|  | Page |
| :---: | :---: |
| Citigroup Consolidated |  |
| Financial Summary | 1 |
| Consolidated Statement of Income | 2 |
| Consolidated Balance Sheet | 3 |
| Segment Detail |  |
| Net Revenues | 4 |
| Income | 5 |
| Citicorp |  |
| Income Statement and Balance Sheet Data | 6 |
| Global Consumer Banking (GCB) | 7-8 |
| North America | 9-11 |
| Latin America | 12-13 |
| Asia (1) | 14-15 |
| Institutional Clients Group (ICG) | 16 |
| Revenues by Business | 17 |
| Corporate / Other | 18 |
| Regional Totals |  |
| North America | 19 |
| EMEA | 20 |
| Latin America | 21 |
| Asia | 22 |
| Citi Holdings |  |
| Income Statement and Balance Sheet Data | 23 |
| Consumer Key Indicators | 24-25 |
| Citigroup Supplemental Detail |  |
| Average Balances and Interest Rates | 26 |
| Deposits | 27 |
| Loans |  |
| Citicorp | 28 |
| Citi Holdings / Total Citigroup | 29 |
| Consumer Loan Delinquency Amounts and Ratios |  |
| $90+$ Days | 30 |
| 30-89 Days | 31 |
| Allowance for Credit Losses |  |
| Total Citigroup | 32 |
| Consumer and Corporate | 33-34 |
| Components of Provision for Loan Losses |  |
| Citicorp | 35 |
| Citi Holdings / Total Citigroup | 36 |
| Non-Accrual Assets |  |
| Total Citigroup | 37 |
| Citicorp | 38 |
| Citii Holdings | 39 |
| Reconciliation of Non-GAAP Financial Measures | 40 |

(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.

## CITIGROUP -- FINANCIAL SUMMAR

(In millions of dollars, except per share amounts, and as otherwise noted)

|  | $\begin{gathered} 4 \mathrm{Q} \\ 2014 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  | $\begin{aligned} & \text { Fuil } \\ & \text { Year } \\ & 2014 \end{aligned}$ |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \end{aligned}$ |  | FY 2015 vs. FY 2014 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Revenues, Net of Interest Expense | \$ | 17,899 | \$ | 19,736 | \$ | 19,470 | \$ | 18,692 | \$ | 18,456 | (1\%) | 3\% | \$ | 77,219 | \$ | 76,354 | (1\%) |
| Total Operating Expenses |  | 14,426 |  | 10,884 |  | 10,928 |  | 10,669 |  | 11,134 | 4\% | (23\%) |  | 55,051 |  | 43,615 | (21\%) |
| Net Credit Losses (NCLs) |  | 2,248 |  | 1,957 |  | 1,920 |  | 1,663 |  | 1,762 | 6\% | (22\%) |  | 8,973 |  | 7,302 | (19\%) |
| Credit Reserve Build / (Release) |  | (367) |  | (202) |  | (405) |  | (81) |  | 494 | NM | NM |  | $(2,145)$ |  | (194) | 91\% |
| Provision for Unfunded Lending Commitments |  | (74) |  | (37) |  | (48) |  | 65 |  | 94 | 45\% | NM |  | (162) |  | 74 | NM |
| Provision for Benefits and Claims |  | 206 |  | 197 |  | 181 |  | 189 |  | 164 | (13\%) | (20\%) |  | 801 |  | 731 | (9\%) |
| Provisions for Credit Losses and for Benefits and Claims | \$ | 2,013 | \$ | 1,915 | \$ | 1,648 | \$ | 1,836 | \$ | 2,514 | 37\% | 25\% | \$ | 7,467 | \$ | 7,913 | 6\% |
| Income from Continuing Operations before Income Taxes |  | 1,460 |  | 6,937 |  | 6,894 |  | 6,187 |  | 4,808 | (22\%) | NM |  | 14,701 |  | 24,826 | 69\% |
| Income Taxes (benefits) |  | 1,077 |  | 2,120 |  | 2,036 |  | 1,881 |  | 1,403 | (25\%) | 30\% |  | 7,197 |  | 7,440 | 3\% |
| Income from Continuing Operations | \$ | 383 | \$ | 4,817 | \$ | 4,858 | \$ | 4,306 | \$ | 3,405 | (21\%) | NM | \$ | 7,504 | \$ | 17,386 | NM |
| Income (Loss) from Discontinued Operations, net of Taxes |  | (1) |  | (5) |  | 6 |  | (10) |  | (45) | NM | NM |  | (2) |  | (54) | NM |
| Net Income before Noncontrolling Interests |  | 382 |  | 4,812 |  | 4,864 |  | 4,296 |  | 3,360 | (22\%) | NM |  | 7,502 |  | 17,332 | NM |
| Net Income Attributable to Noncontrolling Interests |  | 38 |  | 42 |  | 18 |  | 5 |  | 25 | NM | (34\%) |  | 192 |  | 90 | (53\%) |
| Citigroup's Net Income | \$ | 344 | \$ | 4,770 | \$ | 4,846 | \$ | 4,291 | \$ | 3,335 | (22\%) | NM | \$ | 7,310 | \$ | 17,242 | NM |
| Diluted Earnings Per Share: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 0.06 | \$ | 1.51 | \$ | 1.51 | \$ | 1.36 | \$ | 1.03 | (24\%) | NM | \$ | 2.20 | \$ | 5.42 | NM |
| Citigroup's Net Income | \$ | 0.06 | \$ | 1.51 | \$ | 1.51 | \$ | 1.35 | \$ | 1.02 | (24\%) | NM | \$ | 2.20 | \$ | 5.40 | NM |
| Shares (in millions): |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Average Basic |  | 3,025.6 |  | 3,034.2 |  | 3,020.0 |  | 2,993.3 |  | 2,968.3 | (1\%) | (2\%) |  | 3,031.6 |  | 3,004.0 | (1\%) |
| Average Diluted |  | 3,031.5 |  | 3,039.3 |  | 3,025.0 |  | 2,996.9 |  | 2,969.5 | (1\%) | (2\%) |  | 3,037.0 |  | 3,007.7 | (1\%) |
| Common Shares Outstanding, at period end |  | 3,023.9 |  | 3,034.1 |  | 3,009.8 |  | 2,979.0 |  | 2,953.3 | (1\%) | (2\%) |  |  |  |  |  |
| Preferred Dividends - Basic | \$ | 159 | \$ | 128 | \$ | 202 | \$ | 174 | \$ | 265 | 52\% | 67\% | \$ | 511 | \$ | 769 | 50\% |
| Preferred Dividends - Diluted | \$ | 159 |  | 128 | \$ | 202 | \$ | 174 | \$ | 265 | 52\% | 67\% | \$ | 511 | \$ | 769 | 50\% |
| Income Allocated to Unrestricted Common Shareholders - Basic |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 183 | \$ | 4,585 | \$ | 4,574 | \$ | 4,070 | \$ | 3,072 | (25\%) | NM | \$ | 6,690 | \$ | 16,302 | NM |
| Citigroup's Net Income | \$ | 182 |  | 4,580 | \$ | 4,580 | \$ | 4,061 | \$ | 3,028 | (25\%) | NM | \$ | 6,688 | \$ | 16,249 | NM |
| Income Allocated to Unrestricted Common Shareholders - Diluted |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from Continuing Operations | \$ | 183 | \$ | 4,585 | \$ | 4,574 | \$ | 4,070 | \$ | 3,072 | (25\%) | NM | \$ | 6,691 | \$ | 16,302 | NM |
| Citigroup's Net Income | \$ | 182 | \$ | 4,580 | \$ | 4,580 | \$ | 4,061 | \$ | 3,028 | (25\%) | NM | \$ | 6,689 | \$ | 16,249 | NM |
| Regulatory Capital Ratios and Performance Metrics: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Common Equity Tier 1 Capital Ratio ${ }^{(1)(2)}$ |  | 10.57\% |  | 11.06\% |  | 11.37\% |  | 11.67\% |  | 12.0\% |  |  |  |  |  |  |  |
| Tier 1 Capital Ratio ${ }^{(1)(2)}$ |  | 11.45\% |  | 12.07\% |  | 12.54\% |  | 12.91\% |  | 13.4\% |  |  |  |  |  |  |  |
| Total Capital Ratio ${ }^{(1)(2)}$ |  | 12.80\% |  | 13.38\% |  | 14.14\% |  | 14.60\% |  | 15.2\% |  |  |  |  |  |  |  |
| Supplementary Leverage Ratio ${ }^{(2)(3)}$ |  | 5.94\% |  | 6.44\% |  | 6.72\% |  | 6.85\% |  | 7.1\% |  |  |  |  |  |  |  |
| Return on Average Assets |  | 0.07\% |  | 1.04\% |  | 1.06\% |  | 0.94\% |  | 0.74\% |  |  |  | 0.39\% |  | 0.95\% |  |
| Return on Average Common Equity |  | 0.4\% |  | 9.4\% |  | 9.1\% |  | 8.0\% |  | 5.9\% |  |  |  |  |  |  |  |
| Efficiency Ratio (Total Operating Expenses/Total Revenues, net) |  | 81\% |  | 55\% |  | 56\% |  | 57\% |  | 60\% |  |  |  | 71\% |  | 57\% |  |
| Balance Sheet Data (in billions of dollars, except Book Value Per Share): |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Assets | \$ | 1,842.2 | \$ | 1,831.8 | \$ | 1,829.4 | \$ | 1,808.4 | \$ | 1,731.2 | (4\%) | (6\%) |  |  |  |  |  |
| Total Average Assets |  | 1,900.2 |  | 1,853.1 |  | 1,839.7 |  | 1,818.4 |  | 1,784.3 | (2\%) | (6\%) | \$ | 1,896.8 | \$ | 1,823.9 | (4\%) |
| Total Deposits ${ }^{(4)}$ |  | 899.3 |  | 899.6 |  | 908.0 |  | 904.2 |  | 907.9 | - | 1\% |  |  |  |  |  |
| Citigroup's Stockholders' Equity |  | 210.2 |  | 214.6 |  | 219.4 |  | 220.8 |  | 221.9 | - | 6\% |  |  |  |  |  |
| Book Value Per Share |  | 66.05 |  | 66.79 |  | 68.27 |  | 69.03 |  | 69.46 | 1\% | 5\% |  |  |  |  |  |
| Tangible Book Value Per Share ${ }^{(5)}$ |  | 56.71 |  | 57.66 |  | 59.18 |  | 60.07 |  | 60.61 | 1\% | 7\% |  |  |  |  |  |
| Direct Staff (in thousands) |  | 241 |  | 239 |  | 238 |  | 239 |  | 231 | (3\%) | (4\%) |  |  |  |  |  |

