227 | (10\%) | (23\%) |  | 21,909 |  | 19,976 | (9\%) |
|  | 19,404 |  | 15,703 |  | 18,032 |  | 17,983 |  | 17,608 | (2\%) | (9\%) |  | 55,494 |  | 53,623 | (3\%) |
|  | 2,632 |  | 2,595 |  | 2,220 |  | 2,246 |  | 2,173 | (3\%) | (17\%) |  | 8,864 |  | 6,639 | (25\%) |
|  | (932) |  | (851) |  | (576) |  | (741) |  | (671) | 9\% | 28\% |  | $(4,134)$ |  | $(1,988)$ | 52\% |
|  | 1,700 |  | 1,744 |  | 1,644 |  | 1,505 |  | 1,502 | - | (12\%) |  | 4,730 |  | 4,651 | (2\%) |
|  | 56 |  | 45 |  | 58 |  | 50 |  | 65 | 30\% | 16\% |  | 147 |  | 173 | 18\% |
|  | 45 |  | 48 |  | (12) |  | 26 |  | (25) | NM | NM |  | 44 |  | (11) | NM |
|  | 1,801 |  | 1,837 |  | 1,690 |  | 1,581 |  | 1,542 | (2\%) | (14\%) |  | 4,921 |  | 4,813 | (2\%) |
| 10,427 |  |  | 10,844 |  | 10,305 |  | 10,300 |  | 10,266 | - | (2\%) |  | 31,332 |  | 30,871 | (1\%) |
| $\begin{aligned} & 7,176 \\ & 2,139 \\ & \hline \end{aligned}$ |  |  | 3,022 |  | 6,037 |  | 6,102 |  | 5,800 | (5\%) | (19\%) |  | 19,241 |  | 17,939 | (7\%) |
|  |  |  | 669 |  | 1,639 |  | 1,769 |  | 1,659 | (6\%) | (22\%) |  | 5,660 |  | 5,067 | (10\%) |
| 5,037 |  |  | 2,353 |  | 4,398 |  | 4,333 |  | 4,141 | (4\%) | (18\%) |  | 13,581 |  | 12,872 | (5\%) |
|  | 6 |  | 27 |  | 61 |  | 30 |  | 17 | (43\%) | NM |  | 29 |  | 108 | NM |
| \$ | 5,031 | \$ | 2,326 | \$ | 4,337 | \$ | 4,303 | \$ | 4,124 | (4\%) | (18\%) | \$ | 13,552 | \$ | 12,764 | (6\%) |
| \$ | 1,406 | \$ | 1,365 | \$ | 1,424 | \$ | 1,436 | \$ | 1,458 | 2\% | 4\% |  |  |  |  |  |
| \$ | 1,423 | \$ | 1,390 | \$ | 1,400 | \$ | 1,429 | \$ | 1,432 | - | 1\% | \$ | 1,404 | \$ | 1,420 | 1\% |
|  | 1.40\% |  | 0.66\% |  | 1.25\% |  | 1.21\% |  | 1.15\% |  |  |  | 1.29\% |  | 1.20\% |  |
| \$ | 483 | \$ | 507 | \$ | 514 | \$ | 527 | \$ | 537 | 2\% | 11\% |  |  |  |  |  |
| \$ | 779 | \$ | 799 | \$ | 839 | \$ | 845 | \$ | 875 | 4\% | 12\% |  |  |  |  |  |

## CITICORP

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

## Net Interest Revenue <br> 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 Net Income (loss) Attributable to Noncontrolling Interests Net Income
Average Assets (in billions of dollars)
Return on Assets
Net Credit Losses as a \% of Average Loans

```
Revenue by Busines
    Retail Banking
    Retail Ban
```

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

## Retail Banking

Cards (1)
Total

$14 \%$


| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2 Q 12 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | $\begin{aligned} & \text { YTD } 2012 \text { vs. } \\ & \text { YTD } 2011 \text { Increase/ } \\ & \text { (Decrease) } \\ & \hline \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 7,515 |  |  | \$ | 7,425 | \$ | 7,373 | \$ | 7,197 | \$ | 7,395 | 3\% | (2\%) | \$ | 22,258 | \$ | 21,965 | (1\%) |
|  | 2,448 |  | 2,460 |  | 2,641 |  | 2,574 |  | 2,785 | 8\% | 14\% |  | 7,052 |  | 8,000 | 13\% |
|  | 9,963 |  | 9,885 |  | 10,014 |  | 9,771 |  | 10,180 | 4\% | 2\% |  | 29,310 |  | 29,965 | 2\% |
|  | 5,382 |  | 5,578 |  | 5,210 |  | 5,313 |  | 5,389 | 1\% | - |  | 15,830 |  | 15,912 | 1\% |
|  | 2,545 |  | 2,423 |  | 2,278 |  | 2,124 |  | 2,030 | (4\%) | (20\%) |  | 8,417 |  | 6,432 | (24\%) |
|  | (964) |  | (713) |  | (734) |  | (728) |  | (522) | 28\% | 46\% |  | $(3,716)$ |  | $(1,984)$ | 47\% |
|  | - |  | - |  | (1) |  | - |  | 1 | - | - |  | 3 |  | - | (100\%) |
|  | 56 |  | 45 |  | 58 |  | 50 |  | 65 | 30\% | 16\% |  | 147 |  | 173 | 18\% |
|  | 1,637 |  | 1,755 |  | 1,601 |  | 1,446 |  | 1,574 | 9\% | (4\%) |  | 4,851 |  | 4,621 | (5\%) |
|  | 2,944 |  | 2,552 |  | 3,203 |  | 3,012 |  | 3,217 | 7\% | 9\% |  | 8,629 |  | 9,432 | 9\% |
|  | 931 |  | 832 |  | 1,015 |  | 1,022 |  | 1,053 | 3\% | 13\% |  | 2,677 |  | 3,090 | 15\% |
|  | 2,013 |  | 1,720 |  | 2,188 |  | 1,990 |  | 2,164 | 9\% | 8\% |  | 5,952 |  | 6,342 | 7\% |
|  | 1 |  | (2) |  | 1 |  | (1) |  | 3 | NM | NM |  |  |  | 3 | 50\% |
| \$ | 2,012 | \$ | 1,722 | \$ | 2,187 | \$ | 1,991 | \$ | 2,161 | 9\% | 7\% | \$ | 5,950 | \$ | 6,339 | 7\% |
| \$ | 380 | \$ | 380 | \$ | 384 | \$ | 381 | \$ | 388 | 2\% | 2\% | \$ | 375 | \$ | 384 | 2\% |
|  | 2.10\% |  | 1.80\% |  | 2.29\% |  | 2.10\% |  | 2.22\% |  |  |  | 2.12\% |  | 2.21\% |  |
|  | 3.64\% |  | 3.44\% |  | 3.19\% |  | 3.02\% |  | 2.83\% |  |  |  |  |  |  |  |
| \$ | 4,173 | \$ | 4,148 | \$ | 4,518 | \$ | 4,394 | \$ | 4,597 | 5\% | 10\% | \$ | 12,250 | \$ | 13,509 | 10\% |
|  | 5,790 |  | 5,737 |  | 5,496 |  | 5,377 |  | 5,583 | 4\% | (4\%) |  | 17,060 |  | 16,456 | (4\%) |
| \$ | 9,963 | \$ | 9,885 | \$ | 10,014 | \$ | 9,771 | \$ | 10,180 | 4\% | 2\% | \$ | 29,310 | \$ | 29,965 | 2\% |
| \$ | 298 | \$ | 309 | \$ | 282 | \$ | 276 | \$ | 325 | 18\% | 9\% | \$ | 881 | \$ | 883 | - |
|  | 2,247 |  | 2,114 |  | 1,996 |  | 1,848 |  | 1,705 | (8\%) | (24\%) |  | 7,536 |  | 5,549 | (26\%) |
| \$ | 2,545 | \$ | 2,423 | \$ | 2,278 | \$ | 2,124 | \$ | 2,030 | (4\%) | (20\%) | \$ | 8,417 | \$ | 6,432 | (24\%) |
| \$ | 628 | \$ | 585 | \$ | 812 | \$ | 788 | \$ | 789 |  | 26\% | \$ | 1,938 | \$ | 2,389 | 23\% |
|  | 1,385 |  | 1,135 |  | 1,376 |  | 1,202 |  | 1,375 | 14\% | (1\%) |  | 4,014 |  | 3,953 | (2\%) |
| \$ | 2,013 | \$ | 1,720 | \$ | 2,188 | \$ | 1,990 | \$ | 2,164 | 9\% | 8\% | \$ | 5,952 | \$ | 6,342 | 7\% |
| \$ | 9,963 | \$ | 9,885 | \$ | 10,014 | \$ | 9,771 | \$ | 10,180 | 4\% | 2\% | \$ | 29,310 | \$ | 29,965 | 2\% |
|  | (217) |  | (10) |  | (129) |  | 52 |  | - |  |  |  | (735) |  | - |  |
| \$ | 9,746 | \$ | 9,875 | \$ | 9,885 | \$ | 9,823 | \$ | 10,180 | 4\% | 4\% | \$ | 28,507 | \$ | 29,965 | 5\% |
| \$ | 5,382 | \$ | 5,578 | \$ | 5,210 | \$ | 5,313 | \$ | 5,389 | 1\% | - | \$ | 15,830 | \$ | 15,912 | 1\% |
|  | (145) |  | (24) |  | (79) |  | 24 |  | - |  |  |  | (478) |  | - |  |
| \$ | 5,237 | \$ | 5,554 | \$ | 5,131 | \$ | 5,337 | \$ | 5,389 | 1\% | 3\% | \$ | 15,298 | \$ | 15,912 | 4\% |
|  | 1,637 | \$ | 1,755 | \$ | 1,601 | \$ | 1,446 | \$ | 1,574 | 9\% | (4\%) | \$ | 4,851 | \$ | 4,621 | (5\%) |
|  | (51) |  | (17) |  | (40) |  | 9 |  | - |  |  |  | (141) |  | - |  |
| \$ | 1,586 | \$ | 1,738 | \$ | 1,561 | \$ | 1,455 | \$ | 1,574 | 8\% | (1\%) | \$ | 4,692 | \$ | 4,621 | (2\%) |

(1) Includes both Citi-Branded Cards and Citi Retail Services.
(2) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented.
(2) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at
(3) Constant $\$$ excludes the impact of FX translation for all periods presented.

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

|  | $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 4,192 |  |  |  | 4,204 |  | 4,150 |  | 4,080 |  | 4,069 | - | (3\%) |
| Accounts (in millions) |  | 62.4 |  | 62.3 |  | 64.1 |  | 65.2 |  | 65.3 | - | 5\% |
| Average Deposits | \$ | 315.4 | \$ | 313.2 | \$ | 318.6 | \$ | 317.5 | \$ | 324.1 | 2\% | 3\% |
| Investment Sales | \$ | 19.7 | \$ | 16.4 | \$ | 21.6 | \$ | 19.4 | \$ | 23.5 | 21\% | 19\% |
| Investment AUMs | \$ | 128.6 | \$ | 131.2 | \$ | 143.1 | \$ | 139.6 | \$ | 149.9 | 7\% | 17\% |
| Average Loans | \$ | 129.2 | \$ | 131.4 | \$ | 139.3 | \$ | 138.5 | \$ | 141.1 | 2\% | 9\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 67.1 | \$ | 70.8 | \$ | 73.8 | \$ | 72.4 | \$ | 74.9 | 3\% | 12\% |
| Commercial Markets |  | 36.3 |  | 36.4 |  | 38.1 |  | 38.3 |  | 38.7 | 1\% | 7\% |
| Personal and Other |  | 24.5 |  | 26.8 |  | 28.1 |  | 28.3 |  | 29.6 | 5\% | 21\% |
| EOP Loans | \$ | 127.9 | \$ | 134.0 | \$ | 140.0 | \$ | 139.0 | \$ | 143.2 | 3\% | 12\% |
| Net Interest Revenue (in millions) (1) | \$ | 2,724 | \$ | 2,707 | \$ | 2,746 | \$ | 2,682 | \$ | 2,710 | 1\% | (1\%) |
| As a \% of Average Loans |  | 8.36\% |  | 8.17\% |  | 7.93\% |  | 7.79\% |  | 7.64\% |  |  |
| Net Credit Losses (in millions) | \$ | 298 | \$ | 309 | \$ | 282 | \$ | 276 | \$ | 325 | 18\% | 9\% |
| As a \% of Average Loans |  | 0.92\% |  | 0.93\% |  | 0.81\% |  | 0.80\% |  | 0.92\% |  |  |
| Loans 90+ Days Past Due (in millions) (2) | \$ | 794 | \$ | 769 | \$ | 843 | \$ | 869 | \$ | 882 | 1\% | 11\% |
| As a \% of EOP Loans |  | 0.63\% |  | 0.58\% |  | 0.61\% |  | 0.63\% |  | 0.62\% |  |  |
| Loans 30-89 Days Past Due (in millions) (2) | \$ | 977 | \$ | 1,040 | \$ | 1,032 | \$ | 1,049 | \$ | 1,154 | 10\% | 18\% |
| As a \% of EOP Loans |  | 0.77\% |  | 0.78\% |  | 0.74\% |  | 0.76\% |  | 0.81\% |  |  |
| Cards Key Indicators (in millions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts |  | 137.1 |  | 137.6 |  | 135.0 |  | 134.1 |  | 133.8 | - | (2\%) |
| Purchase Sales | \$ | 89.8 | \$ | 95.2 | \$ | 85.4 | \$ | 90.5 | \$ | 90.0 | (1\%) | - |
| Average Loans (in billions) (3) | \$ | 148.5 | \$ | 148.4 | \$ | 148.3 | \$ | 144.1 | \$ | 144.5 | - | (3\%) |
| EOP Loans (in billions) (3) | \$ | 147.5 | \$ | 153.4 | \$ | 146.2 | \$ | 145.4 | \$ | 145.9 | - | (1\%) |
| Average Yield (4) |  | 14.18\% |  | 14.00\% |  | 14.04\% |  | 13.86\% |  | 13.87\% |  |  |
| Net Interest Revenue (5) | \$ | 4,791 | \$ | 4,718 | \$ | 4,627 | \$ | 4,515 | \$ | 4,685 | 4\% | (2\%) |
| As a \% of Average Loans (5) |  | 12.80\% |  | 12.61\% |  | 12.55\% |  | 12.60\% |  | 12.90\% |  |  |
| Net Credit Losses | \$ | 2,247 | \$ | 2,114 | \$ | 1,996 | \$ | 1,848 | \$ | 1,705 | (8\%) | (24\%) |
| As a \% of Average Loans |  | 6.00\% |  | 5.65\% |  | 5.41\% |  | 5.16\% |  | 4.69\% |  |  |
| Net Credit Margin (6) | \$ | 3,525 | \$ | 3,610 | \$ | 3,487 | \$ | 3,510 | \$ | 3,859 | 10\% | 9\% |
| As a \% of Average Loans (6) |  | 9.42\% |  | 9.65\% |  | 9.46\% |  | 9.80\% |  | 10.62\% |  |  |
| Loans 90+ Days Past Due | \$ | 2,622 | \$ | 2,637 | \$ | 2,499 | \$ | 2,221 | \$ | 2,142 | (4\%) | (18\%) |
| As a \% of EOP Loans |  | 1.78\% |  | 1.72\% |  | 1.71\% |  | 1.53\% |  | 1.47\% |  |  |
| Loans 30-89 Days Past Due | \$ | 3,072 | \$ | 3,032 | \$ | 2,694 | \$ | 2,400 | \$ | 2,385 | (1\%) | (22\%) |
| As a \% of EOP Loans |  | 2.08\% |  | 1.98\% |  | 1.84\% |  | 1.65\% |  | 1.63\% |  |  |

(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 Regional 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

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

CITICORP
GLOBAL CONSUMER BANKING NORTH AMERICA
Page 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 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
Net Income Attributable to Noncontrolling Interests
Net Income
Average Assets (in billions of dollars) Return on Assets

Net Credit Losses as a \% of Average Loans
Revenue by Business
Retail Banking
Citi-Branded Cards
Citi Retail Services
Total
Net Credit Losses by Business
Retail Banking
Citi-Branded Cards
Citi Retail Services
Total
Income from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Citi Retail Services
Total

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

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 4,268 |  |  | \$ | 4,249 | \$ | 4,125 | \$ | 4,035 | \$ | 4,183 | 4\% | (2\%) | \$ | 12,666 | \$ | 12,343 | (3\%) |
|  | 832 |  | 918 |  | 1,073 |  | 1,100 |  | 1,219 | 11\% | 47\% |  | 2,326 |  | 3,392 | 46\% |
|  | 5,100 |  | 5,167 |  | 5,198 |  | 5,135 |  | 5,402 | 5\% | 6\% |  | 14,992 |  | 15,735 | 5\% |
|  | 2,409 |  | 2,672 |  | 2,341 |  | 2,451 |  | 2,465 | 1\% | 2\% |  | 7,018 |  | 7,257 | 3\% |
|  | 1,854 |  | 1,739 |  | 1,629 |  | 1,511 |  | 1,351 | (11\%) | (27\%) |  | 6,362 |  | 4,491 | (29\%) |
|  | (955) |  | (785) |  | (841) |  | (814) |  | (519) | 36\% | 46\% |  | $(3,396)$ |  | $(2,174)$ | 36\% |
|  | (1) |  | 1 |  | - |  | - |  | 1 | - | NM |  | (2) |  | 1 | NM |
|  | 18 |  | 13 |  | 14 |  | 19 |  | 19 | - | 6\% |  | 49 |  | 52 | 6\% |
|  | 916 |  | 968 |  | 802 |  | 716 |  | 852 | 19\% | (7\%) |  | 3,013 |  | 2,370 | (21\%) |
|  | 1,775 |  | 1,527 |  | 2,055 |  | 1,968 |  | 2,085 | 6\% | 17\% |  | 4,961 |  | 6,108 | 23\% |
|  | 672 |  | 583 |  | 738 |  | 772 |  | 785 | 2\% | 17\% |  | 1,810 |  | 2,295 | 27\% |
|  | 1,103 |  | 944 |  | 1,317 |  | 1,196 |  | 1,300 | 9\% | 18\% |  | 3,151 |  | 3,813 | 21\% |
|  | - |  | - |  | - |  | - |  | 1 | - | - |  | - |  | 1 | - |
| \$ | 1,103 | \$ | 944 | \$ | 1,317 | \$ | 1,196 | \$ | 1,299 | 9\% | 18\% | \$ | 3,151 | \$ | 3,812 | 21\% |
| \$ | $\begin{gathered} 167 \\ 2.62 \% \end{gathered}$ | \$ | $\begin{array}{r} 170 \\ 2.20 \% \end{array}$ | \$ | $\begin{gathered} 169 \\ 3.13 \% \end{gathered}$ | \$ | $\begin{array}{r} 171 \\ 2.81 \% \end{array}$ | \$ | $\begin{array}{r} 173 \\ 2.99 \% \end{array}$ | 1\% | 4\% | \$ | $\begin{gathered} 163 \\ 2.58 \% \end{gathered}$ | \$ | $\begin{gathered} 171 \\ 2.98 \% \end{gathered}$ | 5\% |
|  | 4.99\% |  | 4.60\% |  | 4.32\% |  | 4.07\% |  | 3.60\% |  |  |  |  |  |  |  |
| \$ | $\begin{aligned} & 1,282 \\ & 2,192 \end{aligned}$ | \$ | $\begin{aligned} & 1,392 \\ & 2,161 \end{aligned}$ | \$ | $\begin{aligned} & 1,628 \\ & 2,068 \end{aligned}$ | \$ | $\begin{aligned} & 1,647 \\ & 2,010 \end{aligned}$ | \$ | $\begin{aligned} & 1,736 \\ & 2,111 \end{aligned}$ | $\begin{aligned} & 5 \% \\ & 5 \% \end{aligned}$ | $\begin{aligned} & 35 \% \\ & (4 \%) \end{aligned}$ | \$ | $\begin{aligned} & 3,721 \\ & 6,569 \end{aligned}$ | \$ | $\begin{aligned} & 5,011 \\ & 6,189 \end{aligned}$ | $\begin{aligned} & 35 \% \\ & (6 \%) \end{aligned}$ |
|  | 1,626 |  | 1,614 |  | 1,502 |  | 1,478 |  | 1,555 | 5\% | (4\%) |  | 4,702 |  | 4,535 | (4\%) |
| \$ | 5,100 | \$ | 5,167 | \$ | 5,198 | \$ | 5,135 | \$ | 5,402 | 5\% | 6\% | \$ | 14,992 | \$ | 15,735 | 5\% |
| \$ |  | \$ | 70 | \$ | 62 | \$ | 62 | \$ | 72 | 16\% | 11\% | \$ | 232 | \$ | 196 | (16\%) |
|  | 1,099 |  | 986 |  | 902 |  | 840 |  | 745 | (11\%) | (32\%) |  | 3,682 |  | 2,487 | (32\%) |
|  | 690 |  | 683 |  | 665 |  | 609 |  | 534 | (12\%) | (23\%) |  | 2,448 |  | 1,808 | (26\%) |
| \$ | 1,854 | \$ | 1,739 | \$ | 1,629 | \$ | 1,511 | \$ | 1,351 | (11\%) | (27\%) | \$ | 6,362 | \$ | 4,491 | (29\%) |
| \$ | 118 | \$ | 164 | \$ | 331 | \$ | 335 | \$ | 340 | 1\% | NM | \$ | 299 | \$ | 1,006 | NM |
|  | 577 |  | 501 |  | 607 |  | 428 |  | 571 | 33\% | (1\%) |  | 1,650 |  | 1,606 | (3\%) |
|  | 408 |  | 279 |  | 379 |  | 433 |  | 389 | (10\%) | (5\%) |  | 1,202 |  | 1,201 | - |
| \$ | 1,103 | \$ | 944 | \$ | 1,317 | \$ | 1,196 | \$ | 1,300 | 9\% | 18\% | \$ | 3,151 | \$ | 3,813 | 21\% |