(1) Citigroup's risk-based capital ratios, which reflect full implementation of the U.S. Basel III rules, are non-GAAP financial measures. These ratios are
calculated under the Basel III Advanced Approaches framework. See page 40 for a reconciliation of Citi's Common Equity Tier 1 Capital to reported results.
(2) December 31,2015 ratios are preliminary.
(3) Citigroup's Supplementary Leverage Ratio (SLR), which reflects full implementation of the U.S. Basel III rules, is a non-GAAP financial measure. See page 40 for a reconciliation of this measure to reported results
(4) Beginning December 31, 2014, approximately $\$ 21$ billion of Deposits (and corresponding assets) were reclassified to held-for-sale within Other liabilities and Other assets, respectively, as a result of

Citigroup's entry into an agreement in December 2014 to sell its Japan retail banking business, which was reported in Citi Holdings. The sale was completed on November 1, 2015.
5) Tangible book value per share is a non-GAAP financial measure. See page 40 for a reconciliation of this measure to reported results.

Note: Ratios and variance percentages are calculated based on the displayed amounts.
NM Not meaningful.
Reclassified to conform to the current period's presentation.

## CITIGROUP CONSOLIDATED STATEMENT OF INCOME

(In millions of dollars)

## Revenues

## Interest revenue interest expense <br> Net interest revenue

Commissions and fees
rincipal transactions
Administrative and other fiduciary fees
Realized gains (losses) on investmen
ther-than-temporary impairment losses on investments and other assets
ther revenue
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
Provison for Policyholder benefits and claim
ovision for unfunded lending commitments

Operating Expenses
Compensation and benefits
Premises and Equipment
echnology / communication expense
Advertising and marketing expense
Other operating
Total operating expenses

## Income from Continuing Operations before

Income Taxes
Provision (benefits) for income taxes

## Income from Continuing Operation

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

## Net Income before Noncontrolling Interests

Net Income attributable to noncontrolling interests Citigroup's Net Income

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


## CITIGROUP CONSOLIDATED BALANCE SHEET

(In millions of dollars)

Assets and due from banks (including segregated cash and other deposits) Deposits with banks
Fed funds sold and securities borr'd or purch under agree. to resell Brokerage receivables

## Trading account asset

Investments
Available-for-sale and non-marketable equity securities Held-to-maturity
Total Investmen
of unearned income
Consume
Loans, net of unearned income
Allowance for loan losses
Total loans, ne
Goodwill
Intangible assets (other than MSRs)
Mortgage servicing rights (MSRs)
Other assets (2)
Assets related to discontinued operations held for sale Total assets

## Liabilities

Non-interest-bearing deposits in U.S. offices
Interest-bearing deposits in U.S. offices
Total U.S. Deposits
on-interest-bearing deposits in offices outside the U.S.
terest-bearing deposits in offices outside the U.S.
Total International Deposits
Total deposits (2)
Fed funds purch and securities loaned or sold under agree. to repurch
Brokerage payables
Trading account liabilities
Long-term debt
Long-term debs
Other liabilities (2) (3)
Total liabilities

## Equity

Stockholders' equity
Preferred stock
Additional paid-in capital
Retained earnings
Treasury stock
Accumulated other comprehensive income (loss)
Total common equity
Total Citigroup stockholders' equity
Noncontroling interest
Total liabiliti
Total liabilities and equity