## CITICORP

global Consumer banking
NORTH AMERICA
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|  | $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 1,005 |  |  |  | 1,016 |  | 1,020 |  | 1,015 |  | 1,017 | - | 1\% |
| Accounts (in millions) |  | 12.9 |  | 12.7 |  | 12.5 |  | 12.5 |  | 12.5 | - | (3\%) |
| Investment Sales | \$ | 2.6 | \$ | 2.2 | \$ | 2.4 | \$ | 2.4 | \$ | 2.8 | 17\% | 8\% |
| Investment AUMs | \$ | 28.3 | \$ | 29.4 | \$ | 31.1 | \$ | 28.9 | \$ | 29.9 | 3\% | 6\% |
| Average Deposits | \$ | 145.4 | \$ | 147.0 | \$ | 149.2 | \$ | 151.4 | \$ | 154.3 | 2\% | 6\% |
| Average Loans | \$ | 35.2 | \$ | 37.3 | \$ | 40.5 | \$ | 41.1 | \$ | 41.3 | - | 17\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 29.0 | \$ | 31.4 | \$ | 32.6 | \$ | 32.6 | \$ | 33.0 | 1\% | 14\% |
| Commercial Markets |  | 6.3 |  | 6.4 |  | 6.9 |  | 7.2 |  | 7.4 | 3\% | 17\% |
| Personal and Other |  | 1.2 |  | 1.1 |  | 1.1 |  | 1.1 |  | 1.1 | - | - |
| Total EOP Loans | \$ | 36.5 | \$ | 38.9 | \$ | 40.6 | \$ | 40.9 | \$ | 41.5 | 1\% | 14\% |
| Mortgage Originations | \$ | 17.0 | \$ | 21.1 | \$ | 14.3 | \$ | 12.9 | \$ | 14.5 | 12\% | (15\%) |
| Third Party Mortgage Servicing Portfolio (EOP) | \$ | 196.6 | \$ | 197.9 | \$ | 196.7 | \$ | 190.8 | \$ | 184.9 | (3\%) | (6\%) |
| Net Servicing \& Gain/(Loss) on Sale (in millions) | \$ | 186.5 | \$ | 295.0 | \$ | 532.6 | \$ | 637.0 | \$ | 684.2 | 7\% | NM |
| Net Interest Revenue on Loans (in millions) | \$ | 179 | \$ | 181 | \$ | 193 | \$ | 200 | \$ | 221 | 11\% | 23\% |
| As a \% of Avg. Loans |  | 2.02\% |  | 1.93\% |  | 1.92\% |  | 1.96\% |  | 2.13\% |  |  |
| Net Credit Losses (in millions) | \$ | 65 | \$ | 70 | \$ | 62 | \$ | 62 | \$ | 72 | 16\% | 11\% |
| As a \% of Avg. Loans |  | 0.73\% |  | 0.74\% |  | 0.62\% |  | 0.61\% |  | 0.69\% |  |  |
| Loans 90+ Days Past Due (in millions) (1) | \$ | 232 | \$ | 235 | \$ | 260 | \$ | 294 | \$ | 291 | (1\%) | 25\% |
| As a \% of EOP Loans |  | 0.66\% |  | 0.63\% |  | 0.66\% |  | 0.74\% |  | 0.72\% |  |  |
| Loans 30-89 Days Past Due (in millions) (1) | \$ | 218 | \$ | 213 | \$ | 183 | \$ | 215 | \$ | 230 | 7\% | 6\% |
| As a \% of EOP Loans |  | 0.62\% |  | 0.57\% |  | 0.47\% |  | 0.54\% |  | 0.57\% |  |  |

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$\qquad$
Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)
Branches (actual)
Accounts (in milions)
$\begin{array}{llrrrrrrrr} \\ \$ & & 12.7 & & 12.5 & & 12.5 & 12.5 & - & \text { (3\%) }\end{array}$
nvestment Sales
$\begin{array}{llllllllll}\$ & 145.4 & \$ & 147.0 & \$ & 149.2 & \$ & 151.4 & \$ & 154.3\end{array}$
(1) 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 since the potential loss predominantly resides with the U.S. agencies
The amounts excluded for Loans 90+Days Past Due and (EOP Loans) were $\$ 512$ million and ( $\$ 1.3$ billion), $\$ 611$ million and ( $\$ 1.3$ billion), $\$ 718$ million and ( $\$ 1.3$ billion), $\$ 748$ million and ( $\$ 1.2$ billion) and $\$ 738$ million and ( $\$ 1.2$ billion) as of September
30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012, respectively.
The amounts excluded for Loans 30-89 Days Past Due and (EOP Loans) were $\$ 102$ million and ( $\$ 1.3$ billion), $\$ 121$ million and ( $\$ 1.3$ billion) $\$ 121$ million and ( $\$ 1.3$ billion), $\$ 124$ million and ( $\$ 1.2$ billion) and $\$ 122$ million and ( $\$ 1.2$ billion) as of September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012, respectively.

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

## CITICORP <br> gLobal Consumer banking <br> NORTH AMERICA <br> Page 3

|  | $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{array}{r} 4 \mathrm{Q} \\ 2011 \\ \hline \end{array}$ |  | $\begin{gathered} 1 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{array}{r} 2 Q \\ 2012 \\ \hline \end{array}$ |  | $\begin{gathered} 3 Q \\ 2012 \\ \hline \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Citi-Branded Cards Key Indicators (in millions of dollars, except as otherwise noted) (1) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts |  | 22.2 |  |  |  | 22.6 |  | 22.7 |  | 22.9 |  | 23.1 | 1\% | 4\% |
| Purchase Sales (in billions) | \$ | 40.5 | \$ | 42.1 | \$ | 38.2 | \$ | 40.8 | \$ | 40.3 | (1\%) | - |
| Average Loans (in billions) (1) | \$ | 74.0 | \$ | 74.4 | \$ | 73.5 | \$ | 71.7 | \$ | 71.5 | - | (3\%) |
| EOP Loans (in billions) (1) | \$ | 75.1 | \$ | 77.2 | \$ | 72.7 | \$ | 72.7 | \$ | 72.2 | (1\%) | (4\%) |
| Average Yield (2) |  | 10.35\% |  | 10.13\% |  | 10.19\% |  | 9.96\% |  | 9.94\% |  |  |
| Net Interest Revenue (3) | \$ | 1,760 | \$ | 1,731 | \$ | 1,692 | \$ | 1,631 | \$ | 1,688 | 3\% | (4\%) |
| As a \% of Avg. Loans (3) |  | 9.44\% |  | 9.23\% |  | 9.26\% |  | 9.15\% |  | 9.39\% |  |  |
| Net Credit Losses | \$ | 1,099 | \$ | 986 | \$ | 902 | \$ | 840 | \$ | 745 | (11\%) | (32\%) |
| As a \% of Average Loans |  | 5.89\% |  | 5.26\% |  | 4.94\% |  | 4.71\% |  | 4.15\% |  |  |
| Net Credit Margin (4) | \$ | 1,086 | \$ | 1,170 | \$ | 1,163 | \$ | 1,164 | \$ | 1,358 | 17\% | 25\% |
| As a \% of Avg. Loans (4) |  | 5.82\% |  | 6.24\% |  | 6.36\% |  | 6.53\% |  | 7.56\% |  |  |
| Loans 90+ Days Past Due | \$ | 1,063 | \$ | 1,016 | \$ | 982 | \$ | 830 | \$ | 760 | (8\%) | (29\%) |
| As a \% of EOP Loans |  | 1.42\% |  | 1.32\% |  | 1.35\% |  | 1.14\% |  | 1.05\% |  |  |
| Loans 30-89 Days Past Due | \$ | 1,106 | \$ | 1,078 | \$ | 887 | \$ | 744 | \$ | 744 | - | (33\%) |
| As a \% of EOP Loans |  | 1.47\% |  | 1.40\% |  | 1.22\% |  | 1.02\% |  | 1.03\% |  |  |
| Citi Retail Services Key Indicators (in millions of dollars, except as otherwise noted) (1) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts |  | 83.6 |  | 83.6 |  | 80.9 |  | 79.9 |  | 79.3 | (1\%) | (5\%) |
| Purchase Sales (in billions) | \$ | 17.7 | \$ | 20.5 | \$ | 15.5 | \$ | 18.1 | \$ | 17.5 | (3\%) | (1\%) |
| Average Loans (in billions) (1) | \$ | 38.1 | \$ | 38.3 | \$ | 37.6 | \$ | 36.5 | \$ | 36.5 | - | (4\%) |
| EOP Loans (in billions) (1) | \$ | 37.9 | \$ | 39.9 | \$ | 36.7 | \$ | 36.6 | \$ | 36.6 | - | (3\%) |
| Average Yield (2) |  | 18.38\% |  | 18.02\% |  | 18.19\% |  | 18.14\% |  | 18.26\% |  |  |
| Net Interest Revenue (3) | \$ | 1,650 | \$ | 1,638 | \$ | 1,577 | \$ | 1,557 | \$ | 1,647 | 6\% | - |
| As a \% of Avg. Loans (3) |  | 17.18\% |  | 16.97\% |  | 16.87\% |  | 17.16\% |  | 17.95\% |  |  |
| Net Credit Losses | \$ | 690 | \$ | 683 | \$ | 665 | \$ | 609 | \$ | 534 | (12\%) | (23\%) |
| As a \% of Average Loans |  | 7.19\% |  | 7.08\% |  | 7.11\% |  | 6.71\% |  | 5.82\% |  |  |
| Net Credit Margin (4) | \$ | 925 | \$ | 923 | \$ | 827 | \$ | 856 | \$ | 1,010 | 18\% | 9\% |
| As a \% of Avg. Loans (4) |  | 9.63\% |  | 9.56\% |  | 8.85\% |  | 9.43\% |  | 11.01\% |  |  |
| Loans 90+ Days Past Due | \$ | 902 | \$ | 951 | \$ | 845 | \$ | 721 | \$ | 716 | (1\%) | (21\%) |
| As a \% of EOP Loans |  | 2.38\% |  | 2.38\% |  | 2.30\% |  | 1.97\% |  | 1.96\% |  |  |
| Loans 30-89 Days Past Due | \$ | 1,205 | \$ | 1,175 | \$ | 995 | \$ | 852 | \$ | 823 | (3\%) | (32\%) |
| As a \% of EOP Loans |  | 3.18\% |  | 2.94\% |  | 2.71\% |  | 2.33\% |  | 2.25\% |  |  |

(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.

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

## CITICORP

gLobal consumer banking
EMEA - 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 (LLR \& PBC)
Income (loss) from Continuing Operations before Taxe
Income Taxes (benefits)
Income (loss) from Continuing Operations
Net Income (loss) Attributable to Noncontrolling Interests
Net Income (loss)
Average Assets (in billions of dollars)
Return on Assets
Net Credit Losses as a \% of Average Loans
Revenue by Business
Retail Banking
Citi-Branded Cal
i-Branded
Net Credit Losses by Busines
Retail Banking
ti-Branded Ca
Total
Income (loss) from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Total

## Constant \$:

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

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{QQ} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ \\ \hline 2012 \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 233 | \$ | 224 | \$ | 262 | \$ | 256 | \$ | 257 |
|  | 146 |  | 124 |  | 116 |  | 110 |  | 124 |
|  | 379 |  | 348 |  | 378 |  | 366 |  | 381 |
|  | 344 |  | 326 |  | 359 |  | 338 |  | 335 |
|  | 49 |  | 28 |  | 29 |  | 14 |  | 29 |
|  | (32) |  | 3 |  | (5) |  | (13) |  | 2 |
|  | 1 |  | (1) |  | (1) |  | - |  | - |
|  | - |  | - |  | - |  | - |  | - |
|  | 18 |  | 30 |  | 23 |  | 1 |  | 31 |
|  | 17 |  | (8) |  | (4) |  | 27 |  | 15 |
|  | 8 |  | (4) |  | 3 |  | 10 |  | 5 |
|  | 9 |  | (4) |  | (7) |  | 17 |  | 10 |
|  | 1 |  | (3) |  | 1 |  | 1 |  | 2 |
| \$ | 8 | \$ | (1) | \$ | (8) | \$ | 16 | \$ | 8 |
| \$ | $\begin{gathered} 10 \\ 0.32 \% \end{gathered}$ | \$ | $\begin{gathered} 10 \\ (0.04 \%) \end{gathered}$ | \$ | $\begin{array}{r} 9 \\ (0.36 \%) \end{array}$ | \$ | $\begin{gathered} 9 \\ 0.72 \% \end{gathered}$ | \$ | $\begin{array}{r} 9 \\ 0.35 \% \end{array}$ |

$\begin{array}{lllll}2.70 \% & 1.59 \% & 1.62 \% & 0.75 \% & 1.54 \%\end{array}$

| \$ | $\begin{aligned} & 215 \\ & 164 \\ & \hline \end{aligned}$ | \$ | $\begin{aligned} & 199 \\ & 149 \end{aligned}$ | \$ | $\begin{aligned} & 222 \\ & 156 \\ & \hline \end{aligned}$ | \$ | $\begin{aligned} & 214 \\ & 152 \end{aligned}$ | \$ | $\begin{aligned} & 223 \\ & 158 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 379 | \$ | 348 | \$ | 378 | \$ | 366 | \$ | 381 |
| \$ | $\begin{aligned} & 29 \\ & 20 \\ & \hline \end{aligned}$ | \$ | $\begin{aligned} & 12 \\ & 16 \end{aligned}$ | \$ | $\begin{aligned} & 12 \\ & 17 \end{aligned}$ | \$ | $\begin{aligned} & 7 \\ & 7 \end{aligned}$ | \$ | 12 17 |
|  | 49 | \$ | 28 | \$ | 29 | \$ | 14 | \$ | 29 |



| 3Q12 Increase <br> (Decrease) from |
| :---: |
| $2 \mathrm{3Q11}$ |


| Nine <br> Months <br> 2011 |  | Nine Months 2012 |  |
| :---: | :---: | :---: | :---: |
| \$ | 723 | \$ | 775 |
|  | 487 |  | 350 |
|  | 1,210 |  | 1,125 |

YTD 2012 YTD 2011 Increase

(7\%)
1\%
(50\%)
87\%
NM
-
(44\%)
(50\%)
(41\%)
(41\%)
$100 \%$
(50\%)
(100\%)

| 5 | $(1)$ |  |
| ---: | :--- | :---: |
|  | - | - |
|  |  | 55 |
|  |  | 38 |


(77\%)
(73\%)
(80\%)
$33 \%$
33\%
(83\%)
(10\%)
$4 \% \quad 4 \%$
4\%

| $\$$ | 691 |
| :--- | ---: |
|  | 519 |
| $\$$ | 1,210 |


| \$ |  |
| :---: | :---: |

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented.
(2) Constant $\$$ excludes the impact of $F X$ translation for all periods presented.

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

CITICORP
GLOBAL CONSUMER BANKING
EMEA - PAGE 2

|  | $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 10 \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ \\ \hline 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ \\ \hline \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 299 |  |  |  | 296 |  | 286 |  | 240 |  | 234 | (3\%) | (22\%) |
| Accounts (in millions) |  | 4.0 |  | 4.0 |  | 4.0 |  | 4.0 |  | 3.9 | (3\%) | (3\%) |
| Average Deposits | \$ | 12.4 | \$ | 12.0 | \$ | 12.5 | \$ | 12.4 | \$ | 12.7 | 2\% | 2\% |
| Investment Sales | \$ | 1.0 | \$ | 0.8 | \$ | 1.0 | \$ | 0.8 | \$ | 1.1 | 38\% | 10\% |
| Investment AUMs | \$ | 4.8 | \$ | 4.7 | \$ | 5.3 | \$ | 5.0 | \$ | 5.4 | 8\% | 13\% |
| Average Loans | \$ | 4.4 | \$ | 4.3 | \$ | 4.4 | \$ | 4.7 | \$ | 4.7 | - | 7\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 0.2 | \$ | 0.2 | \$ | 0.2 | \$ | 0.2 | \$ | 0.3 | 50\% | 50\% |
| Commercial Markets |  | 1.8 |  | 1.7 |  | 1.8 |  | 1.9 |  | 2.1 | 11\% | 17\% |
| Personal and Other |  | 2.3 |  | 2.3 |  | 2.5 |  | 2.5 |  | 2.5 | - | 9\% |
| Total EOP Loans | \$ | 4.3 | \$ | 4.2 | \$ | 4.5 | \$ | 4.6 | \$ | 4.9 | 7\% | 14\% |
| Net Interest Revenue (in millions) (1) | \$ | 118 | \$ | 117 | \$ | 145 | \$ | 143 | \$ | 143 | - | 21\% |
| As a \% of Average Loans (1) |  | 10.64\% |  | 10.79\% |  | 13.25\% |  | 12.24\% |  | 12.10\% |  |  |
| Net Credit Losses (in millions) | \$ | 29 | \$ | 12 | \$ | 12 | \$ | 7 | \$ | 12 | 71\% | (59\%) |
| As a \% of Average Loans |  | 2.61\% |  | 1.11\% |  | 1.10\% |  | 0.60\% |  | 1.02\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 65 | \$ | 59 | \$ | 62 | \$ | 49 | \$ | 50 | 2\% | (23\%) |
| As a \% of EOP Loans |  | 1.51\% |  | 1.40\% |  | 1.38\% |  | 1.07\% |  | 1.02\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 107 | \$ | 94 | \$ | 92 | \$ | 78 | \$ | 79 | 1\% | (26\%) |
| As a \% of EOP Loans |  | 2.49\% |  | 2.24\% |  | 2.04\% |  | 1.70\% |  | 1.61\% |  |  |
| Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts (in millions) |  | 2.6 |  | 2.6 |  | 2.6 |  | 2.6 |  | 2.5 | (4\%) | (4\%) |
| Purchase Sales | \$ | 2.6 | \$ | 2.7 | \$ | 2.7 | \$ | 2.8 | \$ | 2.8 | - | 8\% |
| Average Loans (2) | \$ | 2.8 | \$ | 2.7 | \$ | 2.8 | \$ | 2.8 | \$ | 2.8 | - | - |
| EOP Loans (2) | \$ | 2.7 | \$ | 2.7 | \$ | 2.9 | \$ | 2.8 | \$ | 2.9 | 4\% | 7\% |
| Average Yield (3) |  | 20.14\% |  | 19.81\% |  | 19.71\% |  | 19.17\% |  | 19.24\% |  |  |
| Net Interest Revenue (in millions) (4) | \$ | 115 | \$ | 107 | \$ | 117 | \$ | 113 | \$ | 114 | 1\% | (1\%) |
| As a \% of Avg. Loans (4) |  | 16.29\% |  | 15.72\% |  | 16.81\% |  | 16.23\% |  | 16.20\% |  |  |
| Net Credit Losses (in millions) | \$ | 20 | \$ | 16 | \$ | 17 | \$ | 7 | \$ | 17 | NM | (15\%) |
| As a \% of Average Loans |  | 2.83\% |  | 2.35\% |  | 2.44\% |  | 1.01\% |  | 2.42\% |  |  |
| Net Credit Margin (in millions) (5) | \$ | 144 | \$ | 133 | \$ | 139 | \$ | 145 | \$ | 141 | (3\%) | (2\%) |
| As a \% of Avg. Loans (5) |  | 20.40\% |  | 19.54\% |  | 19.97\% |  | 20.83\% |  | 20.03\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 47 | \$ | 44 | \$ | 43 | \$ | 43 | \$ | 45 | 5\% | (4\%) |
| As a \% of EOP Loans |  | 1.74\% |  | 1.63\% |  | 1.48\% |  | 1.54\% |  | 1.55\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 63 | \$ | 59 | \$ | 65 | \$ | 61 | \$ | 68 | 11\% | 8\% |
| As a \% of EOP Loans |  | 2.33\% |  | 2.19\% |  | 2.24\% |  | 2.18\% |  | 2.34\% |  |  |

(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.
(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
global Consumer banking
LATIN AMERICA - PAGE 1
(In millions of dollars, except as otherwise noted)

Net Interest Revenue
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)
Income from Continuing Operations before Taxes
income Taxes
Income from Continuing Operations
Net Income (loss) Attributable to Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Assets
Net Credit Losses as a \% of Average Loans
Revenue by Business
Retail Banking
Citi-Branded
Total
Net Credit Losses by Business
Retail Banking
Citi-Branded Cards
Total
ncome (loss) from Continuing Operations by Busines Retail Banking
Citi-Branded Cards
Total
Constant \$:
Total Revenue - as Reported
impact of FX Translation (1)
Total Revenues - Constant \$ (2)
Total Operating Expenses - as Reported
Impact of FX Translation (1)
Total Operating Expenses - Constant \$ (2)
Total Provisions for LLR \& PBC - as Reported
Impact of FX Translation (1)
Total Provisions for LLR \& PBC - Constant \$ (2)

| $\begin{array}{r} 3 Q \\ 2011 \\ \hline \end{array}$ | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\begin{array}{r} 1,654 \\ 763 \end{array}$ | \$ | $\begin{aligned} & 1,620 \\ & 730 \end{aligned}$ | \$ | $\begin{aligned} & 1,659 \\ & 782 \end{aligned}$ | \$ | $\begin{gathered} 1,624 \\ 698 \end{gathered}$ | \$ | $\begin{array}{r} 1,687 \\ 732 \end{array}$ |
| 2,417 |  | 2,350 |  | 2,441 |  | 2,322 |  | 2,419 |
| 1,487 |  | 1,408 |  | 1,364 |  | 1,363 |  | 1,387 |
| 406 |  | 446 |  | 430 |  | 400 |  | 433 |
| 63 |  | 38 |  | 113 |  | 120 |  | 29 |
| - |  | - |  | - |  | - |  | - |
| 38 |  | 32 |  | 44 |  | 31 |  | 46 |


$4.43 \% \quad 4.87 \% \quad 4.31 \% \quad 4.15 \% \quad 4.25 \%$

| \$ | $\begin{aligned} & 1,394 \\ & 1,023 \end{aligned}$ | \$ | $\begin{aligned} & 1,343 \\ & 1,007 \end{aligned}$ | \$ | $\begin{array}{r} 1,448 \\ 993 \end{array}$ | \$ | $\begin{aligned} & 1,378 \\ & 944 \end{aligned}$ | \$ | $\begin{aligned} & 1,452 \\ & 967 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 2.417 |  | 2.350 |  | 2.441 |  | 2,322 |  |  |



| \$ | $\begin{gathered} 2,417 \\ (151) \\ \hline \end{gathered}$ |  | $\begin{array}{r} 2,350 \\ (13) \end{array}$ | \$ | $\begin{gathered} 2,441 \\ (99) \end{gathered}$ | \$ | $\begin{array}{r} 2,322 \\ 30 \end{array}$ |  | $419$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 2,266 | \$ | 2,337 | \$ | 2,342 | \$ | 2,352 | \$ | 2,419 |
| \$ | 1,487 | \$ | 1,408 | \$ | 1,364 | \$ | 1,363 | \$ | 1,387 |
|  | (101) |  | (22) |  | (58) |  | 11 |  |  |
| \$ | 1,386 | \$ | 1,386 | \$ | 1,306 | \$ | 1,374 | \$ | 1,387 |
| \$ | 507 | \$ | 516 | \$ | 587 | \$ | 551 | \$ | 508 |
|  | (47) |  | (19) |  | (38) |  | 4 |  | - |

$\qquad$ (Decrease) from
Nine
Months
2011

Nine
Months
2012

YTD 2012 vs. YTD 2011 Increase/ (Decrease)
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented
(2) Constant $\$$ excludes the impact of FX translation for all periods presented

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

## CITICORP <br> REGIONAL CONSUMER BANKING

LATIN AMERICA - PAGE 2

| 3Q | 4Q | 1Q | 2Q | 3Q | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2011 | 2011 | 2012 | 2012 | 2012 | 2Q12 | 3Q11 |

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

| Branches (actual) | 2,215 |  | 2,221 |  | 2,201 |  | 2,198 |  | 2,200 |  | - | (1\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Accounts (in millions) |  | 28.8 |  | 29.2 |  | 31.1 |  | 31.9 |  | 32.1 | 1\% | 11\% |
| Average Deposits | \$ | 45.5 | \$ | 44.4 | \$ | 46.0 | \$ | 44.0 | \$ | 44.6 | 1\% | - |
| Investment Sales | \$ | 7.6 | \$ | 7.4 | \$ | 9.8 | \$ | 9.2 | \$ | 10.4 | 13\% | 37\% |
| Investment AUMs | \$ | 50.5 | \$ | 51.9 | \$ | 58.8 | \$ | 58.3 | \$ | 64.8 | 11\% | 28\% |
| Average Loans | \$ | 22.6 | \$ | 22.7 | \$ | 25.7 | \$ | 25.2 | \$ | 26.6 | 6\% | 18\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 4.3 | \$ | 4.4 | \$ | 5.1 | \$ | 4.9 | \$ | 5.3 | 8\% | 23\% |
| Commercial Markets |  | 10.7 |  | 10.9 |  | 11.7 |  | 11.6 |  | 12.3 | 6\% | 15\% |
| Personal and Other |  | 6.6 |  | 8.3 |  | 9.3 |  | 9.4 |  | 9.9 | 5\% | 50\% |
| Total EOP Loans | \$ | 21.6 | \$ | 23.6 | \$ | 26.1 | \$ | 25.9 | \$ | 27.5 | 6\% | 27\% |
| Net Interest Revenue (in millions) (1) | \$ | 906 | \$ | 890 | \$ | 938 | \$ | 917 | \$ | 958 | 4\% | 6\% |
| As a \% of Average Loans (1) |  | 15.90\% |  | 15.55\% |  | 14.68\% |  | 14.64\% |  | 14.33\% |  |  |
| Net Credit Losses (in millions) | \$ | 113 | \$ | 142 | \$ | 143 | \$ | 135 | \$ | 160 | 19\% | 42\% |
| As a \% of Average Loans |  | 1.98\% |  | 2.48\% |  | 2.24\% |  | 2.15\% |  | 2.39\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 273 | \$ | 253 | \$ | 276 | \$ | 285 | \$ | 322 | 13\% | 18\% |
| As a \% of EOP Loans |  | 1.26\% |  | 1.07\% |  | 1.06\% |  | 1.10\% |  | 1.17\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 267 | \$ | 289 | \$ | 323 | \$ | 316 | \$ | 412 | 30\% | 54\% |
| As a \% of EOP Loans |  | 1.24\% |  | 1.22\% |  | 1.24\% |  | 1.22\% |  | 1.50\% |  |  |


| EOP Open Accounts (in millions) |  | 12.9 |  | 12.9 |  | 13.1 |  | 13.0 |  | 13.0 | - | 1\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Purchase Sales (in billions) | \$ | 10.3 | \$ | 10.8 | \$ | 10.2 | \$ | 10.0 | \$ | 10.3 | 3\% | - |
| Average Loans (in billions) (2) | \$ | 13.8 | \$ | 13.6 | \$ | 14.4 | \$ | 13.6 | \$ | 13.9 | 2\% | 1\% |
| EOP Loans (in billions) (2) | \$ | 12.9 | \$ | 13.7 | \$ | 14.3 | \$ | 13.7 | \$ | 14.2 | 4\% | 10\% |
| Average Yield (3) |  | 22.92\% |  | 23.52\% |  | 22.74\% |  | 22.91\% |  | 22.75\% |  |  |
| Net Interest Revenue (in millions) (4) | \$ | 748 | \$ | 730 | \$ | 721 | \$ | 707 | \$ | 729 | 3\% | (3\%) |
| As a \% of Average Loans (4) |  | 21.50\% |  | 21.30\% |  | 20.14\% |  | 20.91\% |  | 20.86\% |  |  |
| Net Credit Losses (in millions) | \$ | 293 | \$ | 304 | \$ | 287 | \$ | 265 | \$ | 273 | 3\% | (7\%) |
| As a \% of Average Loans |  | 8.42\% |  | 8.87\% |  | 8.02\% |  | 7.84\% |  | 7.81\% |  |  |
| Net Credit Margin (in millions) (5) | \$ | 730 | \$ | 703 | \$ | 706 | \$ | 679 | \$ | 694 | 2\% | (5\%) |
| As a \% of Average Loans (5) |  | 20.99\% |  | 20.51\% |  | 19.72\% |  | 20.08\% |  | 19.86\% |  |  |
| Loans 90+ Days Past Due | \$ | 396 | \$ | 412 | \$ | 405 | \$ | 405 | \$ | 401 | (1\%) | 1\% |
| As a \% of EOP Loans |  | 3.07\% |  | 3.01\% |  | 2.83\% |  | 2.96\% |  | 2.82\% |  |  |
| Loans 30-89 Days Past Due | \$ | 398 | \$ | 399 | \$ | 426 | \$ | 428 | \$ | 416 | (3\%) | 5\% |
| As a \% of EOP Loans |  | 3.09\% |  | 2.91\% |  | 2.98\% |  | 3.12\% |  | 2.93\% |  |  |

(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

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

## CITICORP

## global consumer banking

ASIA - 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 (LLR \& PBC)
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Net Income (loss) Attributable to Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Assets
Net Credit Losses as a \% of Average Loans
Revenue by Busines
Retail Banking
Citi-Branded Card
Total
Net Credit Losses by Business
Retail Banking
Total
come from Continuing Operations by Business
Retail Banking
Retail Banking
Citi-Branded Cards
Total

## Constant \$:

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

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | $\begin{array}{r} 1,360 \\ 707 \end{array}$ | \$ | $\begin{array}{r} 1,332 \\ 688 \end{array}$ | \$ | $\begin{array}{r} 1,327 \\ 670 \end{array}$ | \$ | $\begin{array}{r} 1,282 \\ 666 \end{array}$ | \$ | $\begin{array}{r} 1,268 \\ 710 \end{array}$ |
|  | 2,067 |  | 2,020 |  | 1,997 |  | 1,948 |  | 1,978 |
|  | 1,142 |  | 1,172 |  | 1,146 |  | 1,161 |  | 1,202 |
|  | 236 |  | 210 |  | 190 |  | 199 |  | 217 |
|  | (40) |  | 31 |  | (1) |  | (21) |  | (34) |
|  | - |  | - |  | - |  | - |  | - |
|  | - |  | - |  | - |  | - |  | - |
|  | 196 |  | 241 |  | 189 |  | 178 |  | 183 |
|  | 729 |  | 607 |  | 662 |  | 609 |  | 593 |
|  | 167 |  | 197 |  | 159 |  | 161 |  | 144 |
|  | 562 |  | 410 |  | 503 |  | 448 |  | 449 |
|  |  |  |  |  |  |  |  |  |  |
| \$ | 562 | \$ | 410 | \$ | 503 | \$ | 448 | \$ | 449 |
| \$ | 123 | \$ | 122 | \$ | 125 | \$ | 123 | \$ | 127 |
|  | 1.81\% |  | 1.33\% |  | 1.62\% |  | 1.46\% |  | 1.41\% |
|  | 1.08\% |  | 0.96\% |  | 0.86\% |  | 0.92\% |  | 0.98\% |
| \$ | $\begin{array}{r} 1,282 \\ 785 \end{array}$ | \$ | $\begin{array}{r} 1,214 \\ 806 \end{array}$ | \$ | $\begin{array}{r} 1,220 \\ 777 \end{array}$ | \$ | $\begin{array}{r} 1,155 \\ 793 \end{array}$ | \$ | $\begin{array}{r} 1,186 \\ 792 \\ \hline \end{array}$ |
| \$ | 2,067 | \$ | 2,020 | \$ | 1,997 | \$ | 1,948 | \$ | 1,978 |


| \$ | $\begin{array}{r} 91 \\ 145 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 85 \\ 125 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 65 \\ 125 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 72 \\ 127 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 81 \\ 136 \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 236 | \$ | 210 | \$ | 190 | \$ | 199 | \$ | 217 |
| \$ | 362 | \$ | 237 | \$ | 300 | \$ | 237 | \$ | 247 |
| \$ | 56 | \$ | 410 | \$ | 503 | \$ | 448 | \$ | 449 |

$\begin{array}{r}\begin{array}{r}\text { 3Q12 Increase } \\ \text { (Decrease) from }\end{array} \\ \hline \text { 2Q12 }\end{array}$
Z 12
$\qquad$

YTD 2012 vs. YTD 2011 Increase YTD 2011 Increas
(Decrease) (4\%) (4\%)
$5 \%$ (1\%) (10\%) $40 \%$ (5\%)
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented.
(2) Constant $\$$ excludes the impact of $F X$ translation for all periods presented.

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

CITICORP
global Consumer banking
ASIA - PAGE 2

|  | $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Retail Banking Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| Branches (actual) |  | 673 |  |  |  | 671 |  | 643 |  | 627 |  | 618 | (1\%) | (8\%) |
| Accounts (in millions) |  | 16.7 |  | 16.4 |  | 16.5 |  | 16.8 |  | 16.8 |  | 1\% |
| Average Deposits | \$ | 112.1 | \$ | 109.8 | \$ | 110.9 | \$ | 109.7 | \$ | 112.5 | 3\% | - |
| Investment Sales | \$ | 8.5 | \$ | 6.0 | \$ | 8.4 | \$ | 7.0 | \$ | 9.2 | 31\% | 8\% |
| Investment AUMs | \$ | 45.0 | \$ | 45.2 | \$ | 47.9 | \$ | 47.4 | \$ | 49.8 | 5\% | 11\% |
| Average Loans | \$ | 67.0 | \$ | 67.1 | \$ | 68.7 | \$ | 67.5 | \$ | 68.5 | 1\% | 2\% |
| EOP Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending | \$ | 33.6 | \$ | 34.8 | \$ | 35.9 | \$ | 34.7 | \$ | 36.3 | 5\% | 8\% |
| Commercial Markets |  | 17.5 |  | 17.4 |  | 17.7 |  | 17.6 |  | 16.9 | (4\%) | (3\%) |
| Personal and Other |  | 14.4 |  | 15.1 |  | 15.2 |  | 15.3 |  | 16.1 | 5\% | 12\% |
| Total EOP Loans | \$ | 65.5 | \$ | 67.3 | \$ | 68.8 | \$ | 67.6 | \$ | 69.3 | 3\% | 6\% |
| Net Interest Revenue (in millions) (1) | \$ | 842 | \$ | 820 | \$ | 807 | \$ | 775 | \$ | 761 | (2\%) | (10\%) |
| As a \% of Average Loans (1) |  | 4.99\% |  | 4.85\% |  | 4.72\% |  | 4.62\% |  | 4.42\% |  |  |
| Net Credit Losses (in millions) | \$ | 91 | \$ | 85 | \$ | 65 | \$ | 72 | \$ | 81 | 13\% | (11\%) |
| As a \% of Average Loans |  | 0.54\% |  | 0.50\% |  | 0.38\% |  | 0.43\% |  | 0.47\% |  |  |
| Loans 90+ Days Past Due (in millions) | \$ | 224 | \$ | 222 | \$ | 245 | \$ | 241 | \$ | 219 | (9\%) | (2\%) |
| As a \% of EOP Loans |  | 0.34\% |  | 0.33\% |  | 0.36\% |  | 0.36\% |  | 0.32\% |  |  |
| Loans 30-89 Days Past Due (in millions) | \$ | 385 | \$ | 444 | \$ | 434 | \$ | 440 | \$ | 433 | (2\%) | 12\% |
| As a \% of EOP Loans |  | 0.59\% |  | 0.66\% |  | 0.63\% |  | 0.65\% |  | 0.62\% |  |  |
| Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted) |  |  |  |  |  |  |  |  |  |  |  |  |
| EOP Open Accounts (in millions) |  | 15.8 |  | 15.9 |  | 15.7 |  | 15.7 |  | 15.9 | 1\% | 1\% |
| Purchase Sales (in billions) | \$ | 18.7 | \$ | 19.1 | \$ | 18.8 | \$ | 18.8 | \$ | 19.1 | 2\% | 2\% |
| Average Loans (in billions) (2) | \$ | 19.8 | \$ | 19.4 | \$ | 20.0 | \$ | 19.5 | \$ | 19.8 | 2\% |  |
| EOP Loans (in billions) (2) | \$ | 18.9 | \$ | 19.9 | \$ | 19.6 | \$ | 19.6 | \$ | 20.0 | 2\% | 6\% |
| Average Yield (3) |  | 13.50\% |  | 13.41\% |  | 13.31\% |  | 13.16\% |  | 12.89\% |  |  |
| Net Interest Revenue (in millions) (4) | \$ | 518 | \$ | 512 | \$ | 520 | \$ | 507 | \$ | 507 | - | (2\%) |
| As a \% of Average Loans (4) |  | 10.38\% |  | 10.47\% |  | 10.46\% |  | 10.46\% |  | 10.19\% |  |  |
| Net Credit Losses (in millions) | \$ | 145 | \$ | 125 | \$ | 125 | \$ | 127 | \$ | 136 | 7\% | (6\%) |
| As a \% of Average Loans |  | 2.91\% |  | 2.56\% |  | 2.51\% |  | 2.62\% |  | 2.73\% |  |  |
| Net Credit Margin (in millions) (5) | \$ | 640 | \$ | 681 | \$ | 652 | \$ | 666 | \$ | 656 | (2\%) | 3\% |
| As a \% of Average Loans (5) |  | 12.82\% |  | 13.93\% |  | 13.11\% |  | 13.74\% |  | 13.18\% |  |  |
| Loans 90+ Days Past Due | \$ | 214 | \$ | 214 | \$ | 224 | \$ | 222 | \$ | 220 | (1\%) | 3\% |
| As a \% of EOP Loans |  | 1.13\% |  | 1.08\% |  | 1.14\% |  | 1.13\% |  | 1.10\% |  |  |
| Loans 30-89 Days Past Due | \$ | 300 | \$ | 321 | \$ | 321 | \$ | 315 | \$ | 334 | 6\% | 11\% |
| As a \% of EOP Loans |  | 1.59\% |  | 1.61\% |  | 1.64\% |  | 1.61\% |  | 1.67\% |  |  |