| December 31, 2014 |  | $\begin{gathered} \text { March 31, } \\ \hline 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { June 30, } \\ 2015 \end{gathered}$ |  | $\begin{gathered} \text { September 30, } \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{aligned} & \text { December 31, } \\ & 2015(1) \\ & \hline \end{aligned}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 32,108 |  |  | \$ | 21,880 | \$ | 23,413 | \$ | 21,726 | \$ | 20,900 | (4\%) | (35\%) |
| \$ | 128,089 |  | 133,896 |  | 130,685 |  | 137,935 |  | 112,197 | (19\%) | (12\%) |
|  | 242,570 |  | 239,015 |  | 237,054 |  | 231,695 |  | 219,675 | (5\%) | (9\%) |
|  | 28,419 |  | 35,637 |  | 43,921 |  | 37,875 |  | 27,683 | (27\%) | (3\%) |
|  | 296,786 |  | 302,983 |  | 279,197 |  | 266,946 |  | 249,956 | (6\%) | (16\%) |
|  | 309,522 |  | 303,561 |  | 301,955 |  | 308,499 |  | 306,740 | (1\%) | (1\%) |
|  | 23,921 |  | 23,254 |  | 30,166 |  | 33,940 |  | 36,215 | 7\% | 51\% |
|  | 333,443 |  | 326,815 |  | 332,121 |  | 342,439 |  | 342,955 | - | 3\% |
|  | 369,970 |  | 341,706 |  | 342,349 |  | 333,373 |  | 329,783 | (1\%) | (11\%) |
|  | 274,665 |  | 279,348 |  | 289,769 |  | 289,071 |  | 287,834 | - | 5\% |
|  | 644,635 |  | 621,054 |  | 632,118 |  | 622,444 |  | 617,617 | (1\%) | (4\%) |
|  | $(15,994)$ |  | $(14,598)$ |  | $(14,075)$ |  | $(13,626)$ |  | $(12,626)$ | 7\% | 21\% |
|  | 628,641 |  | 606,456 |  | 618,043 |  | 608,818 |  | 604,991 | (1\%) | (4\%) |
|  | 23,592 |  | 23,150 |  | 23,012 |  | 22,444 |  | 22,349 | - | (5\%) |
|  | 4,566 |  | 4,244 |  | 4,071 |  | 3,880 |  | 3,721 | (4\%) | (19\%) |
|  | 1,845 |  | 1,685 |  | 1,924 |  | 1,766 |  | 1,781 | 1\% | (3\%) |
|  | 122,122 |  | 136,040 |  | 135,929 |  | 132,832 |  | 125,002 | (6\%) | 2\% |
|  | - |  | - |  | - |  | - |  | - | - | - |
| \$ | 1,842,181 | \$ | 1,831,801 | \$ | 1,829,370 | \$ | 1,808,356 | \$ | 1,731,210 | (4\%) | (6\%) |
| \$ | 128,958 | \$ | 136,568 | \$ | 135,013 | \$ | 141,425 | \$ | 139,249 | (2\%) | 8\% |
|  | 284,978 |  | 275,423 |  | 268,947 |  | 267,057 |  | 280,234 | 5\% | (2\%) |
|  | 413,936 |  | 411,991 |  | 403,960 |  | 408,482 |  | 419,483 | 3\% | 1\% |
|  | 70,925 |  | 71,653 |  | 72,629 |  | 73,188 |  | 71,577 | (2\%) | 1\% |
|  | 414,471 |  | 416,003 |  | 431,448 |  | 422,573 |  | 416,827 | (1\%) | 1\% |
|  | 485,396 |  | 487,656 |  | 504,077 |  | 495,761 |  | 488,404 | (1\%) | 1\% |
|  | 899,332 |  | 899,647 |  | 908,037 |  | 904,243 |  | 907,887 | - | 1\% |
|  | 173,438 |  | 175,371 |  | 177,012 |  | 168,604 |  | 146,496 | (13\%) | (16\%) |
|  | 52,180 |  | 58,252 |  | 54,867 |  | 59,557 |  | 53,722 | (10\%) | 3\% |
|  | 139,036 |  | 142,438 |  | 136,295 |  | 125,981 |  | 117,512 | (7\%) | (15\%) |
|  | 58,335 |  | 39,405 |  | 25,907 |  | 23,715 |  | 21,079 | (11\%) | (64\%) |
|  | 223,080 |  | 210,522 |  | 211,845 |  | 213,533 |  | 201,275 | (6\%) | (10\%) |
|  | 85,084 |  | 90,143 |  | 94,582 |  | 90,586 |  | 60,147 | (34\%) | (29\%) |
|  | - |  | - |  | - |  | - |  | - | - | - |
| \$ | 1,630,485 | \$ | 1,615,778 | \$ | 1,608,545 | \$ | 1,586,219 | \$ | 1,508,118 | (5\%) | (8\%) |
| \$ | 10,468 | \$ | 11,968 | \$ | 13,968 | \$ | 15,218 | \$ | 16,718 | 10\% | 60\% |
|  | 31 |  | 31 |  | 31 |  | 31 |  | 31 | - | - |
|  | 107,979 |  | 108,124 |  | 108,219 |  | 108,261 |  | 108,288 | - | - |
|  | 117,852 |  | 122,463 |  | 126,954 |  | 130,921 |  | 133,841 | 2\% | 14\% |
|  | $(2,929)$ |  | $(3,275)$ |  | $(4,628)$ |  | $(6,326)$ |  | $(7,677)$ | (21\%) | NM |
|  | $(23,216)$ |  | $(24,691)$ |  | $(25,104)$ |  | $(27,257)$ |  | $(29,344)$ | (8\%) | (26\%) |
| S | 199,717 | \$ | 202,652 | \$ | 205,472 | \$ | 205,630 | S | 205,139 | - | 3\% |
| \$ | 210,185 | \$ | 214,620 | \$ | 219,440 | \$ | 220,848 | \$ | 221,857 | - | 6\% |
|  | 1,511 |  | 1,403 |  | 1,385 |  | 1,289 |  | 1,235 | (4\%) | (18\%) |
|  | 211,696 |  | 216,023 |  | 220,825 |  | 222,137 |  | 223,092 | - | 5\% |
| \$ | 1,842,181 | \$ | 1,831,801 | \$ | 1,829,370 | \$ | 1,808,356 | \$ | 1,731,210 | (4\%) | (6\%) |

$\begin{array}{ll}\text { (1) } & \text { Preliminary } \\ \text { (2) } & \text { See footnote } 4 \text { on page } 1 .\end{array}$
(3) Includes allowance for credit losses for letters of credit and unfunded lending commitments. See page 32 for amounts by period.

## CITIGROUP


(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(2) Included, as applicable, in Citicorp-Institutional Clients Group and Citi Holdings lines above.
(3) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

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

## CITIGROUP <br> SEGMENT DETAIL <br> INCOME (In millions


(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(2) Included, as applicable, in Citicorp-Institutional Clients Group and Citi Holdings lines above.
(3) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

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

## CITICORP

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

## Revenues

Net interest revenue
Non-interest revenue
Total revenues, net of interest expense
Provisions for Credit Losses and for Benefits and Claim Net credit losses
Credit reserve build / (release)
rovision for loan losses
rovision for benefits and claims
for unfunded lending commitments
Total provisions for credit losses and for benefits and claims

## Total operating expenses

Income from Continuing Operations before
Income Taxes
Provision for income taxes

## Income from Continuing Operations

Income (loss) from Discontinued Operations, net of taxe
Noncontrolling interests
Citicorp's Net Income

## Balance Sheet Data (in billions of dollars)

## Total EOP Assets

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

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


## CITICORP

## global

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 and Claims
Provisions for Credit Losses and for Benefits and Claims (LLR \& PBC) Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Average Assets (in billions of dollars)
Return on Average Assets (ROA)
Efficiency Ratio
Net Credit Losses as a \% of Average Loans
Revenue by Business
Retail Banking
ards (1)
Total
Net Credit Losses by Business
Retail Banking
Cards (1)
Total
Income (loss) from Continuing Operations by Business
Retail Banking
Cards (1)

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

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2015 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 7,070 | \$ | 6,701 | \$ | 6,692 | \$ | 6,731 | \$ | 6,757 |
|  | 1,958 |  | 1,961 |  | 1,857 |  | 1,729 |  | 1,434 |
|  | 9,028 |  | 8,662 |  | 8,549 |  | 8,460 |  | 8,191 |
|  | 4,985 |  | 4,552 |  | 4,618 |  | 4,483 |  | 4,611 |
|  | 1,710 |  | 1,551 |  | 1,579 |  | 1,411 |  | 1,488 |
|  | (254) |  | (113) |  | (103) |  | (64) |  | (38) |
|  | (15) |  | (1) |  | (1) |  | 1 |  | 6 |
|  | 39 |  | 28 |  | 21 |  | 28 |  | 30 |
|  | 1,480 |  | 1,465 |  | 1,496 |  | 1,376 |  | 1,486 |
|  | 2,563 |  | 2,645 |  | 2,435 |  | 2,601 |  | 2,094 |
|  | 875 |  | 920 |  | 805 |  | 919 |  | 749 |
|  | 1,688 |  | 1,725 |  | 1,630 |  | 1,682 |  | 1,345 |
|  | 3 |  | (5) |  | 5 |  | 8 |  | 1 |
| \$ | 1,685 | \$ | 1,730 | \$ | 1,625 | \$ | 1,674 | \$ | 1,344 |
| \$ | 406 | \$ | 394 | \$ | 394 | \$ | 387 | \$ | 390 |
|  | 1.65\% |  | 1.78\% |  | 1.65\% |  | 1.72\% |  | 1.37\% |
|  | 55\% |  | 53\% |  | 54\% |  | 53\% |  | 56\% |
|  | 2.34\% |  | 2.22\% |  | 2.24\% |  | 2.01\% |  | 2.10\% |
| \$ | 3,891 | \$ | 3,774 | \$ | 3,776 | \$ | 3,732 | \$ | 3,495 |
|  | 5,137 |  | 4,888 |  | 4,773 |  | 4,728 |  | 4,696 |
| \$ | 9,028 | \$ | 8,662 | \$ | 8,549 | \$ | 8,460 | \$ | 8,191 |
| \$ | 388 | \$ | 294 | \$ | 315 | \$ | 279 | \$ | 353 |
|  | 1,322 |  | 1,257 |  | 1,264 |  | 1,132 |  | 1,135 |
| \$ | 1,710 | \$ | 1,551 | \$ | 1,579 | \$ | 1,411 | \$ | 1,488 |
| \$ | 468 | \$ | 574 | \$ | 555 | \$ | 566 | \$ | 294 |
|  | 1,220 |  | 1,151 |  | 1,075 |  | 1,116 |  | 1,051 |
| \$ | 1,688 | \$ | 1,725 | \$ | 1,630 | \$ | 1,682 | \$ | 1,345 |
| \$ | 9,028 | \$ |  | \$ | 8,549 | \$ | 8,460 | \$ | 8,191 |
|  | (480) |  | (277) |  | (259) |  | (41) |  | - |
| \$ | 8,548 | \$ | 8,385 | \$ | 8,290 | \$ | 8,419 | \$ | 8,191 |
| \$ | 4,985 | \$ | 4,552 | \$ | 4,618 | \$ | 4,483 | \$ | 4,611 |
|  | (287) |  | (148) |  | (151) |  | (26) |  | - |
| \$ | 4,698 | \$ | 4,404 | \$ | 4,467 | \$ | 4,457 | \$ | 4,611 |
| \$ | 1,480 | \$ | 1,465 | \$ | 1,496 | \$ | 1,376 | \$ | 1,486 |
|  | (120) |  | (63) |  | (52) |  | (10) |  | - |
| \$ | 1,360 | \$ | 1,402 | \$ | 1,444 | \$ | 1,366 | \$ | 1,486 |
|  | $\begin{array}{r} 1,685 \\ (51) \end{array}$ | \$ | $\begin{array}{r} 1,730 \\ (43) \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,625 \\ (35) \\ \hline \end{array}$ | \$ | $\begin{array}{r} 1,674 \\ (2) \\ \hline \end{array}$ | \$ | $1,344$ |
| \$ | 1,634 | \$ | 1,687 | \$ | 1,590 | \$ | 1,672 | \$ | 1,344 |