(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

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

CITICORP
INSTITUTIONAL CLIENTS GROUP
(In millions of dollars, except as otherwise noted)

## Commissions and Fees <br> destmention and Other Fiduciary Fees

Investment Banking
Principal Transactions
Other
toal Non-Interest Revenue
Net Interest Revenue (including Dividends)
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
ncome from Continuing Operations before Taxes
ncome Taxes (Benefits)
ncome from Continuing Operations
Net Income Attributable to Noncontrolling Interests Net Income

Average Assets (in billions of doliars)
Return on Assets
Revenue by Region
North America
atin America
${ }^{\text {Asia }}$ Total
ncome from Continuing Operations by Region
North America
EMEA America
Asia
Total
Average Loans by Region (in billions)
North America
EMEA
EMEA
Total
M Not meaningful
Reclassified to conform to the current period's presentation

| \$ | 3,065 | \$ | 1,265 | \$ | 1,989 | \$ | 2,591 |  | . 62 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 3,192 |  | 2,077 |  | 2,848 |  | 2,539 |  | 2,378 |
|  | 965 |  | 992 |  | 1,206 |  | 1,212 |  | 1,249 |
|  | 2,219 |  | 1,484 |  | 1,975 |  | 1,870 |  | 1,739 |
| \$ | 9,44 | \$ | ,818 | \$ | 8,018 | \$ | 8,212 | \$ | 7,428 |


| 3Q12 Increase (Decrease) from |  |
| :---: | :---: |
| 2 Q 12 | 3Q11 |
| (6\%) | (13\%) |
| (11\%) | 2\% |
| 26\% | 69\% |
| (49\%) | (56\%) |
| (89\%) | (98\%) |
| (21\%) | (38\%) |
| 4\% | 4\% |
| (10\%) | (21\%) |
| (2\%) | (3\%) |
| 17\% | 64\% |
| NM | NM |
| NM | NM |
| - | - |
| NM | NM |
| (16\%) | (39\%) |
| (19\%) | (50\%) |
| (16\%) | (35\%) |
| (55\%) | NM |
| (15\%) | (35\%) |


| Nine Months 2011 | Nine Months 2012 |
| :---: | :---: |
| 3,425 | 3,233 |
| 2,127 | 2,101 |
| 2,384 | 2,604 |
| 5,213 | 4,081 |
| 1,708 | (43) |
| 14,857 | 11,976 |
| 11,327 | 11,682 |
| 26,184 | 23,658 |
| 15,5 | 14,959 |


| 15,502 | 14,959 |
| ---: | ---: |
| 447 | 207 |
| 41 | $(11)$ |


| (418) | (4) |
| :---: | :---: |
| - | - |
| 70 | 192 |
| 10,612 | 8,507 |


|  | 2,983 |  | 8,507 1,977 |
| :---: | :---: | :---: | :---: |
|  | 7,629 |  | 6,530 |
|  | 27 |  | 105 |
| \$ | 7,602 | \$ | 6,425 |
| \$ | 1,029 | \$ | 1,036 |


| $\$$ | 8,737 |
| :--- | :--- | :--- | :--- |
|  | $\$, 630$ |$\quad$| 6,642 |
| :--- |
| 7,765 |
| 8, |

$\qquad$


## $(20 \%)$ $(6 \%)$ $3 \%$ $(7 \%)$ $(10 \%)$ <br> (10\%)

$(42 \%)$
$(10 \%)$
$2 \%$
$(9 \%)$
$(16 \%)$
$(55 \%)$
$(38 \%)$
$39 \%$
$(43 \%)$
$(35 \%)$

$\qquad$


|  | $29 \%$ |
| :--- | :--- |
| $\%$ | $13 \%$ |
|  | $13 \%$ |
|  | $20 \%$ |

$\qquad$
 YTD 2012 vs.
YTD 2011 Increase/ (Decrease)
$(6 \%)$
$(1 \%)$
$9 \%$
$(22 \%)$
NM
$(19 \%)$
$3 \%$
$(10 \%)$
$(4 \%)$
$(54 \%)$
NM
$99 \%$
-
NM
$(20 \%)$
$(344$
$(14$
N

| 2\%) |
| :--- |
| $1 \%$ |
| $2 \%)$ |

$213 \%$
$21 \%$
$29 \%$
$21 \%$

CITICORP
NSTITUTIONAL CLIENTS GROUP
SECURITIES AND BANKING
(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
Provision for Unfunded Lending Commitments
Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Provision for Loan Losses and for Benefits and Claims
Income (Loss) from Continuing Operations before Taxes Income Taxes (Benefits)
Income (Loss) from Continuing Operations
Net Income Attributable to Noncontrolling Interests

## Net Income (Loss)

Average Assets (in billions of dollars)
Return on Assets

## Revenue Details - Excluding DVA/CVA:

Investment Banking:
Advisory
Equity Underwriting
Debt Underwriting
Total Investment Banking

## Lending

Equity Markets
Fixed Income Markets
Private Bank
Other Securities and Banking
Total Securities and Banking Revenues (Ex-DVA/CVA)

DVA/CVA \{excluded as applicable in lines above\} (1)
Total Revenues, Net of Interest Expense
(1) See Note on page 4.

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

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | $\begin{gathered} \text { Nine } \\ \text { Months } \\ 2011 \\ \hline \end{gathered}$ |  | Nine Months 2012 |  | $\begin{gathered} \text { YTD } 2012 \text { vs. } \\ \text { YTD } 2011 \text { Increase/ } \\ \text { (Decrease) } \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | $\begin{aligned} & 2,348 \\ & 4,377 \end{aligned}$ |  |  | \$ | $\begin{array}{r} 2,214 \\ \quad 980 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 2,274 \\ 3,001 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 2,302 \\ 3,103 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 2,463 \\ 2,307 \\ \hline \end{array}$ | $\begin{gathered} 7 \% \\ (26 \%) \end{gathered}$ | $\begin{gathered} 5 \% \\ (47 \%) \end{gathered}$ | \$ | $\begin{array}{r} 6,909 \\ 11,320 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 7,039 \\ 8,411 \\ \hline \end{array}$ | $\begin{gathered} 2 \% \\ (26 \%) \end{gathered}$ |
|  | 6,725 |  | 3,194 |  | 5,275 |  | 5,405 |  | 4,770 | (12\%) | (29\%) |  | 18,229 |  | 15,450 | (15\%) |
|  | 3,578 |  | 3,736 |  | 3,707 |  | 3,575 |  | 3,486 | (2\%) | (3\%) |  | 11,277 |  | 10,768 | (5\%) |
|  | 70 |  | 178 |  | (60) |  | 97 |  | 56 | (42\%) | (20\%) |  | 424 |  | 93 | (78\%) |
|  | 54 |  | 36 |  | (17) |  | 26 |  | (26) | NM | NM |  | 50 |  | (17) | NM |
|  | 50 |  | (145) |  | 135 |  | (64) |  | (103) | (61\%) | NM |  | (427) |  | (32) | 93\% |
|  | - |  | - |  | - |  | - |  | - | - | - |  | - |  | - | - |
|  | 174 |  | 69 |  | 58 |  | 59 |  | (73) | NM | NM |  | 47 |  | 44 | (6\%) |
|  | 2,973 |  | (611) |  | 1,510 |  | 1,771 |  | 1,357 | (23\%) | (54\%) |  | 6,905 |  | 4,638 | (33\%) |
|  | 831 |  | (477) |  | 221 |  | 343 |  | 226 | (34\%) | (73\%) |  | 1,858 |  | 790 | (57\%) |
|  | 2,142 |  | (134) |  | 1,289 |  | 1,428 |  | 1,131 | (21\%) | (47\%) |  | 5,047 |  | 3,848 | (24\%) |
|  | - |  | 24 |  | 56 |  | 26 |  | 11 | (58\%) |  |  | 13 |  | 93 | NM |
| \$ | 2,142 | \$ | (158) | \$ | 1,233 | \$ | 1,402 | \$ | 1,120 | (20\%) | (48\%) | \$ | 5,034 | \$ | 3,755 | (25\%) |
|  | $\begin{gathered} 910 \\ 0.93 \% \end{gathered}$ |  | $\begin{gathered} 877 \\ (0.07 \%) \end{gathered}$ |  | $\begin{gathered} 884 \\ 0.56 \% \end{gathered}$ |  | $\begin{gathered} 912 \\ 0.62 \% \end{gathered}$ |  | $\begin{gathered} 903 \\ 0.49 \% \end{gathered}$ | (1\%) | (1\%) |  | $\begin{gathered} 900 \\ 0.75 \% \end{gathered}$ |  | $\begin{gathered} 900 \\ 0.56 \% \end{gathered}$ | - |
| \$ | 184 | \$ | 159 | \$ | 110 | \$ | 201 | \$ | 194 | (3\%) | 5\% | \$ | 525 | \$ | 505 | (4\%) |
|  | 106 |  | 90 |  | 154 |  | 167 |  | 142 | (15\%) | 34\% |  | 582 |  | 463 | (20\%) |
|  | 446 |  | 389 |  | 601 |  | 486 |  | 590 | 21\% | 32\% |  | 1,565 |  | 1,677 | 7\% |
|  | 736 |  | 638 |  | 865 |  | 854 |  | 926 | 8\% | 26\% |  | 2,672 |  | 2,645 | (1\%) |
|  | 1,032 |  | 165 |  | 56 |  | 608 |  | 194 | (68\%) | (81\%) |  | 1,644 |  | 858 | (48\%) |
|  | 290 |  | 233 |  | 903 |  | 550 |  | 510 | (7\%) | 76\% |  | 2,169 |  | 1,963 | (9\%) |
|  | 2,270 |  | 1,716 |  | 4,736 |  | 2,818 |  | 3,697 | 31\% | 63\% |  | 9,175 |  | 11,251 | 23\% |
|  | 546 |  | 517 |  | 576 |  | 570 |  | 590 | 4\% | 8\% |  | 1,621 |  | 1,736 | 7\% |
|  | (37) |  | (1) |  | (485) |  | (193) |  | (348) | (80\%) | NM |  | (858) |  | $(1,026)$ | (20\%) |
| \$ | 4,837 | \$ | 3,268 | \$ | 6,651 | \$ | 5,207 | \$ | 5,569 | 7\% | 15\% | \$ | 16,423 | \$ | 17,427 | 6\% |
|  | 1,888 |  | (74) |  | $(1,376)$ |  | 198 |  | (799) | NM | NM |  | 1,806 |  | $(1,977)$ | NM |
| \$ | 6,725 | \$ | 3,194 | \$ | 5,275 | \$ | 5,405 | \$ | 4,770 | (12\%) | (29\%) | \$ | 18,229 | \$ | 15,450 | (15\%) |

CITICORP
INSTITUTIONAL CLIENTS GROUP
TRANSACTION SERVICES
(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
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
Net Income Attributable to Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Assets
Revenue Details
Treasury and Trade Solutions
Securities and Fund Services
Total
Average Deposits and Other Customer
Liability Balances (in billions)
North America
EMEA
Latin America
Asia
Total

EOP Assets Under Custody (in trillions of dollars)
Net Credit Losses
Provision for Unfunded Lending Commitments Credit Reserve Build / (Release)
Provision for Benefits \& Claims
Cons Claims Income
ncome from Continuing Operations
Net Income Attributable to Noncontrolling Interests
verage Assets (in billions of dollars)
Return on Assets
reasury and Trade Solutions
Total

North America
Latin America
Asia

| $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | $\begin{aligned} & 1,500 \\ & 1,216 \end{aligned}$ | \$ | $\begin{aligned} & 1,514 \\ & 1,110 \end{aligned}$ | \$ | $\begin{aligned} & 1,586 \\ & 1,157 \end{aligned}$ | \$ | $\begin{aligned} & 1,534 \\ & 1,273 \end{aligned}$ | \$ | $\begin{aligned} & 1,523 \\ & 1,135 \end{aligned}$ |
|  | 2,716 |  | 2,624 |  | 2,743 |  | 2,807 |  | 2,658 |
|  | 1,467 |  | 1,530 |  | 1,388 |  | 1,412 |  | 1,391 |
|  | 17 |  | (6) |  | 2 |  | 25 |  | 87 |
|  | (9) |  | 12 |  | 6 |  | - |  | - |
|  | (18) |  | 7 |  | 23 |  | 51 |  | (46) |
|  | - |  | - |  | - |  | - |  | - |
|  | (10) |  | 13 |  | 31 |  | 76 |  | 41 |
|  | 1,259 |  | 1,081 |  | 1,324 |  | 1,319 |  | 1,226 |
|  | 377 |  | 314 |  | 403 |  | 404 |  | 380 |
|  | 882 |  | 767 |  | 921 |  | 915 |  | 846 |
|  | 5 |  | 5 |  | 4 |  | 5 |  | 3 |
| \$ | 877 | \$ | 762 | \$ | 917 | \$ | 910 | \$ | 843 |
| \$ | $\begin{gathered} 133 \\ 2.62 \% \end{gathered}$ | \$ | $\begin{gathered} 133 \\ 2.27 \% \end{gathered}$ | \$ | $\begin{gathered} 132 \\ 2.79 \% \end{gathered}$ | \$ | $\begin{gathered} 136 \\ 2.69 \% \end{gathered}$ | \$ | $\begin{gathered} 141 \\ 2.38 \% \end{gathered}$ |
| \$ | $\begin{aligned} & 1,952 \\ & 764 \\ & \hline \end{aligned}$ | \$ | $\begin{array}{r} 1,965 \\ 659 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 2,054 \\ 689 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 2,112 \\ 695 \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,991 \\ \hline 667 \\ \hline \end{array}$ |
| \$ | 2,716 | \$ | 2,624 | \$ | 2,743 | \$ | 2,807 | \$ | 2,658 |



$2 \%$
$(13 \%)$

$(2 \%)$$\quad$| \$5,732 <br> 2,223 |
| :--- |

$18 \%$
$15 \%$
$12 \%$
$10 \%$
$14 \%$

citi
YTD 2012 vs. YTD 2011 Increase
(Decrease) (Decrease)

NM Not meaningful
Reclassified to conform to the current period's presentation.
(In milions of dollars, except as otherwise noted)

```
Net Interest Revenue
Net-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
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Net Income
Average Assets (in billions of dollars)
Return on Assets
```


## Revenue by Busines

```
Retail Banking
Citi-Branded Cards
Citi Retail Services
Global Consumer Banking
Securities and Banking
Transaction Services
```

Provision for Credit Losses and for Benefits and Claims
Net Income (loss) Attributable to Noncontrolling Interests

Total

Income (loss) from Continuing Operations by Business Retail Banking
Citi-Branded Cards
Citi Retail Services
Global Consumer Banking
Securities and Banking
ransaction Services
Total

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

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 5,461 | \$ | 5,353 | \$ | 5,292 | \$ | 5,321 | \$ | 5,546 |
|  | 2,704 |  | 1,079 |  | 1,895 |  | 2,405 |  | 1,918 |
|  | 8,165 |  | 6,432 |  | 7,187 |  | 7,726 |  | 7,464 |
|  | 4,321 |  | 4,672 |  | 4,343 |  | 4,448 |  | 4,318 |
|  | 1,894 |  | 1,816 |  | 1,547 |  | 1,564 |  | 1,370 |
|  | (871) |  | (827) |  | (811) |  | (839) |  | (574) |
|  | 58 |  | 36 |  | (17) |  | 19 |  | (15) |
|  | 18 |  | 13 |  | 14 |  | 19 |  | 19 |
|  | 1,099 |  | 1,038 |  | 733 |  | 763 |  | 800 |
|  | 2,745 |  | 722 |  | 2,111 |  | 2,515 |  | 2,346 |
|  | 856 |  | 151 |  | 540 |  | 707 |  | 694 |
|  | 1,889 |  | 571 |  | 1,571 |  | 1,808 |  | 1,652 |
|  | (17) |  | 3 |  | 32 |  | 10 |  | (7) |
| \$ | 1,906 | \$ | 568 | \$ | 1,539 | \$ | 1,798 | \$ | 1,659 |
| \$ | 586 | \$ | 584 | \$ | 593 | \$ | 614 | \$ | 626 |
|  | 1.29\% |  | 0.39\% |  | 1.04\% |  | 1.18\% |  | 1.05\% |


| 3Q12 Increase (Decrease) from |  |
| :---: | :---: |
| 2Q12 | 3Q11 |

$\qquad$ $\begin{array}{r}\begin{array}{r}\text { Nin } \\ \text { Month } \\ 2011\end{array} \\ \hline \$ \quad 16,21\end{array}$
ine


$\qquad$
YTD 2012 vs. YTD 2011 Increase (Decrease)
(17\%)
(6\%)
(33\%)
$34 \%$
NM
6\%
$6 \%$
$(33 \%)$
$(33 \%)$
$(3 \%)$
$(12 \%)$
(12\%)
$1 \%$
NM
${ }^{-}$

35\%

| \$ | 3,721 | \$ | 5,011 | 35\% |
| :---: | :---: | :---: | :---: | :---: |
|  | 6,569 |  | 6,189 | (6\%) |
|  | 4,702 |  | 4,535 | (4\%) |
|  | 14,992 |  | 15,735 | 5\% |
|  | 6,898 |  | 4,713 | (32\%) |
|  | 1,839 |  | 1,929 | 5\% |
| \$ | 23,729 | \$ | 22,377 | (6\%) |

NM
(3\%)

$21 \%$
$(43 \%)$
$7 \%$

| \$ | 118 | \$ | 164 | \$ | 331 | \$ | 335 | \$ | 340 | 1\% | NM | \$ | 299 | \$ | 1,006 | NM |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 577 |  | 501 |  | 607 |  | 428 |  | 571 | 33\% | (1\%) |  | 1,650 |  | 1,606 | (3\%) |
|  | 408 |  | 279 |  | 379 |  | 433 |  | 389 | (10\%) | (5\%) |  | 1,202 |  | 1,201 | - |
|  | 1,103 |  | 944 |  | 1,317 |  | 1,196 |  | 1,300 | 9\% | 18\% |  | 3,151 |  | 3,813 | 21\% |
|  | 674 |  | (441) |  | 128 |  | 488 |  | 232 | (52\%) | (66\%) |  | 1,485 |  | 848 | (43\%) |
|  | 112 |  | 68 |  | 126 |  | 124 |  | 120 | (3\%) | 7\% |  | 347 |  | 370 | 7\% |
| \$ | 1,889 | \$ | 571 | \$ | 1,571 | \$ | 1,808 | \$ | 1,652 | (9\%) | (13\%) | \$ | 4,983 | \$ | 5,031 | 1\% |

## CITICORP <br> EMEA

(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 \& Claim
Provision for Credit Losses and for Benefits and Claims ncome from Continuing Operations before Taxes ncome Taxes
ncome from Continuing Operations
Net Income (loss) Attributable to Noncontrolling Interests Net Income
Average Assets (in billions of dollars)
Return on Assets

## Revenue by Business <br> Retail Banking <br> Citi-Branded Cards <br> Regional Consumer Banking <br> Securities and Banking