|  |
| ---: |
| $\mathbf{3 Q}$ |
| - |
| $(17$ |
| $(3 \%)$ |
| $3 \%$ |
| $5 \%$ |
| 41 |
| $\mathrm{~N} M$ |
| $7 \%$ |
| $8 \%$ |
| $(199$ |
| 18 |
| $(20$ |
| $(88$ |
| $(20$ |
| 19 |
| 19 |

(17\%)
(3\%)
$3 \%$
$5 \%$
410
$(68)$
$(1$
$(3)$
(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 fourth quarter of 2015 average exchange rates for all periods presented.
(3) Presentation of this metric excluding FX translation is a non-GAAP financial measure

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

## CITICORP

## GLOBAL CONSUMER BANKING

Page 2

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

Branches (actual)
Accounts (in millions)
Average Deposits
Investment Sales
Investment Assets under Management (AUMs)
Average Loans
EOP Loans
Commercial Markets
Personal and Other
EOP Loans
Net Interest Revenue (in millions) (1)
As a \% of Average Loans
Net Credit Losses (in millions)
As a \% of Average Loans
Loans 90+ Days Past Due (in millions) (2) (3)
As a \% of EOP Loans
Loans 30-89 Days Past Due (in millions) (2)
As a \% of EOP Loans
Cards Key Indicators (in millions of dollars, except as otherwise noted) EOP Open Accounts (in millions)
Purchase Sales (in billions)
Average Loans (in billions) (4)
EOP Loans (in billions) (4)
Average Yield (5)
Net Interest Revenue (6)
As a \% of Average Loans (6)
Net Credit Losses
As a \% of Average Loans
et Cred. Margin (7)
As a $\%$ or Average Loans (7)
Loans $90+$ Days Past Due
Loans 30-89 Days Past Due
As a \% of EOP Loans

| 4Q | 19 | 2Q | 3Q | 4Q | 4Q15 Increase/ (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |

(Decrease) from
$\qquad$

| 3,129 |  |  | 3,027 |  | 3,01559.4 |  | 3,004 |  | $\begin{array}{r} 2,994 \\ 60.3 \end{array}$ | - | $\begin{aligned} & (4 \%) \\ & 1 \% \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 59.8 |  | 59.2 |  |  |  | 60.2 |  |  |  |  |
| \$ | 302.7 | \$ | 302.2 | \$ | 302.1 | \$ | 298.5 | \$ | 298.7 | - | (1\%) |
| \$ | 23.8 | \$ | 26.5 | \$ | 26.9 | \$ | 20.9 | \$ | 18.6 | (11\%) | (22\%) |
| \$ | 163.3 | \$ | 161.8 | \$ | 163.3 | \$ | 152.1 | \$ | 152.9 | 1\% | (6\%) |
| \$ | 152.6 | \$ | 148.3 | \$ | 149.8 | \$ | 146.7 | \$ | 147.7 | 1\% | (3\%) |
| \$ | 79.7 | \$ | 79.5 | \$ | 80.4 | \$ | 79.3 | \$ | 80.6 | 2\% | 1\% |
| \$ | 38.9 |  | 38.1 |  | 38.5 |  | 36.7 |  | 36.2 | (1\%) | (7\%) |
|  | 30.6 |  | 30.3 |  | 30.9 |  | 29.9 |  | 30.0 | - | (2\%) |
| \$ | 149.2 | \$ | 147.9 | \$ | 149.8 | \$ | 145.9 | \$ | 146.8 | 1\% | (2\%) |
| \$ | 2,461 | \$ | 2,315 | \$ | 2,364 | \$ | 2,339 | \$ | 2,354 | 1\% | (4\%) |
|  | 6.40\% |  | 6.33\% |  | 6.33\% |  | 6.33\% |  | 6.32\% |  |  |
| \$ | 388 | \$ | 294 | \$ | 315 | \$ | 279 | \$ | 353 | 27\% | (9\%) |
|  | 1.01\% |  | 0.80\% |  | 0.84\% |  | 0.75\% |  | 0.95\% |  |  |
| \$ | 816 | \$ | 617 | \$ | 636 | \$ | 595 | \$ | 577 | (3\%) | (29\%) |
|  | 0.55\% |  | 0.42\% |  | 0.43\% |  | 0.41\% |  | 0.40\% |  |  |
| \$ | 854 | \$ | 845 | \$ | 797 | \$ | 806 | \$ | 795 | (1\%) | (7\%) |
|  | 0.58\% |  | 0.58\% |  | 0.53\% |  | 0.56\% |  | 0.55\% |  |  |
|  | 138.4 |  | 137.7 |  | 138.0 |  | 137.8 |  | 138.1 | - | - |
| \$ | 96.7 | \$ | 82.5 | \$ | 92.0 | \$ | 90.9 | \$ | 98.5 | 8\% | 2\% |
| \$ | 137.8 | \$ | 134.8 | \$ | 132.4 | \$ | 131.8 | \$ | 133.6 | 1\% | (3\%) |
| \$ | 141.9 | \$ | 132.2 | \$ | 134.1 | \$ | 132.4 | \$ | 138.5 | 5\% | (2\%) |
|  | 13.47\% |  | 13.51\% |  | 13.46\% |  | 13.38\% |  | 13.22\% |  |  |
| \$ | 4,609 | \$ | 4,386 | \$ | 4,328 | \$ | 4,392 | \$ | 4,403 | - | (4\%) |
|  | 13.27\% |  | 13.20\% |  | 13.11\% |  | 13.22\% |  | 13.08\% |  |  |
| \$ | 1,322 | \$ | 1,257 | \$ | 1,264 | \$ | 1,132 | \$ | 1,135 | - | (14\%) |
|  | 3.81\% |  | 3.78\% |  | 3.83\% |  | 3.41\% |  | 3.37\% |  |  |
| \$ | 3,804 | \$ | 3,621 | \$ | 3,499 | \$ | 3,585 | \$ | 3,552 | (1\%) | (7\%) |
|  | 10.95\% |  | 10.89\% |  | 10.60\% |  | 10.79\% |  | 10.55\% |  |  |
| \$ | 1,750 | \$ | 1,628 | \$ | 1,498 | \$ | 1,490 | \$ | 1,636 | 10\% | (7\%) |
|  | 1.23\% |  | 1.23\% |  | 1.12\% |  | 1.13\% |  | 1.18\% |  |  |
| \$ | 1,834 | \$ | 1,666 | \$ | 1,590 | \$ | 1,701 | \$ | 1,717 | 1\% | (6\%) |
|  | 1.29\% |  | 1.26\% |  | 1.19\% |  | 1.28\% |  | 1.24\% |  |  |

(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.
(3) The fourth quarter of 2014 reflects a $\$ 71$ million charge-off related to Citi's homebuilder exposure in Mexico, which was offset by a related release of previously established loan loss reserves, and therefore neutral to the cost of credit during the quarter. The charge-off reduced Loans $90+$ Days Past Due by the same amount.
e related consumer delinquency amounts and ratios include interest and fees receivables balances.
(5) Average yield is gross interest revenue earned divided by average loans.
(7) 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

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

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

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

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

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

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \\ & \hline \end{aligned}$ |  | FY 2015 vs. FY 2014 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 4,442 | \$ | 4,305 | \$ | 4,280 | \$ | 4,423 | \$ | 4,473 | 1\% | 1\% | \$ | 17,203 | \$ | 17,481 | 2\% |
|  | 654 |  | 689 |  | 543 |  | 398 |  | 337 | (15\%) | (48\%) |  | 2,466 |  | 1,967 | (20\%) |
|  | 5,096 |  | 4,994 |  | 4,823 |  | 4,821 |  | 4,810 |  | (6\%) |  | 19,669 |  | 19,448 | (1\%) |
|  | 2,507 |  | 2,292 |  | 2,267 |  | 2,270 |  | 2,357 | 4\% | (6\%) |  | 9,706 |  | 9,186 | (5\%) |
|  | 1,013 |  | 961 |  | 1,000 |  | 878 |  | 914 | 4\% | (10\%) |  | 4,206 |  | 3,753 | (11\%) |
|  | (233) |  | (100) |  | (109) |  | (61) |  | (69) | (13\%) | 70\% |  | $(1,242)$ |  | (339) | 73\% |
|  | (11) |  | 1 |  | - |  | - |  | 6 | NM | NM |  | (8) |  | 7 | NM |
|  | 10 |  | 10 |  | 9 |  | 11 |  | 8 | (27\%) | (20\%) |  | 40 |  | 38 | (5\%) |
|  | 779 |  | 872 |  | 900 |  | 828 |  | 859 | 4\% | 10\% |  | 2,996 |  | 3,459 | 15\% |
|  | 1,810 |  | 1,830 |  | 1,656 |  | 1,723 |  | 1,594 | (7\%) | (12\%) |  | 6,967 |  | 6,803 | (2\%) |
|  | 673 |  | 690 |  | 589 |  | 660 |  | 609 | (8\%) | (10\%) |  | 2,555 |  | 2,548 | - |
|  | 1,137 |  | 1,140 |  | 1,067 |  | 1,063 |  | 985 | (7\%) | (13\%) |  | 4,412 |  | 4,255 | (4\%) |
|  |  |  | - |  | (1) |  | 1 |  | - | (100\%) | - |  | (1) |  | - | 100\% |
| \$ | 1,137 | \$ | 1,140 | \$ | 1,068 | \$ | 1,062 | \$ | 985 | (7\%) | (13\%) | \$ | 4,413 | \$ | 4,255 | (4\%) |
| \$ | 213 | \$ | 208 | \$ | 206 | \$ | 208 | \$ | 208 | - | (2\%) | \$ | 211 | \$ | 208 | (1\%) |
|  | 2.12\% |  | 2.22\% |  | 2.08\% |  | 2.03\% |  | 1.88\% |  |  |  | 2.09\% |  | 2.05\% |  |
|  | 49\% |  | 46\% |  | 47\% |  | 47\% |  | 49\% |  |  |  | 49\% |  | 47\% |  |
|  | 2.55\% |  | 2.51\% |  | 2.59\% |  | 2.22\% |  | 2.26\% |  |  |  | 2.70\% |  | 2.39\% |  |
| \$ | 1,364 | \$ | 1,348 | \$ | 1,307 | \$ | 1,275 | \$ | 1,278 | - | (6\%) | \$ | 4,917 | \$ | 5,208 | 6\% |
|  | 2,122 |  | 2,009 |  | 1,933 |  | 1,930 |  | 1,937 | - | (9\%) |  | 8,290 |  | 7,809 | (6\%) |
|  | 1,610 |  | 1,637 |  | 1,583 |  | 1,616 |  | 1,595 | (1\%) | (1\%) |  | 6,462 |  | 6,431 | - |
| \$ | 5,096 | \$ | 4,994 | \$ | 4,823 | \$ | 4,821 | \$ | 4,810 | - | (6\%) | \$ | 19,669 | \$ | 19,448 | (1\%) |
| \$ | 36 | \$ | 36 | \$ | 40 | \$ | 34 | \$ | 42 | 24\% | 17\% | \$ | 143 | \$ | 152 | 6\% |
|  | 514 |  | 492 |  | 503 |  | 443 |  | 454 | 2\% | (12\%) |  | 2,197 |  | 1,892 | (14\%) |
|  | 463 |  | 433 |  | 457 |  | 401 |  | 418 | 4\% | (10\%) |  | 1,866 |  | 1,709 | (8\%) |
| \$ | 1,013 | \$ | 961 | \$ | 1,000 | \$ | 878 | \$ | 914 | 4\% | (10\%) | \$ | 4,206 | \$ | 3,753 | (11\%) |
| \$ | 140 | \$ | 197 | \$ | 189 | \$ | 144 | \$ | 129 | (10\%) | (8\%) | \$ | 355 | \$ | 659 | 86\% |
|  | 636 |  | 539 |  | 499 |  | 522 |  | 515 | (1\%) | (19\%) |  | 2,391 |  | 2,075 | (13\%) |
|  | 361 |  | 404 |  | 379 |  | 397 |  | 341 | (14\%) | (6\%) |  | 1,666 |  | 1,521 | (9\%) |
| \$ | 1,137 | \$ | 1,140 | \$ | 1,067 | \$ | 1,063 | \$ | 985 | (7\%) | (13\%) | \$ | 4,412 | \$ | 4,255 | (4\%) |

## CITICORP

## GLOBAL CONSUMER BANKING <br> NORTH AMERICA

Page 2

| 4Q | 1Q | 2Q | 3Q | 4 Q | 4Q15 Increase/ (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |

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

Branches (actual)
Accounts (in millions)
Investment Sales
Investment AUMs
Average Deposits
Average Loans
EOP Loans:
Real Estate Lending
Commercial Markets
Total EOP Loans
Mortgage Originations
Third Party Mortgage Servicing Portfolio (EOP)
Net Servicing \& Gain/(Loss) on Sale (in millions)
Saleable Mortgage Rate Locks
Net Interest Revenue on Loans (in millions)
As a \% of Avg. Loans
Net Credit Losses (in millions)
As a \% of Avg. Loans
Loans 90+ Days Past Due (in millions) (1)
As a \% of EOP Loans
Loans 30-89 Days Past Due (in millions) (1)
As a \% of EOP Loans