Transaction Services
Total
ncome (loss) from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
ransaction Services
Total

NM Not meaningfu
Reclassified to conform to the current period's presentation.
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| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 1,180 |  |  | \$ | 1,174 | \$ | 1,326 | \$ | 1,211 | \$ | 1,285 | 6\% | 9\% | \$ | 3,450 | \$ | 3,822 | 11\% |
|  | 2,391 |  | 1,251 |  | 1,900 |  | 1,694 |  | 1,474 | (13\%) | (38\%) |  | 6,390 |  | 5,068 | (21\%) |
|  | 3,571 |  | 2,425 |  | 3,226 |  | 2,905 |  | 2,759 | (5\%) | (23\%) |  | 9,840 |  | 8,890 | (10\%) |
|  | 1,990 |  | 2,033 |  | 1,961 |  | 1,890 |  | 1,879 | (1\%) | (6\%) |  | 5,928 |  | 5,730 | (3\%) |
|  | 86 |  | 112 |  | 52 |  | 20 |  | 48 | NM | (44\%) |  | 250 |  | 120 | (52\%) |
|  | (30) |  | (164) |  | 75 |  | (38) |  | (47) | (24\%) | (57\%) |  | (409) |  | (10) | 98\% |
|  | (4) |  | 12 |  | 5 |  | 7 |  | (10) | NM | NM |  | (14) |  | 2 | NM |
|  | - |  | - |  | - |  | - |  | - | - | - |  | - |  | - | - |
|  | 52 |  | (40) |  | 132 |  | (11) |  | (9) | 18\% | NM |  | (173) |  | 112 | NM |
|  | 1,529 |  | 432 |  | 1,133 |  | 1,026 |  | 889 | (13\%) | (42\%) |  | 4,085 |  | 3,048 | (25\%) |
|  | 499 |  | (7) |  | 313 |  | 312 |  | 250 | (20\%) | (50\%) |  | 1,299 |  | 875 | (33\%) |
|  | 1,030 |  | 439 |  | 820 |  | 714 |  | 639 | (11\%) | (38\%) |  | 2,786 |  | 2,173 | (22\%) |
|  | 22 |  | 22 |  | 28 |  | 22 |  | 23 | 5\% | 5\% |  | 60 |  | 73 | 22\% |
| \$ | 1,008 | \$ | 417 | \$ | 792 | \$ | 692 | \$ | 616 | (11\%) | (39\%) | \$ | 2,726 | \$ | 2,100 | (23\%) |
| \$ | $\begin{array}{r} 311 \\ 1.29 \% \end{array}$ | \$ | $\begin{gathered} 300 \\ 0.55 \% \end{gathered}$ | \$ | $\begin{gathered} 295 \\ 1.08 \% \end{gathered}$ | \$ | $\begin{gathered} 298 \\ 0.93 \% \end{gathered}$ | \$ | $\begin{array}{r} 281 \\ 0.87 \% \end{array}$ | (6\%) | (10\%) | \$ | $\begin{gathered} 290 \\ 1.26 \% \end{gathered}$ | \$ | $\begin{array}{r} 291 \\ 0.96 \% \end{array}$ | - |
| \$ | 215 | \$ | 199 | \$ | 222 | \$ | 214 | \$ | 223 | 4\% | 4\% | \$ | 691 | \$ | 659 | (5\%) |
|  | 164 |  | 149 |  | 156 |  | 152 |  | 158 | 4\% | (4\%) |  | 519 |  | 466 | (10\%) |
|  | 379 |  | 348 |  | 378 |  | 366 |  | 381 | 4\% | 1\% |  | 1,210 |  | 1,125 | (7\%) |
|  | 2,299 |  | 1,219 |  | 1,954 |  | 1,609 |  | 1,511 | (6\%) | (34\%) |  | 6,002 |  | 5,074 | (15\%) |
|  | 893 |  | 858 |  | 894 |  | 930 |  | 867 | (7\%) | (3\%) |  | 2,628 |  | 2,691 | 2\% |
| \$ | 3,571 | \$ | 2,425 | \$ | 3,226 | \$ | 2,905 | \$ | 2,759 | (5\%) | (23\%) | \$ | 9,840 | \$ | 8,890 | (10\%) |
| \$ | (21) | \$ | (18) | \$ | (21) | \$ | (7) | \$ | (12) | (71\%) | 43\% | \$ | (19) | \$ | (40) | NM |
|  | 30 |  | 14 |  | 14 |  | 24 |  | 22 | (8\%) | (27\%) |  | 118 |  | 60 | (49\%) |
|  | 9 |  | (4) |  | (7) |  | 17 |  | 10 | (41\%) | 11\% | \$ | 99 | \$ | 20 | (80\%) |
|  | 735 |  | 160 |  | 512 |  | 365 |  | 346 | (5\%) | (53\%) |  | 1,840 |  | 1,223 | (34\%) |
|  | 286 |  | 283 |  | 315 |  | 332 |  | 283 | (15\%) | (1\%) |  | 847 |  | 930 | 10\% |
| \$ | 1,030 | \$ | 439 | \$ | 820 | \$ | 714 | \$ | 639 | (11\%) | (38\%) | \$ | 2,786 | \$ | 2,173 | (22\%) |

## 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 Operations
Net Income (loss) Attributable to Noncontrolling Interests Net Income
Average Assets (in billions of dollars) Return on Assets

```
Revenue by Busines
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
```

Total
Income from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securties and Banking
Transaction Services
Total


| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 10 \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | 3Q |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs. YTD 2011 Increase (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 2,412 |  |  | \$ | 2,360 | \$ | 2,388 | \$ | 2,335 | \$ | 2,409 | 3\% | - | \$ | 7,247 | \$ | 7,132 | (2\%) |
|  | 970 |  | 982 |  | 1,259 |  | 1,199 |  | 1,259 | 5\% | 30\% |  | 2,963 |  | 3,717 | 25\% |
|  | 3,382 |  | 3,342 |  | 3,647 |  | 3,534 |  | 3,668 | 4\% | 8\% |  | 10,210 |  | 10,849 | 6\% |
|  | 1,934 |  | 1,879 |  | 1,802 |  | 1,785 |  | 1,823 | 2\% | (6\%) |  | 5,668 |  | 5,410 | (5\%) |
|  | 413 |  | 458 |  | 430 |  | 432 |  | 438 | 1\% | 6\% |  | 1,247 |  | 1,300 | 4\% |
|  | 31 |  | 58 |  | 107 |  | 105 |  | 53 | (50\%) | 71\% |  | (221) |  | 265 | NM |
|  | (9) |  | - |  | - |  | - |  |  |  | 100\% |  | (9) |  | - | 100\% |
|  | 38 |  | 32 |  | 44 |  | 31 |  | 46 | 48\% | 21\% |  | 98 |  | 121 | 23\% |
|  | 473 |  | 548 |  | 581 |  | 568 |  | 537 | (5\%) | 14\% |  | 1,115 |  | 1,686 | 51\% |
|  | 975 |  | 915 |  | 1,264 |  | 1,181 |  | 1,308 | 11\% | 34\% |  | 3,427 |  | 3,753 | 10\% |
|  | 261 |  | 208 |  | 369 |  | 342 |  | 383 | 12\% | 47\% |  | 943 |  | 1,094 | 16\% |
|  | 714 |  | 707 |  | 895 |  | 839 |  | 925 | 10\% | 30\% |  | 2,484 |  | 2,659 | 7\% |
|  | - |  | 1 |  | - |  | (3) |  | - | - |  |  | (2) |  | (3) | (50\%) |
| \$ | 714 | \$ | 706 | \$ | 895 | \$ | 842 | \$ | 925 | 10\% | 30\% | \$ | 2,486 | \$ | 2,662 | 7\% |
| \$ | $\begin{gathered} 169 \\ 1.68 \% \end{gathered}$ | \$ | $\begin{gathered} 162 \\ 1.73 \% \end{gathered}$ | \$ | $\begin{gathered} 167 \\ 2.16 \% \end{gathered}$ | \$ | $\begin{gathered} 165 \\ 2.05 \% \end{gathered}$ | \$ | $\begin{gathered} 169 \\ 2.18 \% \end{gathered}$ | 2\% | - | \$ | $\begin{gathered} 172 \\ 1.93 \% \end{gathered}$ | \$ | $\begin{gathered} 167 \\ 2.13 \% \end{gathered}$ | (3\%) |
| \$ | 1,394 | \$ | 1,343 | \$ | 1,448 | \$ | 1,378 | \$ | 1,452 | 5\% | 4\% | \$ | 4,125 | \$ | 4,278 | 4\% |
|  | 1,023 |  | 1,007 |  | 993 |  | 944 |  | 967 | 2\% | (5\%) |  | 2,994 |  | 2,904 | (3\%) |
|  | 2,417 |  | 2,350 |  | 2,441 |  | 2,322 |  | 2,419 | 4\% | - | \$ | 7,119 | \$ | 7,182 | 1\% |
|  | 521 |  | 579 |  | 755 |  | 757 |  | 802 | 6\% | 54\% |  | 1,791 |  | 2,314 | 29\% |
|  | 444 |  | 413 |  | 451 |  | 455 |  | 447 | (2\%) | 1\% |  | 1,300 |  | 1,353 | 4\% |
| \$ | 3,382 | \$ | 3,342 | \$ | 3,647 | \$ | 3,534 | \$ | 3,668 | 4\% | 8\% | \$ | 10,210 | \$ | 10,849 | 6\% |
| \$ | 169 | \$ | 202 | \$ | 202 | \$ | 223 | \$ | 214 | (4\%) | 27\% | \$ | 700 | \$ | 639 | (9\%) |
|  | 170 |  | 168 |  | 173 |  | 106 |  | 191 | 80\% | 12\% |  | 508 |  | 470 | (7\%) |
|  | 339 |  | 370 |  | 375 |  | 329 |  | 405 | 23\% | 19\% | \$ | 1,208 | \$ | 1,109 | (8\%) |
|  | 207 |  | 198 |  | 342 |  | 325 |  | 363 | 12\% | 75\% |  | 776 |  | 1,030 | 33\% |
|  | 168 |  | 139 |  | 178 |  | 185 |  | 157 | (15\%) | (7\%) |  | 500 |  | 520 | 4\% |
| \$ | 714 | \$ | 707 | \$ | 895 | \$ | 839 | \$ | 925 | 10\% | 30\% | \$ | 2,484 | \$ | 2,659 | 7\% |


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

CITICORP
ASIA
(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 ncome from Continuing Operations before Taxes ncome Taxes
ncome from Continuing Operations
Net Income (loss) Attributable to Noncontrolling Interests

## Net Income

Average Assets (in billions of dollars)
Return on Assets

```
Revenue by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
Transaction Services
```

Total
ncome from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Regional Consumer Banking
Securities and Banking
Transaction Services
Total

| $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 2,310 | \$ | 2,266 | \$ | 2,227 | \$ | 2,166 | \$ | 2,141 |
|  | 1,976 |  | 1,238 |  | 1,745 |  | 1,652 |  | 1,576 |
|  | 4,286 |  | 3,504 |  | 3,972 |  | 3,818 |  | 3,717 |
|  | 2,182 |  | 2,260 |  | 2,199 |  | 2,177 |  | 2,246 |
|  | 239 |  | 209 |  | 191 |  | 230 |  | 317 |
|  | (62) |  | 82 |  | 53 |  | 31 |  | (103) |
|  | - |  | - |  |  |  |  |  |  |
|  | - |  | - |  | - |  | - |  |  |
|  | 177 |  | 291 |  | 244 |  | 261 |  | 214 |
|  | 1,927 |  | 953 |  | 1,529 |  | 1,380 |  | 1,257 |
|  | 523 |  | 317 |  | 417 |  | 408 |  | 332 |
|  | 1,404 |  | 636 |  | 1,112 |  | 972 |  | 925 |
|  | 1 |  | 1 |  | 1 |  | 1 |  | 1 |
| \$ | 1,403 | \$ | 635 | \$ | 1,111 | \$ | 971 | \$ | 924 |
| \$ | $\begin{gathered} 357 \\ 1.56 \% \end{gathered}$ | \$ | $\begin{gathered} 344 \\ 0.73 \% \end{gathered}$ | \$ | $\begin{gathered} 345 \\ 1.30 \% \end{gathered}$ | \$ | $\begin{gathered} 352 \\ 1.11 \% \end{gathered}$ | \$ | $\begin{array}{r} 356 \\ 1.03 \% \end{array}$ |
| \$ | 1,282 | \$ | 1,214 | \$ | 1,220 | \$ | 1,155 | \$ | 1,186 |
|  | 785 |  | 806 |  | 777 |  | 793 |  | 792 |
|  | 2,067 |  | 2,020 |  | 1,997 |  | 1,948 |  | 1,978 |
|  | 1,460 |  | 736 |  | 1,218 |  | 1,113 |  | 1,018 |
|  | 759 |  | 748 |  | 757 |  | 757 |  | 721 |
| \$ | 4,286 | \$ | 3,504 | \$ | 3,972 | \$ | 3,818 | \$ | 3,717 |



$1 \%$
,
$2 \%$
$(9 \%)$
$(5 \%)$
(3\%)

4\%
(5\%)


2\%
(2\%)

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

CITI HOLDINGS
STATEMENT OF INCOME AND BALANCE SHEET DATA
(In millions of dollars, except as otherwise noted)

```
Revenues
    Net interest revenue
    No-interest revenue
        Total revenues, net of interest expense
```

Provisions for Credit Losses and for Benefits and Claim
Net Credit Losses (1) (2)
Credit Reserve Build / (Release) (1) (2)

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 (Loss) from Continuing Operations before Income Taxes
Provision (benefits) for income taxes

## Income (Loss) from Continuing Operation

Net Income (loss) Attributable to Noncontrolling Interests
Citi Holding's Net Income (Loss)

## Balance Sheet Data (in billions):

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Total EOP Assets | $\$$ | 247 | $\$$ | 225 | $\$$ | 209 | $\$$ | 191 | $\$$ | 171 | $(10 \%)$ | $(31 \%)$ |
| Total EOP Loans | $\$$ | 155 | $\$$ | 141 | $\$$ | 134 | $\$$ | 128 | $\$$ | 122 | $(4 \%)$ | $(21 \%)$ |
| Total EOP Deposits | $\$$ | 68 | $\$$ | 62 | $\$$ | 63 | $\$$ | 63 | $\$$ | 67 | $7 \%$ | $(2 \%)$ |

Total EOP Deposits
(1) The first quarter of 2012 includes approximately $\$ 370$ million of incremental charge-offs of previously deferred principal balances on modified loans, 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 approximately
$\$ 350$ million release in the first quarter of 2012 of allowance for loan losses previously established related to these charge-offs.
(2) The third quarter of 2012 includes approximately $\$ 635$ million of incremental charge-offs related to new 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 approximately $\$ 600$ million release in the third quarter of 2012 allowance for loan losses previously established related to these charge-offs.

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

| $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ \\ \hline 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  | YTD 2012 vs.YTD 2011 Increase/(Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 773 |  |  | \$ | 843 | \$ | 701 | \$ | 581 | \$ | 668 | 15\% | (14\%) | \$ | 2,840 | \$ | 1,950 | (31\%) |
|  | 354 |  | 245 |  | 173 |  | 343 |  | $(4,358)$ | NM | NM |  | 2,343 |  | $(3,842)$ | NM |
|  | 1,127 |  | 1,088 |  | 874 |  | 924 |  | $(3,690)$ | NM | NM |  | 5,183 |  | $(1,892)$ | NM |
|  | 1,881 |  | 1,512 |  | 1,734 |  | 1,329 |  | 1,807 | 36\% | (4\%) |  | 7,064 |  | 4,870 | (31\%) |
|  | (532) |  | (612) |  | (550) |  | (250) |  | (797) | NM | (50\%) |  | $(2,665)$ |  | $(1,597)$ | 40\% |
|  | 1,349 |  | 900 |  | 1,184 |  | 1,079 |  | 1,010 | (6\%) | (25\%) |  | 4,399 |  | 3,273 | (26\%) |
|  | 204 |  | 188 |  | 171 |  | 165 |  | 160 | (3\%) | (22\%) |  | 591 |  | 496 | (16\%) |
|  | (3) |  | (51) |  | (26) |  | (19) |  | (16) | 16\% | NM |  | 10 |  | (61) | NM |
|  | 1,550 |  | 1,037 |  | 1,329 |  | 1,225 |  | 1,154 | (6\%) | (26\%) |  | 5,000 |  | 3,708 | (26\%) |
|  | 1,512 |  | 1,855 |  | 1,219 |  | 1,237 |  | 1,190 | (4\%) | (21\%) |  | 4,609 |  | 3,646 | (21\%) |
|  | $(1,935)$ |  | $(1,804)$ |  | $(1,674)$ |  | $(1,538)$ |  | $(6,034)$ | NM | NM |  | $(4,426)$ |  | $(9,246)$ | NM |
|  | (714) |  | (490) |  | (650) |  | (619) |  | $(2,472)$ | NM | NM |  | $(1,637)$ |  | $(3,741)$ | NM |
|  | $(1,221)$ |  | $(1,314)$ |  | $(1,024)$ |  | (919) |  | $(3,562)$ | NM | NM |  | $(2,789)$ |  | $(5,505)$ | (97\%) |
|  | 7 |  | 1 |  | 2 |  | 1 |  | - | (100\%) | (100\%) |  | 118 |  | 3 | (97\%) |
| \$ | $(1,228)$ | \$ | $(1,315)$ | \$ | $(1,026)$ | \$ | (920) | \$ | $(3,562)$ | NM | NM | \$ | $(2,907)$ | \$ | $(5,508)$ | (89\%) |
| \$ | 247 | \$ | 225 | \$ | 209 | \$ | 191 | \$ | 171 | (10\%) | (31\%) |  |  |  |  |  |
| \$ | 155 | \$ | 141 | \$ | 134 | \$ | 128 | \$ | 122 | (4\%) | (21\%) |  |  |  |  |  |
| \$ | 68 | \$ | 62 | \$ | 63 | \$ | 63 | \$ | 67 | 7\% | (2\%) |  |  |  |  |  |

## CITI HOLDINGS <br> BROKERAGE AND ASSET MANAGEMENT <br> (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 Operation
Net Income (loss) Atributable to Noncontrolling Interests Net Income (Loss)
EOP Assets (in billions of dollars)
EOP Deposits (in billions of dollars)
(1) Third quarter of 2012 includes the recognition of a $\$ 3,340$ million impairment charge related to the carrying value of Citi's remaining $35 \%$ investment in the Morgan Stanley Smith Barney joint venture (MSSB JV).
Third quarter of 2012 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 meaningfu

Reclassified to conform to the current period's presentation.