| 849 |  |  | 788 |  | 779 |  | 779 | 780 |  | (1\%) | $\begin{aligned} & \text { (8\%) } \\ & (7 \%) \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 11.7 |  | 11.3 |  | 11.2 |  | 11.0 |  | 10.9 |  |  |
| \$ | 4.0 | \$ | 4.5 | \$ | 3.9 | \$ | 3.4 | \$ | 3.6 | 6\% | (10\%) |
| \$ | 36.2 | \$ | 37.0 | \$ | 36.9 | \$ | 35.2 | \$ | 36.2 | 3\% | - |
| \$ | 170.6 | \$ | 171.6 | \$ | 170.9 | \$ | 172.3 | \$ | 172.2 | - | 1\% |
| \$ | 48.3 | \$ | 47.5 | \$ | 49.0 | \$ | 50.0 | \$ | 51.5 | 3\% | 7\% |
| \$ | 36.7 | \$ | 37.8 | \$ | 38.9 | \$ | 40.6 | \$ | 41.9 | 3\% | 14\% |
|  | 8.6 |  | 8.5 |  | 8.5 |  | 8.2 |  | 7.8 | (5\%) | (9\%) |
|  | 1.5 |  | 1.5 |  | 1.4 |  | 1.8 |  | 2.1 | 17\% | 40\% |
| \$ | 46.8 | \$ | 47.8 | \$ | 48.8 | \$ | 50.6 | \$ | 51.8 | 2\% | 11\% |
| \$ | 6.7 | \$ | 7.0 | \$ | 8.8 | \$ | 7.5 | \$ | 6.2 | (17\%) | (7\%) |
| \$ | 171.9 | \$ | 168.2 | \$ | 165.0 | \$ | 162.6 | \$ | 159.5 | (2\%) | (7\%) |
| \$ | 255.6 | \$ | 168.7 | \$ | 179.4 | \$ | 107.2 | \$ | 110.6 | 3\% | (57\%) |
| \$ | 3.8 | \$ | 4.4 | \$ | 5.0 | \$ | 3.9 | \$ | 3.2 | (18\%) | (16\%) |
| \$ | 271 | \$ | 248 | \$ | 266 | \$ | 262 | \$ | 271 | 3\% | - |
|  | 2.23\% |  | 2.12\% |  | 2.18\% |  | 2.08\% |  | 2.09\% |  |  |
| \$ | 36 | \$ | 36 | \$ | 40 | \$ | 34 | \$ | 42 | 24\% | 17\% |
|  | 0.30\% |  | 0.31\% |  | 0.33\% |  | 0.27\% |  | 0.32\% |  |  |
| \$ | 225 | \$ | 123 | \$ | 150 | \$ | 138 | \$ | 165 | 20\% | (27\%) |
|  | 0.49\% |  | 0.26\% |  | 0.31\% |  | 0.28\% |  | 0.33\% |  |  |
| \$ | 212 | \$ | 203 | \$ | 176 | \$ | 198 | \$ | 221 | 12\% | 4\% |
|  | 0.46\% |  | 0.43\% |  | 0.37\% |  | 0.40\% |  | 0.44\% |  |  |

(1) The Loans $90+$ Days Past Due and $30-89$ Days Past Due and related ratios exclude U.S. mortgage loans
that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies
The amounts excluded for Loans 90+ Days Past Due and (EOP Loans) were $\$ 562$ million and ( $\$ 1.1$ billion), $\$ 534$ million and ( $\$ 1.1$ billion), $\$ 423$ million and ( $\$ 0.8$ billion), $\$ 498$ million and ( $\$ 0.9$ billion), and $\$ 491$ million and ( $\$ 1.1$ billion)
as of December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015, respectively.
The amounts excluded for Loans $30-89$ Days Past Due and (EOP Loans) were $\$ 122$ million and ( $\$ 1.1$ billion), $\$ 111$ million and ( $\$ 1.1$ billion), $\$ 75$ million and ( $\$ 0.8$ billion), $\$ 79$ million and ( $\$ 0.9$ billion), and $\$ 87$ million and ( $\$ 1.1$ billion)
as of December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015, respectively

Reclassified to conform to the current period's presentation.

## CITICORP

## GLOBAL CONSUMER BANKING

NORTH AMERICA
Page 3

| 4Q | 19 | 2Q | 3Q | 4Q | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |

Citi-Branded Cards Key Indicators (in millions of dollars, except as otherwise noted) (1) EOP Open Accounts (in miliions)
Purchase Sales (in billions)

|  | 23.6 |  | 23.7 |  | 23.2 |  | 23.3 |  | 23.5 | 1\% | - |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 45.1 | \$ | 40.9 | \$ | 46.1 | \$ | 46.6 | \$ | 49.0 | 5\% | 9\% |
| \$ | 65.7 | \$ | 64.1 | \$ | 63.2 | \$ | 63.9 | \$ | 64.6 | 1\% | (2\%) |
| \$ | 67.5 | \$ | 63.5 | \$ | 64.5 | \$ | 64.8 | \$ | 67.2 | 4\% | - |
|  | 10.35\% |  | 10.48\% |  | 10.39\% |  | 10.28\% |  | 10.31\% |  |  |
| \$ | 1,679 | \$ | 1,607 | \$ | 1,582 | \$ | 1,618 | \$ | 1,633 | 1\% | (3\%) |
|  | 10.14\% |  | 10.17\% |  | 10.04\% |  | 10.05\% |  | 10.03\% |  |  |
| \$ | 514 | \$ | 492 | \$ | 503 | \$ | 443 | \$ | 454 | 2\% | (12\%) |
|  | 3.10\% |  | 3.11\% |  | 3.19\% |  | 2.75\% |  | 2.79\% |  |  |
| \$ | 1,605 | \$ | 1,513 | \$ | 1,426 | \$ | 1,482 | \$ | 1,481 | - | (8\%) |
|  | 9.69\% |  | 9.57\% |  | 9.05\% |  | 9.20\% |  | 9.10\% |  |  |
| \$ | 593 | \$ | 569 | \$ | 495 | \$ | 491 | \$ | 538 | 10\% | (9\%) |
|  | 0.88\% |  | 0.90\% |  | 0.77\% |  | 0.76\% |  | 0.80\% |  |  |
| \$ | 568 | \$ | 497 | \$ | 462 | \$ | 504 | \$ | 523 | 4\% | (8\%) |
|  | 0.84\% |  | 0.78\% |  | 0.72\% |  | 0.78\% |  | 0.78\% |  |  |
|  | 89.5 |  | 88.7 |  | 89.5 |  | 89.5 |  | 89.9 | - |  |
| \$ | 23.5 | \$ | 16.5 | \$ | 20.2 | \$ | 19.8 | \$ | 23.5 | 19\% | - |
| \$ | 43.9 | \$ | 43.9 | \$ | 42.6 | \$ | 43.1 | \$ | 44.1 | 2\% | - |
| \$ | 46.5 | \$ | 42.4 | \$ | 43.2 | \$ | 43.1 | \$ | 46.1 | 7\% | (1\%) |
|  | 16.80\% |  | 16.96\% |  | 17.00\% |  | 16.94\% |  | 16.49\% |  |  |
| \$ | 1,923 | \$ | 1,885 | \$ | 1,843 | \$ | 1,925 | \$ | 1,939 | 1\% | 1\% |
|  | 17.38\% |  | 17.41\% |  | 17.35\% |  | 17.72\% |  | 17.44\% |  |  |
| \$ | 463 | \$ | 433 | \$ | 457 | \$ | 401 | \$ | 418 | 4\% | (10\%) |
|  | 4.18\% |  | 4.00\% |  | 4.30\% |  | 3.69\% |  | 3.76\% |  |  |
| \$ | 1,139 | \$ | 1,198 | \$ | 1,120 | \$ | 1,209 | \$ | 1,170 | (3\%) | 3\% |
|  | 10.29\% |  | 11.07\% |  | 10.55\% |  | 11.13\% |  | 10.53\% |  |  |
| \$ | 678 | \$ | 629 | \$ | 567 | \$ | 621 | \$ | 705 | 14\% | 4\% |
|  | 1.46\% |  | 1.48\% |  | 1.31\% |  | 1.44\% |  | 1.53\% |  |  |
| \$ | 748 | \$ | 673 | \$ | 652 | \$ | 758 | \$ | 773 | 2\% | 3\% |
|  | 1.61\% |  | 1.59\% |  | 1.51\% |  | 1.76\% |  | 1.68\% |  |  |

(1) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(2) Average yield is calculated as 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.