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | (42) | \$ | (48) | \$ | (129) | \$ | (122) | \$ | (117) |
|  | 97 |  | 91 |  | 83 |  | 209 |  | $(4,687)$ |
|  | 55 |  | 43 |  | (46) |  | 87 |  | $(4,804)$ |
|  | 145 |  | 180 |  | 157 |  | 126 |  | 84 |
|  | 3 |  | - |  | - |  |  |  |  |
|  | - |  | - |  | (1) |  |  |  |  |
|  | 11 |  | 20 |  | - |  |  |  |  |
|  | (1) |  | (1) |  |  |  | - |  |  |
|  | 13 |  | 19 |  | (1) |  | - |  | - |
|  | (103) |  | (156) |  | (202) |  | (39) |  | $(4,888)$ |
|  | (20) |  | (63) |  | (66) |  | (15) |  | $(1,870)$ |
|  | (83) |  | (93) |  | (136) |  | (24) |  | $(3,018)$ |
|  | 7 |  | (1) |  | 1 |  | 1 |  | 1 |
| \$ | (90) | \$ | (92) | \$ | (137) | \$ | (25) | \$ | $(3,019)$ |
| \$ | 26 | \$ | 27 | \$ | 26 | \$ | 21 | \$ | 9 |
| \$ | 54 | \$ | 55 | \$ | 55 | \$ | 55 | \$ | 58 |


| 3Q12 Increase (Decrease) from |  | Nine Months 2011 |  | Nine Months 2012 |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 2 Q12 | 3Q11 |  |  |  |  |
| 4\% | NM | \$ | (132) | \$ | (368) |
| NM | NM |  | 371 |  | $(4,395)$ |
| NM | NM |  | 239 |  | $(4,763)$ |
| (33\%) | (42\%) |  | 549 |  | 367 |
| - | (100\%) |  | 4 |  | - |
| - | - |  | (3) |  | (1) |
| - | (100\%) |  | 28 |  | - |
| - | 100\% |  | - |  | - |
| - | (100\%) |  | 29 |  | (1) |
| NM | NM |  | (339) |  | $(5,129)$ |
| NM | NM |  | (146) |  | $(1,951)$ |
| NM | NM |  | (193) |  | $(3,178)$ |
| - | (86\%) |  | 10 |  | 3 |
| NM | NM | \$ | (203) | \$ | $(3,181)$ |
| (57\%) | (65\%) |  |  |  |  |
| 5\% | 7\% |  |  |  |  |

CITI HOLDINGS
LOCAL CONSUMER LENDING
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 (1) (2)
Credit Reserve Build / (Release) (1) (2)
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
Net Income (loss) Attributable to 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 Business
International
North America
Total Net Credit Losses
Income (Loss) from Continuing Operations by Business
International
North America
Total Income (Loss) from Continuing Operations

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{QQ} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | $\begin{array}{r} 1,050 \\ 249 \\ \hline \end{array}$ | \$ | $\begin{aligned} & 985 \\ & 294 \end{aligned}$ | \$ | $\begin{aligned} & 932 \\ & 394 \end{aligned}$ | \$ | $\begin{aligned} & 780 \\ & 151 \end{aligned}$ | \$ | $\begin{aligned} & 839 \\ & 265 \end{aligned}$ |
|  | 1,299 |  | 1,279 |  | 1,326 |  | 931 |  | 1,104 |
|  | 1,306 |  | 1,620 |  | 999 |  | 1,045 |  | 987 |
|  | 1,676 |  | 1,535 |  | 1,752 |  | 1,289 |  | 1,825 |
|  | (255) |  | (426) |  | (520) |  | (186) |  | (760) |
|  | 193 |  | 168 |  | 171 |  | 165 |  | 160 |
|  | - |  | - |  | - |  | - |  | (1) |
|  | 1,614 |  | 1,277 |  | 1,403 |  | 1,268 |  | 1,224 |
|  | $(1,621)$ |  | $(1,618)$ |  | $(1,076)$ |  | $(1,382)$ |  | $(1,107)$ |
|  | (610) |  | (414) |  | (443) |  | (561) |  | (413) |
|  | $(1,011)$ |  | $(1,204)$ |  | (633) |  | (821) |  | (694) |
|  | - |  | 2 |  | 1 |  | - |  | (1) |
| \$ | $(1,011)$ | \$ | $(1,206)$ | \$ | (634) | \$ | (821) | \$ | (693) |
| \$ | 184 | \$ | 166 | \$ | 157 | \$ | 143 | \$ | 136 |
| \$ | 176 | \$ | 157 | \$ | 147 | \$ | 138 | \$ | 134 |
|  | 4.29\% |  | 4.24\% |  | 5.31\% |  | 4.09\% |  | 5.97\% |
| \$ | 199 | \$ | 251 | \$ | 359 | \$ | 157 | \$ | 147 |
|  | 1,100 |  | 1,028 |  | 967 |  | 774 |  | 957 |
| \$ | 1,299 | \$ | 1,279 | \$ | 1,326 | \$ | 931 | \$ | 1,104 |


| \$ | 237 | \$ | 193 | \$ | 171 | \$ | 154 | \$ | 121 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 1,439 |  | 1,342 |  | 1,581 |  | 1,135 |  | 1,704 |
| \$ | 1,676 | \$ | 1,535 | \$ | 1,752 | \$ | 1,289 | \$ | 1,825 |


| 3Q12 Increase <br> (Decrease) from |
| :---: |
| 2 Q 12 |


(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 approximately $\$ 350$ million release in the first quarter of 2012 of allowance for loan losses previously established related to these charge-offs.
(2) The third quarter of 2012 includes approximately $\$ 635$ million of incremental charge-offs related to new 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 approximately $\$ 600$ million release in the third quarter of 2012 allowance for loan losses previously established related to these charge-offs.

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

| \$ | (159) | \$ | (235) | \$ | 74 | \$ | (97) | \$ | (101) | (4\%) | 36\% | \$ | (638) | \$ | (124) | 81\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | (852) |  | (969) |  | (707) |  | (724) |  | (593) | 18\% | 30\% |  | $(2,571)$ |  | $(2,024)$ | 21\% |
| \$ | $(1,011)$ | \$ | $(1,204)$ | \$ | (633) | \$ | (821) | \$ | (694) | 15\% | $31 \%$ | \$ | $(3,209)$ | \$ | $(2,148)$ | 33\% |

## CITI HOLDINGS

LOCAL CONSUMER LENDING - Page 2
(In millions of dollars, except as otherwise noted)
3Q12 Increase
$\qquad$


$\begin{array}{lllllllll}\$ & 480 & \$ & 422 & \$ & 428 & \$ & 363 & \$\end{array}$
$3.24 \% \quad 3.91 \% \quad 4.20 \% \quad 3.90 \% \quad 4.16 \%$
$\begin{array}{rrrrrrrr}\$ & 677 & \$ & 499 & \$ & 519 & \$ & 453 \\ & & \$ & & 436 \\ & 4.57 \% & & 4.62 \% & & 5.09 \% & & 4.87 \%\end{array}$

|  | 1,794 |  | 1,729 |  | 1,720 |  | 1,592 |  | 1,582 | $(1 \%)$ | $(12 \%)$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\$$ | 139.0 | $\$$ | 129.4 | $\$$ | 122.1 | $\$$ | 117.1 | $\$$ | 112.7 | $(4 \%)$ | $(19 \%)$ |
| $\$$ | 132.6 | $\$$ | 123.9 | $\$$ | 118.9 | $\$$ | 114.6 | $\$$ | 109.1 | $(5 \%)$ | $(18 \%)$ |
| $\$$ | 876 | $\$$ | 737 | $\$$ | 671 | $\$$ | 662 | $\$$ | 701 | $6 \%$ | $(20 \%)$ |
|  | $2.50 \%$ |  | $2.26 \%$ |  | $2.21 \%$ |  | $2.27 \%$ |  | $2.47 \%$ |  |  |
| $\$$ | 1,439 | $\$$ | 1,342 | $\$$ | 1,581 | $\$$ | 1,135 | $\$$ | 1,704 | $50 \%$ | $18 \%$ |
|  | $4.11 \%$ |  | $4.11 \%$ |  | $5.21 \%$ |  | $3.90 \%$ |  | $6.02 \%$ |  |  |
| $\$$ | 5,311 | $\$$ | 5,427 | $\$$ | 5,220 | $\$$ | 4,991 | $\$$ | 4,608 | $(8 \%)$ | $(13 \%)$ |
|  | $4.31 \%$ |  | $4.73 \%$ |  | $4.75 \%$ |  | $4.71 \%$ |  | $4.58 \%$ |  |  |
| $\$$ | 5,322 | $\$$ | 4,649 | $\$$ | 4,079 | $\$$ | 4,161 | $\$$ | 4,317 | $4 \%$ | $(19 \%)$ |
|  | $4.32 \%$ |  | $4.05 \%$ |  | $3.71 \%$ |  | $3.93 \%$ |  | $4.29 \%$ |  |  |

International Key Indicators
Branches (actual)
Average Loans (in billions) (1)
EOP Loans (1):
Real Estate Lending
Cards
Commercial Markets
EOP Loans (in billions of dollars)
Net Interest Revenue
As a \% of Average Loans
Net Credit Losses
As a \% of Average Loans
Loans 90+ Days Past Due
As a \% of EOP Loans
Loans 30-89 Days Past Due
As a \% of EOP Loans

## North America Key Indicators (1)

Branches (actual)
Average Loans (in billions of dollars)
EOP Loans (in billions of dollars)
Net Interest Revenue
As a \% of Average Loans
Net Credit Losses
As a \% of Average Loans
Loans 90+ Days Past Due (2) (3)
As a \% of EOP Loans
Loans 30-89 Days Past Due (2) (3)
As a \% of EOP Loans
(1) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(2) See Note 1 on page 29.
(3) See Note 2 on page 29

Reclassified to conform to the current period's presentation.

| 3Q | 4Q | 1Q | 2Q | 3Q | (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2011 | 2011 | 2012 | 2012 | 2012 | 2Q12 |  |

## KEY INDICATORS

## Residential Real Estate Lending

## Home Equity

Average Loans (in billions of dollars)
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 Loan
As a \% of Avg. Loans
Residential First
Home Equity
Net Credit Losses
As a \% of Avg. Loans
Residential First
Home Equity
Loans 90+ Days Past Due (1) (2)
As a \% of EOP Loans
Residential Firs
Home Equity
Loans 30-89 Days Past Due (1) (2)
As a \% of EOP Loans

## Personal Loans

Average Loans (in billions of dollars)
EOP Loans (in billions of dollars)
Net Interest Revenue on Loans
Net Credit Losses
As a \% of Avg. Loans
Loans 90+ Days Past Due
As a \% of EOP Loans
Loans 30-89 Days Past Due
As a \% of EOP Loans


| $(3 \%)$ | $(14 \%)$ |
| :--- | :--- |
| $(3 \%)$ | $(13 \%)$ |
| $(3 \%)$ | $(14 \%)$ |
| $(4 \%)$ | $(14 \%)$ |
| $(5 \%)$ | $(14 \%)$ |
| $(5 \%)$ | $(14 \%)$ |
| $(8 \%)$ | $(25 \%)$ |
| NM | $(6 \%)$ |
| $9 \%$ | $(3 \%)$ |
|  |  |
| $46 \%$ | $42 \%$ |
| $93 \%$ | $59 \%$ |
| $70 \%$ | $52 \%$ |
|  |  |

1) 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 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 $\$ 4.5$ billion and ( $\$ 8.1$ billion), $\$ 4.4$
billion and ( $\$ 7.9$ billion), $\$ 4.4$ billion and ( $\$ 7.7$ billion), $\$ 4.3$ billion and ( $\$ 7.4$ billion) and $\$ 4.1$ billion and ( $\$ 7.2$ billion) as of
September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012, respectively
The amounts excluded for Loans 30-89 Days Past Due and (EOP Loans) for each period were $\$ 1.6$ billion and ( $\$ 8.1$ billion), $\$ 1.5$
billion and ( $\$ 7.9$ billion), $\$ 1.3$ billion and ( $\$ 7.7$ billion), $\$ 1.3$ billion and ( $\$ 7.4$ billion) and $\$ 1.3$ billion and ( $\$ 7.2$ billion) as of
September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012, respectively
(2) The September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012 Loans $90+$ Days Past Due and 30-89 Days Past Due and related ratios excludes $\$ 1.3$ billion, $\$ 1.3$ billion, $\$ 1.3$ billion, $\$ 1.2$ billion and $\$ 1.2$ billion,
respectively, of loans that are carried at fair value
NM Not meaningful
Reclassified to conform to the current period's presentation

CITI HOLDINGS
SPECIAL ASSET POOL
(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 Benefits \& Claims
Provision for Unfunded Lending Commitments
Provision for Loan Losses and for Benefits and Claims
Income from Continuing Operations before Taxes Income Taxes
Income from Continuing Operations
Net Income (loss) Attributable to Noncontrolling Interests Net Income (Loss)
EOP Assets (in billions of dollars)
NM Not meaningful
Reclassified to conform to the current period's presentation.

| 3Q12 Increase (Decrease) from |  |
| :---: | :---: |
| 2Q12 | 3Q11 |
| 30\% | 77\% |
| NM | NM |
| NM | NM |
| 80\% | 95\% |
| NM | NM |
| 42\% | 87\% |
| - | - |
| 21\% | NM |
| (63\%) | 9\% |
| 67\% | 82\% |
| NM | NM |
| NM | NM |
| - | - |
| NM | NM |
| (13\%) | (38\%) |


| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 Q \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | (235) | \$ | (94) | \$ | (102) | \$ | (77) | \$ | (54) |
|  | 8 |  | (140) |  | (304) |  | (17) |  | 64 |
|  | (227) |  | (234) |  | (406) |  | (94) |  | 10 |
|  | 61 |  | 55 |  | 63 |  | 66 |  | 119 |
|  | 202 |  | (23) |  | (18) |  | 40 |  | (18) |
|  | (277) |  | (186) |  | (29) |  | (64) |  | (37) |
|  | - |  | - |  | - |  | - |  | - |
|  | (2) |  | (50) |  | (26) |  | (19) |  | (15) |
|  | (77) |  | (259) |  | (73) |  | (43) |  | (70) |
|  | (211) |  | (30) |  | (396) |  | (117) |  | (39) |
|  | (84) |  | (13) |  | (141) |  | (43) |  | (189) |
|  | (127) |  | (17) |  | (255) |  | (74) |  | 150 |
|  | - |  | - |  | - |  | - |  | - |
| \$ | (127) | \$ | (17) | \$ | (255) | \$ | (74) | \$ | 150 |
| \$ | 45 | \$ | 41 | \$ | 36 | \$ | 32 | \$ | 28 |

(13\%)

| Nine Months 2011 |  | Nine Months 2012 |  |
| :---: | :---: | :---: | :---: |
| \$ | (311) | \$ | (233) |
|  | 1,092 |  | (257) |
|  | 781 |  | (490) |
|  | 238 |  | 248 |
|  | 1,091 |  | 4 |
|  | $(1,669)$ |  | (130) |
|  | - |  | - |
|  | 10 |  | (60) |
|  | (568) |  | (186) |
|  | 1,111 |  | (552) |
|  | 498 |  | (373) |
|  | 613 |  | (179) |
|  | 108 |  | - |
| \$ | 505 | \$ | (179) |

YTD 2012 vs. YTD 2011 Increasel (Decrease) (Decrease) $25 \%$
NM NM
$4 \%$ (100\%) 92\%

NM
67\%
NM
NM

## CORPORATE I OTHER

(In millions of dollars, except as otherwise noted)

```
Net Interest Revenu
Non-Interest Revenue
Net Interest Revenu
```

Total Revenues, Net of Interest Expense
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
ncome Taxes
Income from Continuing Operations
Income (Loss) from Discontinued Operations, net of taxes
Net Income (loss) Attributable to Noncontrolling Interests
Net Income (Loss)
EOP Assets (in billions of dollars)

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


Net Credit Losse
Credit Reserve Build / (Release)

| $\begin{gathered} 3 Q \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ \\ \hline 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{QQ} \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | (22) | \$ | 87 | \$ | 13 | \$ | (21) | \$ | (136) |
|  | 322 |  | 296 |  | 487 |  | (244) |  | 169 |
|  | 300 |  | 383 |  | 500 |  | (265) |  | 33 |
|  | 521 |  | 512 |  | 795 |  | 597 |  | 764 |
|  | 1 |  | 1 |  | 1 |  | 1 |  | (1) |
|  | (1) |  | (1) |  | (1) |  | - |  | - |
|  | (1) |  | 1 |  | - |  | (1) |  | - |
|  | 1 |  | (1) |  | - |  | - |  | - |
|  | - |  | - |  | - |  | - |  | (1) |
|  | (221) |  | (129) |  | (295) |  | (862) |  | (730) |
|  | (147) |  | (88) |  | 17 |  | (435) |  | (675) |
| (74) |  |  | (41) |  | (312) |  | (427) |  | (55) |
| 1 |  |  | - |  | (5) |  | (1) |  | (31) |
| (41) |  |  | 14 |  | 63 |  | 9 |  | 8 |
| \$ | (32) | \$ | (55) | \$ | (380) | \$ | (437) | \$ | (94) |
| \$ | 283 | \$ | 284 | \$ | 311 | \$ | 289 | \$ | 302 |


| 3Q12 Increase <br> (Decrease) |  |  |
| :---: | :---: | :---: |
|  | from | 3Q12 |


| Nine Months 2011 |  | Nine Months 2012 |  |
| :---: | :---: | :---: | :---: |
| \$ | (61) | \$ | (144) |
|  | 563 |  | 412 |
|  | 502 |  | 268 |
|  | 1,781 |  | 2,156 |
|  | 2 |  | 1 |
|  | (2) |  | (1) |
|  | - |  | (1) |
|  | 1 |  | - |
|  | 1 |  | (1) |
|  | $(1,280)$ |  | $(1,887)$ |
|  | (593) |  | $(1,093)$ |
|  | (687) |  | (794) |
|  | 112 |  | (37) |
|  | (41) |  | 80 |
| \$ | (534) | \$ | (911) |

YTD 2012 vs.
YTD 2011 Increa YTD 2012 vs.
YTD 2011 Increase/ (Decrease) NM (27\%) (47\%) 21\% (50\%)
$50 \%$ 50\%
(100\%)
NM (84\%) (84\%) NM
(71\%)

(1) Net interest revenue includes the taxable equivalent adjustments (based on the U.S. federal statutory tax rate of $35 \%$ ) of $\$ 138$ million for the third quarter of 2011, $\$ 144$ million for the second quarter of 2012 and $\$ 141$ million for the third quarter of 2012.
(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.

| EOP DEPOSITS <br> TOTAL CITIGROUP <br> (In billions of dollars) |
| :--- |
|  |
|  |

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented.
(2) Constant $\$$ excludes the impact of FX translation for all periods presented.

Reclassified to conform to the current period's presentation

| EOP LOANS - Page 1 CITICORP <br> (In billions of dollars) |  | $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Citicorp: |  |  |  |  |  |  |  |  |  |  |  |  |
| North America |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 113.0 | \$ | 117.1 |  |  | \$ | 109.4 | \$ | 109.3 | \$ | 108.8 | - | (4\%) |
| Retail Banking |  | 36.5 |  | 38.9 |  | 40.6 |  | 40.9 |  | 41.5 | 1\% | 14\% |
| Total | \$ | 149.5 | \$ | 156.0 | \$ | 150.0 | \$ | 150.2 | \$ | 150.3 |  | 1\% |
| EMEA |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 2.7 | \$ | 2.7 | \$ | 2.9 | \$ | 2.8 | \$ | 2.9 | 4\% | 7\% |
| Retail Banking |  | 4.3 |  | 4.2 |  | 4.5 |  | 4.6 |  | 4.9 | 7\% | 14\% |
| Total | \$ | 7.0 | \$ | 6.9 | \$ | 7.4 | \$ | 7.4 | \$ | 7.8 | 5\% | 11\% |
| Latin America |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 12.9 | \$ | 13.7 | \$ | 14.3 | \$ | 13.7 | \$ | 14.2 | 4\% | 10\% |
| Retail Banking |  | 21.6 |  | 23.6 |  | 26.1 |  | 25.9 |  | 27.5 | 6\% | 27\% |
| Total | \$ | 34.5 | \$ | 37.3 | \$ | 40.4 | \$ | 39.6 | \$ | 41.7 | 5\% | 21\% |
| Asia |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 18.9 | \$ | 19.9 | \$ | 19.6 | \$ | 19.6 | \$ | 20.0 | 2\% | 6\% |
| Retail Banking |  | 65.5 |  | 67.3 |  | 68.8 |  | 67.6 |  | 69.3 | 3\% | 6\% |
| Total | \$ | 84.4 | \$ | 87.2 | \$ | 88.4 | \$ | 87.2 | \$ | 89.3 | 2\% | 6\% |
| Total Consumer Loans |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 147.5 | \$ | 153.4 | \$ | 146.2 | \$ | 145.4 | \$ | 145.9 | - | (1\%) |
| Retail Banking |  | 127.9 |  | 134.0 |  | 140.0 |  | 139.0 |  | 143.2 | 3\% | 12\% |
| Total Consumer | \$ | 275.4 | \$ | 287.4 | \$ | 286.2 | \$ | 284.4 | \$ | 289.1 | 2\% | 5\% |
| Total Corporate Loans |  |  |  |  |  |  |  |  |  |  |  |  |
| Securities and Banking | \$ | 149.5 | \$ | 158.9 | \$ | 159.6 | \$ | 166.6 | \$ | 172.0 | 3\% | 15\% |
| Transaction Services |  | 57.8 |  | 60.3 |  | 68.4 |  | 76.1 |  | 75.5 | (1\%) | 31\% |
| Total Corporate Loans | \$ | 207.3 | \$ | 219.2 | \$ | 228.0 | \$ | 242.7 | \$ | 247.5 | 2\% | 19\% |
| Total Citicorp | \$ | 482.7 | \$ | 506.6 | \$ | 514.2 | \$ | 527.1 | \$ | 536.6 | 2\% | 11\% |
| Constant \$: |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Citicorp EOP Loans - as Reported | \$ | 482.7 | \$ | 506.6 | \$ | 514.2 | \$ | 527.1 | \$ | 536.6 | 2\% | 11\% |
| Impact of FX Translation (2) |  | 3.8 |  | 4.3 |  | (1.0) |  | 4.6 |  |  |  |  |
| Total Citicorp EOP Loans - Constant \$ (3) | \$ | 486.5 | \$ | 510.9 | \$ | 513.2 | \$ | 531.7 | \$ | 536.6 | 1\% | 10\% |
| (1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the current exchange rate for all periods presented. <br> (2) Constant $\$$ excludes the impact of FX translation for all periods presented. |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans on the Consolidated Balance Sheet. |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

EOP LOANS - Page 2
CITI HOLDINGS AND TOTAL CITIGROUP
(In billions of dollars)

|  | $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ \\ \hline 2012 \\ \hline \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |
| Citi Holdings: |  |  |  |  |  |  |  |  |  |  |  |  |
| Local Consumer Lending - North America |  |  |  |  |  |  |  |  |  |  |  |  |
| Real Estate Lending |  | 110.9 |  |  |  | 107.5 |  | 103.6 |  | 99.8 |  | 95.3 | (5\%) | (14\%) |
| All Other |  | 10.6 |  | 5.5 |  | 4.9 |  | 4.6 |  | 3.7 | (20\%) | (65\%) |
| Personal |  | 11.1 |  | 10.9 |  | 10.4 |  | 10.2 |  | 10.1 | (1\%) | (9\%) |
| Total | \$ | 132.6 | \$ | 123.9 | \$ | 118.9 | \$ | 114.6 | \$ | 109.1 | (5\%) | (18\%) |
| Local Consumer Lending - International |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 3.3 | \$ | 2.7 | \$ | 2.7 | \$ | 2.6 | \$ | 2.6 | - | (21\%) |
| Retail Banking |  | 11.5 |  | 8.1 |  | 7.5 |  | 6.7 |  | 6.2 | (7\%) | (46\%) |
| Total | \$ | 14.8 | \$ | 10.8 | \$ | 10.2 | \$ | 9.3 | \$ | 8.8 | (5\%) | (41\%) |
| Citi Holdings - Other (Primarily SAP) |  | 7.1 |  | 5.9 |  | 4.7 |  | 4.0 |  | 3.9 | (3\%) | (45\%) |
| Total Citi Holdings | \$ | 154.5 | \$ | 140.6 | \$ | 133.8 | \$ | 127.9 | \$ | 121.8 | (5\%) | (21\%) |
| Total Citigroup | \$ | 637.2 | \$ | 647.2 | \$ | 648.0 | \$ | 655.0 | \$ | 658.4 | 1\% | 3\% |
| Consumer Loans | \$ | 424.2 | \$ | 423.3 | \$ | 416.1 | \$ | 409.1 | \$ | 407.7 | - | (4\%) |
| Corporate Loans |  | 213.0 |  | 223.9 |  | 231.9 |  | 245.9 |  | 250.7 | 2\% | 18\% |
| Total Citigroup | \$ | 637.2 | \$ | 647.2 | \$ | 648.0 | \$ | 655.0 | \$ | 658.4 | 1\% | 3\% |
| Constant \$: |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Citigroup EOP Loans - as Reported | \$ | 637.2 | \$ | 647.2 | \$ | 648.0 | \$ | 655.0 | \$ | 658.4 | 1\% | 3\% |
| Impact of FX Translation (2) |  | 3.9 |  | 4.6 |  | (1.1) |  | 5.1 |  | - |  |  |
| Total Citigroup EOP Loans - Constant \$ (3) | \$ | 641.1 | \$ | 651.8 | \$ | 646.9 | \$ | 660.1 | \$ | 658.4 | - | 3\% |

Note: Certain small balance consumer loans included in the above lines are classified as Corporate
Loans on the Consolidated Balance Sheet.
Reclassified to conform to the current period's presentation.

SUPPLEMENTAL DETAIL
CONSUMER LOANS 90+DAYS DELINQUENCY AMOUNTS AND RATIOS
(In millions of dollars, except EOP loan amounts in billions of dollars)

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

Total Citigroup (excluding Special Asset Pool) (2) (3) Ratio
citi

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} \text { 1Q } \\ 2012 \end{gathered}$ |  | $\begin{gathered} \hline 2 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2012 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | $\begin{aligned} & 3,416 \\ & 1.25 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,406 \\ & 1.19 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,342 \\ & 1.17 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,090 \\ & 1.09 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,024 \\ & 1.05 \% \end{aligned}$ | \$ | 289.1 |
| \$ | $\begin{gathered} 794 \\ 0.63 \% \end{gathered}$ | \$ | $\begin{array}{r} 769 \\ 0.58 \% \end{array}$ | \$ | $\begin{gathered} 843 \\ 0.61 \% \end{gathered}$ | \$ | $\begin{gathered} 869 \\ 0.63 \% \end{gathered}$ | \$ | $\begin{gathered} 882 \\ 0.62 \% \end{gathered}$ | \$ | 143.2 |
| \$ | $\begin{gathered} 232 \\ 0.66 \% \end{gathered}$ | \$ | $\begin{gathered} 235 \\ 0.63 \% \end{gathered}$ | \$ | $\begin{gathered} 260 \\ 0.66 \% \end{gathered}$ | \$ | $\begin{gathered} 294 \\ 0.74 \% \end{gathered}$ | \$ | $\begin{gathered} 291 \\ 0.72 \% \end{gathered}$ | \$ | 41.5 |
| \$ | $\begin{gathered} 65 \\ 1.51 \% \end{gathered}$ | \$ | $\begin{array}{r} 59 \\ 1.40 \% \end{array}$ | \$ | $\begin{array}{r} 62 \\ 1.38 \% \end{array}$ | \$ | $\begin{array}{r} 49 \\ 1.07 \% \end{array}$ | \$ | $\begin{array}{r} 50 \\ 1.02 \% \end{array}$ | \$ | 4.9 |
| \$ | $\begin{gathered} 273 \\ 1.26 \% \end{gathered}$ | \$ | $\begin{gathered} 253 \\ 1.07 \% \end{gathered}$ | \$ | $\begin{gathered} 276 \\ 1.06 \% \end{gathered}$ | \$ | $\begin{array}{r} 285 \\ 1.10 \% \end{array}$ | \$ | $\begin{gathered} 322 \\ 1.17 \% \end{gathered}$ | \$ | 27.5 |
| \$ | $\begin{gathered} 224 \\ 0.34 \% \end{gathered}$ | \$ | $\begin{gathered} 222 \\ 0.33 \% \end{gathered}$ | \$ | $\begin{gathered} 245 \\ 0.36 \% \end{gathered}$ | \$ | $\begin{gathered} 241 \\ 0.36 \% \end{gathered}$ | \$ | $\begin{gathered} 219 \\ 0.32 \% \end{gathered}$ | \$ | 69.3 |
| \$ | $\begin{aligned} & 2,622 \\ & 1.78 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,637 \\ & 1.72 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,499 \\ & 1.71 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,221 \\ & 1.53 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,142 \\ & 1.47 \% \end{aligned}$ | \$ | 145.9 |
| \$ | $\begin{aligned} & 1,063 \\ & 1.42 \% \end{aligned}$ | \$ | $\begin{aligned} & \text { 1,016 } \\ & 1,32 \% \end{aligned}$ | \$ | $\begin{gathered} 982 \\ 1.35 \% \end{gathered}$ | \$ | $\begin{gathered} 830 \\ 1.14 \% \end{gathered}$ | \$ | $\begin{gathered} 760 \\ 1.05 \% \end{gathered}$ | \$ | 72.2 |
| \$ | $\begin{gathered} 902 \\ 2.38 \% \end{gathered}$ | \$ | $\begin{gathered} 951 \\ 2.38 \% \end{gathered}$ | \$ | $\begin{aligned} & 845 \\ & 2.30 \% \end{aligned}$ | \$ | $\begin{gathered} 721 \\ 1.97 \% \end{gathered}$ | \$ | $\begin{gathered} 716 \\ 1.96 \% \end{gathered}$ | \$ | 36.6 |
| \$ | $\begin{gathered} 47 \\ 1.74 \% \end{gathered}$ | \$ | $\begin{array}{r} 44 \\ 1.63 \% \end{array}$ | \$ | $\begin{gathered} 43 \\ 1.48 \% \end{gathered}$ | \$ | $\begin{gathered} 43 \\ 1.54 \% \end{gathered}$ | \$ | $\begin{aligned} & 45 \\ & 1.55 \% \end{aligned}$ | \$ | 2.9 |
| \$ | 396 $3.07 \%$ | \$ | 412 $3.01 \%$ | \$ | 405 $2.83 \%$ | \$ | $\begin{gathered} 405 \\ 2.96 \% \end{gathered}$ | \$ | $\begin{gathered} 401 \\ 2820 \end{gathered}$ | \$ | 14.2 |
| \$ | $\begin{gathered} 3.01 \% \\ 214 \\ 1.13 \% \end{gathered}$ | \$ | $\begin{gathered} .014 \\ 1.08 \% \end{gathered}$ | \$ | $\begin{gathered} 224 \\ 1.14 \% \end{gathered}$ | \$ | $\begin{gathered} 2.96 \% \\ 222 \\ 1.13 \% \end{gathered}$ | \$ | $\begin{gathered} 220 \\ 1.10 \% \end{gathered}$ | \$ | 20.0 |
| \$ | $\begin{aligned} & 5,791 \\ & 4.20 \% \end{aligned}$ | \$ | $\begin{aligned} & 5,849 \\ & 4.66 \% \end{aligned}$ | \$ | $\begin{aligned} & 5,648 \\ & 4.70 \% \end{aligned}$ | \$ | $\begin{aligned} & 5,354 \\ & 4.66 \% \end{aligned}$ | \$ | $\begin{aligned} & 4,974 \\ & 4.54 \% \end{aligned}$ | \$ | 117.9 |
| \$ | $\begin{array}{r} 480 \\ 3.24 \% \end{array}$ | \$ | $\begin{gathered} 422 \\ 3.91 \% \end{gathered}$ | \$ | $\begin{array}{r} 428 \\ 4.20 \% \end{array}$ | \$ | $\begin{array}{r} 363 \\ 3.90 \% \end{array}$ | \$ | $\begin{gathered} 366 \\ 4.16 \% \end{gathered}$ | \$ | 8.8 |
| \$ | $\begin{aligned} & 5,311 \\ & 4.31 \% \end{aligned}$ | \$ | $\begin{aligned} & 5,427 \\ & 4.73 \% \end{aligned}$ | \$ | $\begin{aligned} & 5,220 \\ & 4.75 \% \end{aligned}$ | \$ | $\begin{aligned} & 4,991 \\ & 4.71 \% \end{aligned}$ | \$ | $\begin{aligned} & 4,608 \\ & 4 \end{aligned}$ | \$ | 109.1 |
| \$ | $\begin{aligned} & 9,207 \\ & 2.23 \% \end{aligned}$ | \$ | $\begin{aligned} & 9,255 \\ & 2.25 \% \end{aligned}$ | \$ | $\begin{aligned} & 8,990 \\ & 2.22 \% \end{aligned}$ | \$ | $\begin{aligned} & 8,444 \\ & 2.12 \% \end{aligned}$ | \$ | $\begin{aligned} & 7,998 \\ & 2.01 \% \end{aligned}$ | \$ | 407.0 |

(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 RCB 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 Retail Consumer Banking on page 10 and Local Consumer Lending on page 29.
(3) The September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012 Loans $90+$ Days Past Due and $30-89$ 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
(In millions of dollars, except EOP loan amounts in billions of dollars)

| Citicorp (2) |
| :--- |
| Total |
| Ratio |
| Retail Bank (2) |
| Total |
| Ratio |
| North America (2) |
| Ratio |
| EMEA |
| Ratio |
| Latin America |
| Ratio |
| Asia |
| Ratio |
| Cards |
| Total |
| Ratio |
| North America - Citi-Branded |
| Ratio |
| North America - Retail Services |
| Ratio |
| EMEAA |
| Ratio |
| Latin America |
| Ratio |
| Asia |
| Ratio |

Citi Holdings - Local Consumer Lending (2) (3)
Ratio
International
Ratio
North America (2) (3)
Ratio
Total Citigroup (excluding Special Asset Pool) (2) (3)

(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 RCB 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 Retail Consumer Banking on page 10 and Local Consumer Lending on page 29
(3) The September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012 Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios excludes $\$ 1.3$ billion, $\$ 1.3$ billion, $\$ 1.3$ billion, $\$ 1.2$ billion and $\$ 1.2$ billion,
loans that are carried at fair value.
Reclassified to conform to the current period's presentation

ALLOWANCE FOR CREDIT LOSSES - PAGE 1
TOTAL CITIGROU
(In millions of dollars)

## Total Citigroup

## Allowance for Loan Losses at Beginning of Period (1)

Gross Credit (Losses) (2)
Gross Recoveries
Net Credit (Losses) / Recoveries (NCLs)
NCLs (2) (3)
Net Reserve Builds / (Releases) (3)
Net Specific Reserve Builds / (Releases) (2) (3) (4)
Provision for Loan Losses
Other (5) (6) (7) (8) (9) (10)
Allowance for Loan Losses at End of Period (1) (a)

## Allowance for Unfunded Lending Commitments (11) (a)

Provision for Unfunded Lending Commitments
Total Allowance for Loans, Leases and
Unfunded Lending Commitments [Sum of (a)]
Total Allowance for Loan Losses as a Percentage of Total Loans (12)
Allowance for Loan Losses at End of Period (1):

## Citicorp

Citi Holdings
Total Citigroup

| 3Q | 4Q | 19 | 2Q | 3Q | 3Q12 Increase (Decrease) from |  | Nine Months | Nine Months | YTD 2012 vs. YTD 2011 Increase/ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2011 | 2011 | 2012 | 2012 | 2012 | 2Q12 | 3Q11 | 2011 | 2012 | (Decrease) |


| \$ | 34,362 | \$ | 32,052 | \$ | 30,115 | \$ | 29,020 | \$ | 27,611 |  |  | \$ | 40,655 | \$ | 30,115 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $(5,217)$ |  | $(4,910)$ |  | $(4,771)$ |  | $(4,317)$ |  | $(4,638)$ | (7\%) | 11\% |  | $(18,254)$ |  | $(13,726)$ | 25\% |
|  | 703 |  | 802 |  | 816 |  | 741 |  | 659 | (11\%) | (6\%) |  | 2,324 |  | 2,216 | (5\%) |
|  | $(4,514)$ |  | $(4,108)$ |  | $(3,955)$ |  | $(3,576)$ |  | $(3,979)$ | (11\%) | 12\% |  | $(15,930)$ |  | $(11,510)$ | 28\% |
|  | 4,514 |  | 4,108 |  | 3,955 |  | 3,576 |  | 3,979 | 11\% | (12\%) |  | 15,930 |  | 11,510 | (28\%) |
|  | $(1,591)$ |  | $(1,411)$ |  | (194) |  | (616) |  | (868) | (41\%) | 45\% |  | $(7,023)$ |  | $(1,678)$ | 76\% |
|  | 126 |  | (53) |  | (933) |  | (375) |  | (600) | (60\%) | NM |  | 222 |  | $(1,908)$ | NM |
|  | 3,049 |  | 2,644 |  | 2,828 |  | 2,585 |  | 2,511 | (3\%) | (18\%) |  | 9,129 |  | 7,924 | (13\%) |
|  | (845) |  | (473) |  | 32 |  | (418) |  | (227) |  |  |  | $(1,802)$ |  | (613) |  |
| \$ | 32,052 | \$ | 30,115 | \$ | 29,020 | \$ | 27,611 | \$ | 25,916 |  |  | \$ | 32,052 | \$ | 25,916 |  |
| \$ | 1,139 | \$ | 1,136 | \$ | 1,097 | \$ | 1,104 | \$ | 1,063 |  |  | \$ | 1,139 | \$ | 1,063 |  |
| \$ | 43 | \$ | (4) | \$ | (38) | \$ | 7 | \$ | (41) |  |  | \$ | 55 | \$ | (72) |  |
| \$ | 33,191 | \$ | 31,251 | \$ | 30,117 | \$ | 28,715 | \$ | 26,979 |  |  | \$ | 33,191 | \$ | 26,979 |  |

$\xlongequal{\$ 32,052} \xlongequal{\$ 30,115} \$ 29,020 \$ 27,611 \$ 25,91$ 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 Settlement. There was a corresponding approximately $\$ 350$ milion release in the first quarter of 2012 of allowance for loan losses previously established related to these charge-offs
(3) The third quarter of 2012 includes approximately $\$ 635$ million of incremental charge-offs related to new 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 approximately $\$ 600$ million release in the third quarter of 2012 allowance for loan losses previously related to these charge-offs.
(4) The third quarter of 2011 includes $\$ 466$ million attributable to the reclassification of certain loan modifications as TDRs in accordance with ASU 2011-02, substantially all of which had previously been included in the non-specific reserves.
(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 third quarter of 2011 includes a reduction of approximately $\$ 300$ million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately $\$ 530$ million related to foreign currency translation.
(7) The fourth quarter of 2011 includes a reduction of approximately $\$ 325$ million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately $\$ 72$ million related to the transfer of Citi Belgium to held-for-sale
(8) 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. Ioan portfolios
(9) 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 porffolios and a reduction of approximately $\$ 200$ million related to foreign currency translation.
(10) 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
(11) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet
(12) September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012, excludes
$\$ 5.4$ billion, $\$ 5.3$ billion, $\$ 4.7$ billion, $\$ 5.1$ billion and $\$ 5.4$ billion, 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 citigrour
(In millions of dollars)