## CITICORP

## GLOBAL CONSUMER BANK

(In millions of dollars, except as otherwise noted)

Net Interest Revenue
Total Revenues, Net of Interest Expense
Total Operating Expenses
Net Credit Losses
Credit Reserve Build / (Release)
Credit Reserve Build/(Release)
Provision for Unfunded Lending Commitments
Provision for Benefits and Claims
Provisions for Credit Losses and for Benefits and Claims (LLR \& PBC) Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Average Assets (in billions of dollars)
Return on Average Assets (1)
Efficiency Ratio
Net Credit Losses as a \% of Average Loans (1)
Revenue by Business
Retail Ianking
Citi-Branded Cards
Total
Net Credit Losses by Business
Retail Banking
Citi-Branded Cards
Total
Income (loss) from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Total
FX Translation Impact:
Total Revenue - as Reported
Impact of FX Translation (1)
Total Revenues - Ex-FX (2)
Total Operating Expenses - as Reported
impact of FX Translation (1)
Total Operating Expenses - Ex-FX (2)
Provisions for LLR \& PBC - as Reported
mpact of FX Translation (1)
Provisions for LLR \& PBC - Ex-FX (2)
Net Income - as Reported
Net Income - as Reported
Net Income - Ex-FX (2)


| 4Q15 Increasel (Decrease) from |  |
| :---: | :---: |
| 3Q15 | 4Q14 |
| (1\%) | (16\%) |
| (26\%) | (18\%) |
| (11\%) | (17\%) |
| 4\% | (10\%) |
| 8\% | (25\%) |
| (93\%) | NM |
| (100\%) | - |
| 29\% | (24\%) |
| (5\%) | (18\%) |
| (55\%) | (43\%) |
| (62\%) | (35\%) |
| (53\%) | (44\%) |
| (100\%) | - |
| (53\%) | (44\%) |
| 3\% | (15\%) |
| (13\%) | (14\%) |
| (5\%) | (24\%) |
| (11\%) | (17\%) |
| 26\% | (24\%) |
| (7\%) | (26\%) |
| 8\% | (25\%) |
| (75\%) | (59\%) |
| 16\% | (27\%) |
| (53\%) | (44\%) |
| (11\%) | (17\%) |
| (9\%) | - |
| 4\% | (10\%) |
| 6\% | 7\% |
| (5\%) | (18\%) |
| (3\%) | - |
| (53\%) | (44\%) |
| (52\%) | (33\%) |


| $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \\ & \hline \end{aligned}$ |  | FY 2015 vs. FY 2014 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: |
| \$ | 5,672 | \$ | 4,843 | (15\%) |
|  | 2,788 |  | 2,480 | (11\%) |
|  | 8,460 |  | 7,323 | (13\%) |
|  | 4,974 |  | 4,444 | (11\%) |
|  | 1,861 |  | 1,549 | (17\%) |
|  | 120 |  | 94 | (22\%) |
|  | (1) |  | 1 | NM |
|  | 104 |  | 69 | (34\%) |
|  | 2,084 |  | 1,713 | (18\%) |
|  | 1,402 |  | 1,166 | (17\%) |
|  | 244 |  | 238 | (2\%) |
|  | 1,158 |  | 928 | (20\%) |
|  | 6 |  | 3 | (50\%) |
| \$ | 1,152 | \$ | 925 | (20\%) |
| \$ | 76 | \$ | 64 | (16\%) |
|  | 1.54\% |  | 1.45\% |  |
|  | 59\% |  | 61\% |  |
|  | 4.96\% |  | 4.67\% |  |
| \$ | 5,678 | \$ | 5,078 | (11\%) |
|  | 2,782 |  | 2,245 | (19\%) |
| \$ | 8,460 | \$ | 7,323 | (13\%) |
| \$ | 907 | \$ | 764 | (16\%) |
|  | 954 |  | 785 | (18\%) |
| \$ | 1,861 | \$ | 1,549 | (17\%) |
| \$ | 740 | \$ | 590 | (20\%) |
|  | 418 |  | 338 | (19\%) |
| \$ | 1,158 | \$ | 928 | (20\%) |
| \$ | 8,460 | \$ | 7,323 | (13\%) |
|  | $(1,382)$ |  |  |  |
| \$ | 7,078 | \$ | 7,323 | 3\% |
| \$ | 4,974 | \$ | 4,444 | (11\%) |
|  | (737) |  | - |  |
| \$ | 4,237 | \$ | 4,444 | 5\% |
| \$ | 2,084 | \$ | 1,713 | (18\%) |
|  | (373) |  |  |  |
| \$ | 1,711 | \$ | 1,713 | - |
| \$ | 1,152 | \$ | 925 | (20\%) |
|  | (180) |  | - |  |
| \$ | 972 | \$ | 925 | (5\%) |

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the fourth quarter of 2015 average exchange rates for all periods presented.
(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

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

## CITICORP

global Consumer banking
LATIN AMERICA - PAGE 2

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

Branches (actual)
Accounts (in millions)
Average Deposits
Investment AUMs

## Average Loans

EOP Loans:
Real Estate Lending
Commercial Markets
Total EOP Loans
Net Interest Revenue (in millions) (1)
As a \% of Average Loans (1)
Net Credit Losses (in millions)
As a \% of Average Loans
Loans 90+ Days Past Due (in millions) (2)
As a \% of EOP Loans (2)
Loans 30-89 Days Past Due (in millions)
As a \% of EOP Loans
$\qquad$
4 Q
2014

|  | 1,744 | 1,700 |  | 1,699 |  | 1,697 |  | 1,694 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 30.6 |  | 30.5 |  | 30.7 |  | 31.5 | 31.9 |  |
| \$ | 43.9 | \$ | 42.2 | \$ | 41.7 | \$ | 39.6 | \$ | 39.6 |
| \$ | 11.9 | \$ | 11.0 | \$ | 10.0 | \$ | 9.3 | \$ | 9.0 |
| \$ | 68.8 | \$ | 65.9 | \$ | 66.2 | \$ | 61.7 | \$ | 59.7 |
| \$ | 27.2 | \$ | 25.7 | \$ | 25.7 | \$ | 24.2 | \$ | 24.4 |
| \$ | 5.0 | \$ | 4.9 | \$ | 4.8 | \$ | 4.3 | \$ | 4.211.0 |
|  | 11.3 |  | 11.0 |  | 11.2 |  | 10.5 |  |  |
|  | 9.9 |  | 9.7 |  | 9.7 |  | 9.1 |  | 8.8 |
| \$ | 26.2 | \$ | 25.6 | \$ | 25.7 | \$ | 23.9 | \$ | 24.0 |
| \$ | 895 | \$ | 815 | \$ | 813 | \$ | 784 | \$ | $\begin{array}{r} 793 \\ 12.899 \end{array}$ |
|  | 13.05\% |  | 12.86\% |  | 12.69\% |  | 12.85\% |  |  |
| \$ | 278 | \$ | 188 | \$ | 196 | \$ | 168 | \$ | 212$3.45 \%$ |
|  | 4.05\% |  | 2.97\% |  | 3.06\% |  | 2.75\% |  |  |
| \$ | 397 | \$ | 306 | \$ | 296 | \$ | 274 | \$ | 235$0.98 \%$ |
|  | 1.52\% |  | 1.20\% |  | 1.15\% |  | 1.15\% |  |  |
| \$ | 290 | \$ | 282 | \$ | 266 | \$ | 280 | \$ | 224 |
|  | 1.11\% |  | 1.10\% |  | 1.04\% |  | 1.17\% |  | 0.93\% |


|  | 8.1 |  | 8.1 |  | 8.0 |  | 7.9 |  | 7.8 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 7.6 | \$ | 6.4 | \$ | 6.5 | \$ | 6.3 | \$ | 6.7 |
| \$ | 9.6 | \$ | 8.8 | \$ | 8.5 | \$ | 7.7 | \$ | 7.7 |
| \$ | 9.3 | \$ | 8.5 | \$ | 8.3 | \$ | 7.5 | \$ | 7.5 |
|  | 20.73\% |  | 20.10\% |  | 20.72\% |  | 21.05\% |  | 20.67\% |
| \$ | 509 | \$ | 427 | \$ | 428 | \$ | 403 | \$ | 380 |
|  | 21.04\% |  | 19.68\% |  | 20.20\% |  | 20.76\% |  | 19.58\% |
| \$ | 233 | \$ | 229 | \$ | 196 | \$ | 187 | \$ | 173 |
|  | 9.63\% |  | 10.55\% |  | 9.25\% |  | 9.64\% |  | 8.91\% |
| \$ | 461 | \$ | 355 | \$ | 383 | \$ | 367 | \$ | 355 |
|  | 19.05\% |  | 16.36\% |  | 18.07\% |  | 18.91\% |  | 18.29\% |
| \$ | 284 | \$ | 240 | \$ | 245 | \$ | 207 | \$ | 213 |
|  | 3.05\% |  | 2.82\% |  | 2.95\% |  | 2.76\% |  | 2.84\% |
| \$ | 262 | \$ | 247 | \$ | 229 | \$ | 219 | \$ | 196 |
|  | 2.82\% |  | 2.91\% |  | 2.76\% |  | 2.92\% |  | 2.61\% |