## Total Citigroup Consumer Loans

Allowance for Loan Losses at Beginning of Period (1)
Net Credit (Losses) / Recoveries (NCLs)
NCLs (2) (3)
Net Reserve Builds / (Releases) (3)
Net Specific Reserve Builds / (Releases) (2) (3) (4)
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
Net Reserve Builds / (Releases)
Net Specific Reserve Builds / (Releases)
Provision for Loan Losses
Other (4)
Allowance for Loan Losses at End of Period (1) (b)
Corporate Allowance for Unfunded Lending Commitments (11) (b)
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)

| $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  |  |  | Nine Months 2012 | $\begin{aligned} & \text { YTD } 2012 \text { vs. } \\ & \text { YTD } 2011 \text { Increase/ } \\ & \text { (Decrease) } \\ & \hline \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2Q12 | 3Q11 |  |  |  |  |  |  |  |  |  |  |
| \$ | 30,915 |  |  | \$ | 28,866 | \$ | 27,236 | \$ | 25,963 |  | 24,639 |  |  | \$ | 35,406 | \$ 27,236 |  |
|  | $(4,242)$ |  | $(3,965)$ |  | $(4,038)$ |  | $(3,422)$ |  | $(3,862)$ | (13\%) | 9\% |  | $(14,459)$ | $(11,322)$ | 22\% |
|  | 4,242 |  | 3,965 |  | 4,038 |  | 3,422 |  | 3,862 | 13\% | (9\%) |  | 14,459 | 11,322 | (22\%) |
|  | $(1,473)$ |  | $(1,198)$ |  | (348) |  | (539) |  | (869) | (61\%) | 41\% |  | $(6,153)$ | $(1,756)$ | 71\% |
|  | 235 |  | 31 |  | (929) |  | (384) |  | (425) | (11\%) | NM |  | 1,408 | $(1,738)$ | NM |
|  | 3,004 |  | 2,798 |  | 2,761 |  | 2,499 |  | 2,568 | 3\% | (15\%) |  | 9,714 | 7,828 | (19\%) |
|  | (811) |  | (463) |  | 4 |  | (401) |  | (246) | NM | NM |  | $(1,795)$ | (643) | 64\% |
| \$ | 28,866 | \$ | 27,236 | \$ | 25,963 | \$ | 24,639 | \$ | 23,099 |  |  | \$ | 28,866 | \$ 23,099 |  |
| \$ | 4 | \$ | 3 | \$ | 2 | \$ | 2 | \$ | 1 |  |  | \$ | 4 | \$ 1 |  |
| \$ | 2 | \$ | - | \$ | - | \$ | - | \$ | (1) |  |  | \$ | 5 | \$ (1) |  |
| \$ | 28,870 | \$ | 27,239 | \$ | 25,965 | \$ | 24,641 | \$ | 23,100 |  |  | \$ | 28,870 | \$ 23,100 |  |
|  | 6.83\% |  | 6.45\% |  | 6.26\% |  | 6.04\% |  | 5.68\% |  |  |  |  |  |  |
| \$ | 3,447 | \$ | 3,186 | \$ | 2,879 | \$ | 3,057 | \$ | 2,972 |  |  | \$ | 5,249 | \$ 2,879 |  |
|  | (272) |  | (143) |  | 83 |  | (154) |  | (117) | 24\% | 57\% |  | $(1,471)$ | (188) | 87\% |
|  | 272 |  | 143 |  | (83) |  | 154 |  | 117 | (24\%) | (57\%) |  | 1,471 | 188 | (87\%) |
|  | (118) |  | (213) |  | 154 |  | (77) |  | 1 | NM | 101\% |  | (870) | 78 | NM |
|  | (109) |  | (84) |  | (4) |  | 9 |  | (175) | NM | (61\%) |  | $(1,186)$ | (170) | 86\% |
|  | 45 |  | (154) |  | 67 |  | 86 |  | (57) | NM | NM |  | (585) | 96 | NM |
|  | (34) |  | (10) |  | 28 |  | (17) |  | 19 |  |  |  | (7) | 30 |  |
| \$ | 3,186 | \$ | 2,879 | \$ | 3,057 | \$ | 2,972 | \$ | 2,817 |  |  | \$ | 3,186 | \$ 2,817 |  |
| \$ | 1,135 | \$ | 1,133 | \$ | 1,095 | \$ | 1,102 | \$ | 1,062 |  |  | \$ | 1,135 | \$ 1,102 |  |
| \$ | 41 | \$ | (4) | \$ | (38) | \$ | 7 | \$ | (40) |  |  | \$ | 50 | \$ (71) |  |
| \$ | 4,321 | \$ | 4,012 | \$ | 4,152 | \$ | 4,074 | \$ | 3,879 |  |  | \$ | 4,321 | \$ 3,919 |  |

## ALLOWANCE FOR CREDIT LOSSES - PAGE

total CITIGROUP

## 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 porffolio.
(2) See Note (2) on page 38
(3) See Note (3) on page 38
2) The third quarter of 2011 includes $\$ 466$ million attributable to the reclassification of certain loan modifications as TDRs in accordance with ASU 2011-02, substantially all of which had previously been included in the non-specific reserves
(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 third quarter of 2011 includes a reduction of approximately $\$ 300$ million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a The third quarter of 2011 includes a reduction of approximately $\$ 300$ milion re
reduction of approximately $\$ 485$ million related to foreign currency translation.
(7) The fourth quarter of 2011 includes a reduction of approximately $\$ 325$ million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately $\$ 72$ million related to the transfer of Citi Belgium to held-for-sale.
(8) 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.
3) 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 related to foreign currency translation.
(10) 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.
(11) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet
(12) September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012 excludes $\$ 1.3$ billion, $\$ 1.3$ billion, $\$ 1.3$ billion, $\$ 1.3$ billion and $\$ 1.3$ billion, respectively, of Loans which are carried at fair value
(13) September 30, 2011, December 31, 2011, March 31, 2012, June 30, 2012 and September 30, 2012 excludes $\$ 4.1$ billion, $\$ 3.9$ billion, $\$ 3.4$ billion, $\$ 3.8$ billion and $\$ 4.1$ billion respectively of loans which are carried at fair value.

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


| COMPONENTS OF PROVISION FOR LOAN LOSSES - PAGE 2 CITI HOLDINGS / TOTAL CITIGROUP <br> (In millions of dollars) | $\begin{gathered} 3 Q \\ 2011 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \\ \hline \end{gathered}$ |  | 3Q12 Increase (Decrease) from |  | citi |  |  |  | YTD 2012 vs. YTD 2011 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Nine Months 2011 | Nine Months 2012 |  |  |  |  |  |  |  |  |
| Citi Holdings |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses Credit Reserve Build / (Release) | \$ | $\begin{gathered} 1,881 \\ (532) \end{gathered}$ |  |  | \$ | $\begin{gathered} 1,512 \\ (612) \end{gathered}$ | \$ | $\begin{gathered} 1,734 \\ (550) \end{gathered}$ | \$ | $\begin{gathered} 1,329 \\ (250) \end{gathered}$ | \$ | $\begin{gathered} 1,807 \\ (797) \end{gathered}$ | $\begin{aligned} & 36 \% \\ & \text { NM } \end{aligned}$ | $\begin{aligned} & (4 \%) \\ & (50 \%) \end{aligned}$ | \$ | $\begin{gathered} 7,064 \\ (2,665) \end{gathered}$ | \$ | $\begin{gathered} 4,870 \\ (1,597) \end{gathered}$ | $\begin{gathered} (31 \%) \\ 40 \% \end{gathered}$ |
| Brokerage and Asset Management |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 3 |  | - |  |  |  | - |  | - |  | - | - | (100\%) |  | 4 |  | - | (100\%) |
| Credit Reserve Build / (Release) |  | - |  | - |  | (1) |  | - |  | - | - | - |  | (3) |  | (1) | 67\% |
| Local Consumer Lending |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 1,676 |  | 1,535 |  | 1,752 |  | 1,289 |  | 1,825 | 42\% | 9\% |  | 5,969 |  | 4,866 | (18\%) |
| Credit Reserve Build / (Release) |  | (255) |  | (426) |  | (520) |  | (186) |  | (760) | NM | NM |  | (993) |  | $(1,466)$ | (48\%) |
| Special Asset Pool |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 202 |  | (23) |  | (18) |  | 40 |  | (18) | NM | NM |  | 1,091 |  | 4 | (100\%) |
| Credit Reserve Build / (Release) |  | (277) |  | (186) |  | (29) |  | (64) |  | (37) | 42\% | 87\% |  | $(1,669)$ |  | (130) | 92\% |
| Total Citi Holdings Provision for Loan Losses | \$ | 1,349 | \$ | 900 | \$ | 1,184 | \$ | 1,079 | \$ | 1,010 | (6\%) | (25\%) | \$ | 4,399 | \$ | 3,273 | (26\%) |
| Total Citicorp Provision for Loan Losses (from prior page) | \$ | 1,700 | \$ | 1,744 | \$ | 1,644 | \$ | 1,505 | \$ | 1,502 | - | (12\%) | \$ | 4,730 | \$ | 4,651 | (2\%) |
| Corporate / Other |  | - |  | - |  | - |  | 1 |  | (1) | - | - |  | - |  | - | - |
| Total Citigroup Provision for Loan Losses | \$ | 3,049 | \$ | 2,644 | \$ | 2,828 | \$ | 2,585 | \$ | 2,511 | (3\%) | (18\%) | \$ | 9,129 | \$ | 7,924 | (13\%) |

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


## OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS

| ICG | \$ | 764 | \$ | 23 | \$ | 7 | \$ | 12 | \$ | 9 | (25\%) | (99\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Global Consumer Banking |  | 46 |  | 48 |  | 41 |  | 35 |  | 38 | 9\% | (17\%) |
| Brokerage and Asset Management |  | - |  | - |  | - |  | - |  |  | - | - |
| Local Consumer Lending |  | 442 |  | 393 |  | 356 |  | 329 |  | 326 | (1\%) | (26\%) |
| Special Asset Pool |  | 92 |  | 87 |  | 162 |  | 155 |  | 91 | (41\%) | (1\%) |
| Corporate/Other |  | 13 |  | 15 |  | 14 |  | 10 |  | 10 |  |  |
| TOTAL OTHER REAL ESTATE OWNED (OREO) (5) | \$ | 1,357 | \$ | 566 | \$ | 580 | \$ | 541 | \$ | 474 | (12\%) | (65\%) |
| OREO By Region: |  |  |  |  |  |  |  |  |  |  |  |  |
| North America | \$ | 1,222 | \$ | 441 | \$ | 392 | \$ | 366 | \$ | 315 | (14\%) | (74\%) |
| EMEA |  | 79 |  | 73 |  | 139 |  | 127 |  | 111 | (13\%) | 41\% |
| Latin America |  | 56 |  | 51 |  | 48 |  | 48 |  | 48 |  | (14\%) |
| Asia |  |  |  | 1 |  | 1 |  |  |  |  |  |  |
| Total | \$ | 1,357 | \$ | 566 | \$ | 580 | \$ | 541 | \$ | 474 | (12\%) | (65\%) |
| Other Repossessed Assets (6) | \$ | 24 | \$ | 1 | \$ | 1 | \$ | 2 | \$ | 1 | (50\%) | (96\%) |
| Non-Accrual Assets (NAA) (7) |  |  |  |  |  |  |  |  |  |  |  |  |
| Corporate Non-Accrual Loans | \$ | 4,171 | \$ | 3,236 | \$ | 2,973 | \$ | 2,571 | \$ | 2,429 | (6\%) | (42\%) |
| Consumer Non-Accrual Loans |  | 7,814 |  | 7,832 |  | 8,568 |  | 8,346 |  | 9,761 | 17\% | 25\% |
| Non-Accrual Loans (NAL) |  | 11,985 |  | 11,068 |  | 11,541 |  | 10,917 |  | 12,190 | 12\% | 2\% |
| OREO |  | 1,357 |  | 566 |  | 580 |  | 541 |  | 474 | (12\%) | (65\%) |
| Other Repossessed Assets |  | 24 |  | 1 |  | 1 |  | 2 |  | 1 | (50\%) | (96\%) |
| Non-Accrual Assets (NAA) | \$ | 13,366 | \$ | 11,635 | \$ | 12,122 | \$ | 11,460 | \$ | 12,665 | 11\% | (5\%) |
| NAL as a \% of Total Loans |  | 1.88\% |  | 1.71\% |  | 1.78\% |  | 1.67\% |  | 1.85\% |  |  |
| NAA as a \% of Total Assets |  | 0.69\% |  | 0.62\% |  | 0.62\% |  | 0.60\% |  | 0.66\% |  |  |
| Allowance for Loan Losses as a \% of NAL |  | 267\% |  | 272\% |  | 251\% |  | 253\% |  | 213\% |  |  |

(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 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) The first quarter of 2012 increase in non-accrual consumer loans in North America was attributable to an $\$ 0.8$ 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 approximately $\$ 1.5$ billion in loans that are now classified as non-accrual loans related to new 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 Note 3 on page 38 .
Rents the carrying value of all property acquired by for
(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.

$\qquad$
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
EMEA
Latin America
Asia
Total


OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS

ICG
Global Consumer Banking
TOTAL OTHER REAL ESTATE OWNED (OREO) (3)

```
OREO By Region:
    North America
    EMEA
    Latin America
```

    Latin \(A\)
    Asia
Total

Other Repossessed Assets (4)
Non-Accrual Assets (NAA) (5)
Corporate Non-Accrual Loans Consumer 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
\$ 7
$\qquad$ $\begin{array}{r}764 \\ 46 \\ \hline\end{array}$

 48 $48 \$$ 47 $\$ \quad 47$
$\qquad$

 \$ $\quad 15$ \$ | 12 | $\$$ | 13 |
| ---: | ---: | ---: |
| 9 |  | 6 |
| 26 |  | 28 |

| $8 \%$ | $(98 \%)$ |
| :---: | :---: |
| $(33 \%)$ | $(40 \%)$ |
| $8 \%$ | $(18 \%)$ |
| - | - |
| - | $(94 \%)$ |


|  |
| :--- | :--- | :--- |
| $\$ \quad 810$ |

$\qquad$ N/A N/A
N/A

| \$ | $\begin{aligned} & 2,861 \\ & 1,703 \end{aligned}$ | \$ | $\begin{aligned} & 2,217 \\ & 1,801 \end{aligned}$ | \$ | $\begin{aligned} & 2,213 \\ & 1,962 \end{aligned}$ | \$ | $\begin{aligned} & 2,014 \\ & 1,986 \end{aligned}$ | \$ | $\begin{aligned} & 1,928 \\ & 2,162 \\ & \hline \end{aligned}$ | $\begin{gathered} (4 \%) \\ 9 \% \end{gathered}$ | $\begin{gathered} (33 \%) \\ 27 \% \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 4,564 |  | 4,018 |  | 4,175 |  | 4,000 |  | 4,090 | 2\% | (10\%) |
|  | 810 |  | 71 |  | 48 |  | 47 |  | 47 | - | (94\%) |
|  | N/A |  | N/A |  | N/A |  | N/A |  | N/A |  |  |



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 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 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.

Reclassified to conform to the current period's presentation.

# NON-ACCRUAL ASSETS - PAGE 

CITI HOLDINGS
(In millions of dollars)

| 3Q | 4Q | 1Q | 2Q | 3Q | 3Q12 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2011 | 2011 | 2012 | 2012 | 2012 | 2Q12 | 3Q11 |

```
Non-Accrual Loans (1)
Corporate Non-Accrual Loans By Region (2)
    North America
    EMEA
    atin America
Total
Consumer Non-Accrual Loans By Region (2)
    North America (3) (4)
    EMEA
    Latin America
Total (3)
```

| \$ | 396 | \$ | 325 | \$ | 227 | \$ | 155 | \$ | 142 | (8\%) | (64\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 791 |  | 599 |  | 446 |  | 365 |  | 336 | (8\%) | (58\%) |
|  | 81 |  | 68 |  | 60 |  | 16 |  | 4 | (75\%) | (95\%) |
|  | 42 |  | 27 |  | 27 |  | 21 |  | 19 | (10\%) | (55\%) |
| \$ | 1,310 | \$ | 1,019 | \$ | 760 | \$ | 557 | \$ | 501 | (10\%) | (62\%) |
| \$ | 5,477 | \$ | 5,543 | \$ | 6,129 | \$ | 5,953 | \$ | 7,191 | 21\% | 31\% |
|  | 438 |  | 303 |  | 303 |  | 283 |  | 281 | (1\%) | (36\%) |
|  | 39 |  | 46 |  | 48 |  | 48 |  | 47 | (2\%) | 21\% |
|  | 157 |  | 139 |  | 126 |  | 76 |  | 80 | 5\% | (49\%) |
| \$ | 6,111 | \$ | 6,031 | \$ | 6,606 | \$ | 6,360 | \$ | 7,599 | 19\% | 24\% |

## OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS

## Brokerage and Asset Management

Special Asset Pool
TOTAL OTHER REAL ESTATE OWNED (OREO) (4)

## OREO By Region:

North America
Latin Americ
Asia

## Total

Other Repossessed Assets (5)
Non-Accrual Assets (NAA) (6)
Corporate Non-Accrual Loans
Consumer 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



(1\%) (1\%)
87 $162 \quad 155$ $\qquad$
(14\%)

$\qquad$
$\qquad$ $\$ \quad 518 \$ 484 \$ 417$ (1)

| \$ | 443 | \$ | 396 | \$ | 363 | \$ | 344 | \$ | 292 | (15\%) | (34\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 69 |  | 64 |  | 134 |  | 118 |  | 105 | (11\%) | 52\% |
|  | 22 |  | 20 |  | 21 |  | 22 |  | 20 | (9\%) | (9\%) |
|  | - |  | - |  | - |  | - |  | - | - | - |
| \$ | 534 | \$ | 480 | \$ | 518 | \$ | 484 | \$ | 417 | (14\%) | (22\%) |


| \$ | 1,310 | \$ | 1,019 | \$ | 760 | \$ | 557 6360 | \$ | 501 7599 | (10\%) | (62\%) 24\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 6,111 |  | 6,031 |  | 6,606 |  | 6,360 |  | 7,599 | 19\% | 24\% |
|  | 7,421 |  | 7,050 |  | 7,366 |  | 6,917 |  | 8,100 | 17\% | 9\% |
|  | 534 |  | 480 |  | 518 |  | 484 |  | 417 | (14\%) | (22\%) |
|  | N/A |  | N/A |  | N/A |  | N/A |  | N/A |  |  |
| \$ | 7,955 | \$ | 7,530 | \$ | 7,884 | \$ | 7,401 | \$ | 8,517 | 15\% | 7\% |
|  | 3.22\% |  | 3.35\% |  | 3.77\% |  | 3.87\% |  | 4.98\% |  |  |
|  | 195\% |  | 190\% |  | 173\% |  | 177\% |  | 137\% |  |  |

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, 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 bans 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 Note 3 on page 43 .
(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

Reclassified to conform to the current period's presentation.

## CITIGROUP

(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

## Tangible Book Value Per Share (page 1) <br> Total Common Equity

Less
Goodwill - as reported
Intangible Assets (Other than MSRs) - as reported
Goodwill and Intangible Assets - recorded as Assets of Discontinued Operations Held For Sale
Goodwill and Intangible Assets - recorded as Assets Held for Sale
Net Deferred Taxes - Related to Goodwill and Intangible Assets Tangible Common Equity

Common Shares Outstanding, at period end
Tangible Book Value Per Share

| $\begin{gathered} 3 \mathrm{Q} \\ 2011 \end{gathered}$ | $\begin{gathered} 4 \mathrm{Q} \\ 2011 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2012 \end{gathered}$ | $\begin{gathered} 2 \mathrm{QQ} \\ 2012 \end{gathered}$ |  | $\begin{gathered} 3 \mathrm{Q} \\ 2012 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ 177,060 | \$ 177,494 | \$ | 181,508 | \$ 183,599 | \$ | 186,465 |
| 25,496 | 25,413 |  | 25,810 | 25,483 |  | 25,932 |
| 6,800 | 6,600 |  | 6,413 | 6,156 |  | 5,963 |
| - | - |  | - | - |  | - |
| - | - |  | - | - |  | - |
| 47 | 44 |  | 41 | 38 |  | 35 |
| \$ 144,717 | \$ 145,437 | \$ | 149,244 | \$ 151,922 | \$ | 154,535 |
| 2,923.7 | 2,923.9 |  | 2,932.2 | 2,932.5 |  | 2,932.5 |
| \$ 49.50 | \$ 49.74 | \$ | 50.90 | \$ 51.81 | \$ | 52.70 |

Reclassified to conform to the current period's presentation.