4015 Increasel (Decrease) from
$\qquad$ 15 4Q14

| - | $(3 \%)$ |
| :---: | :---: |
| $1 \%$ | $4 \%$ |
| - | $(10 \%)$ |
| $(3 \%)$ | $(24 \%)$ |
| $(3 \%)$ | $(13 \%)$ |
| $1 \%$ | $(10 \%)$ |
| $(2 \%)$ | $(16 \%)$ |
| $5 \%$ | $(3 \%)$ |
| $(3 \%)$ | $(11 \%)$ |
| - | $(8 \%)$ |
| $1 \%$ | $(11 \%)$ |
| $26 \%$ | $(24 \%)$ |
|  |  |
| $(14 \%)$ | $(41 \%)$ |
| $(20 \%)$ | $(23 \%)$ |

Cilled Cards Key indicators (in billions of dollars, except as otherwise noted) EOP Open Accounts (in millions)
Purchase Sales (in billions)
Average Loans (in billions) (3)
EOP Loans (in billions) (3)
Average Yield (4)
Net Interest Revenue (in millions) (5)
As a \% of Average Loans (5)
Net Credit Losses (in millions)
As a \% of Average Loans
Net Credit Margin (in millions) (6)
As a \% of Average Loans (6)
Loans 90+ Days Past Due (in millions)
As a \% of EOP Loans
Loans 30-89 Days Past Due (in millions)
As a \% of EOP Loans
(1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio
(2) See footnote 3 on page 8
(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.

## CITICORP

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

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

## Income from Continuing Operations by Business

Retail Banking
Citi-Branded Cards
Total
FX Translation Impact:
Total Revenue - as Reported
Impact of FX Translation (2)
Total Revenues - Ex-FX (3)
Total Operating Expenses - as Reported
Impact of FX Translation (2)
Total Operating Expenses - Ex-FX (3)
Provisions for LLR \& PBC - as Reported
Impact of FX Translation (2)
Provisions for LLR \& PBC - Ex-FX (3)
Net Income - as Reported
Net Income - as Reported
Net Income - Ex-FX (3)


| 4Q15 Increase/ <br> (Decrease) from |  |
| :---: | :---: |
| 3Q15 | 4Q14 |
| (1\%) | (9\%) |
| (7\%) | (13\%) |
| (3\%) | (11\%) |
| - | (8\%) |
| 6\% | 2\% |
| NM | 80\% |
| - | 100\% |
| - | - |
| 89\% | 10\% |
| (33\%) | (27\%) |
| (36\%) | (29\%) |
| (31\%) | (26\%) |
| (83\%) | (67\%) |
| (30\%) | (26\%) |
| 1\% | - |
| (6\%) | (11\%) |
| 1\% | (11\%) |
| (3\%) | (11\%) |
| $29 \%$ | $34 \%$ |
| 6\% | 2\% |
| (43\%) | (43\%) |
| (12\%) | 5\% |
| (31\%) | (26\%) |
| (3\%) | (11\%) |
| (3\%) | (4\%) |
| - | (8\%) |
| 1\% | (1\%) |
| 89\% | 10\% |
| 91\% | 26\% |
| (30\%) | (26\%) |
| (30\%) | (23\%) |


| $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | Full <br> Year <br> 2015 |  | FY 2015 vs. FY 2014 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: |
| \$ | 5,049 | \$ | 4,557 | (10\%) |
|  | 2,839 |  | 2,534 | (11\%) |
|  | 7,888 |  | 7,091 | (10\%) |
|  | 5,271 |  | 4,634 | (12\%) |
|  | 793 |  | 727 | (8\%) |
|  | (26) |  | (73) | NM |
|  | (14) |  | (3) | 79\% |
|  | - |  | - | - |
|  | 753 |  | 651 | (14\%) |
|  | 1,864 |  | 1,806 | (3\%) |
|  | 615 |  | 607 | (1\%) |
|  | 1,249 |  | 1,199 | (4\%) |
|  | 20 |  | 6 | (70\%) |
| \$ | 1,229 | \$ | 1,193 | (3\%) |
| \$ | 122 | \$ | 120 | (2\%) |
|  | 1.01\% |  | 0.99\% |  |
|  | 67\% |  | 65\% |  |
|  | 0.82\% |  | 0.80\% |  |
| \$ | 4,866 | \$ | 4,491 | (8\%) |
|  | 3,022 |  | 2,600 | (14\%) |
| \$ | 7,888 | \$ | 7,091 | (10\%) |
| \$ | 316 | \$ | 325 | 3\% |
|  | 477 |  | 402 | (16\%) |
| \$ | 793 | \$ | 727 | (8\%) |
| \$ | 692 | \$ | 740 | 7\% |
|  | 557 |  | 459 | (18\%) |
| \$ | 1,249 | \$ | 1,199 | (4\%) |
| \$ | 7,888 | \$ | 7,091 | (10\%) |
|  | (587) |  |  |  |
| \$ | 7,301 | \$ | 7,091 | (3\%) |
| \$ | 5,271 | \$ | 4,634 | (12\%) |
|  | (434) |  | - |  |
| \$ | 4,837 | \$ | 4,634 | (4\%) |
| \$ | 753 | \$ | 651 | (14\%) |
|  | (97) |  |  |  |
| \$ | 656 | \$ | 651 | (1\%) |
| \$ | 1,229 | \$ | 1,193 | (3\%) |
|  |  |  | - |  |
| \$ | 1,212 | \$ | 1,193 | (2\%) |

(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(2) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the fourth quarter of 2015 average exchange rates for all periods presented.
(3) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

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

## CITICORP

## GLOBAL CONSUMER BANKING

ASIA (1) - PAGE 2

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

## Branches (actual)

Accounts (in millions)
Average Deposits
Investment Sales
Investment AUM
Average Loan
Real Estate Lending
commercial Markets
Total EOP Loans
Net Interest Revenue (in millions) (2)
As a $\%$ of Average Loans (2)
Net Credit Losses (in millions)
As a \% of Average Loans
Loans 90+ Days Past Due (in millions)
As a \% of EOP Loans
Loans 30-89 Days Past Due (in millions)
As a \% of EOP Loans
Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted EOP Open Accounts (in millions)
Purchase Sales (in billions)
Average Loans (in billions) (3)
EOP Loans (in billions) (3)
Average Yield (4)
Net Interest Revenue (in millions) (5)
As a \% of Average Loans (6)
Net Credit Losses (in millions)
Net Credit Margin (in millions)
As a \% of Average Loans (6)
Loans $90+$ Days Past Due
Loans $90+$ Days Past Due
As a $\%$ of EOP Loans
Loans 30-89 Days Past Due
As a \% of EOP Loans
$\qquad$
10
2015
2015
2015
$3 Q$
2015
4 Q
2015 $\qquad$ (Decrease) from
(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(2) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio
(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.
(6) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.

Reclassified to conform to the current period's presentation.

|  | 877 |  | 870 |  | 536 |  | 539 |  | 537 |  | 528 |  | 520 | (2\%) | (3\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 17.6 |  | 17.8 |  | 17.5 |  | 17.4 |  | 17.5 |  | 17.7 |  | 17.5 | (1\%) | - |
| \$ | 93.8 | \$ | 96.7 | \$ | 88.2 | \$ | 88.4 | \$ | 89.5 | \$ | 86.6 | \$ | 86.9 | - | (1\%) |
| \$ | 11.5 | \$ | 10.8 | \$ | 7.9 | \$ | 11.0 | \$ | 13.0 | \$ | 8.2 | \$ | 6.0 | (27\%) | (24\%) |
| \$ | 47.2 | \$ | 47.9 | \$ | 58.3 | \$ | 58.9 | \$ | 60.2 | \$ | 55.2 | \$ | 57.0 | 3\% | (2\%) |
| \$ | 64.4 | \$ | 67.9 | \$ | 77.1 | \$ | 75.1 | \$ | 75.1 | \$ | 72.5 | \$ | 71.8 | (1\%) | (7\%) |
| \$ | 32.6 | \$ | 33.9 | \$ | 38.0 | \$ | 36.8 | \$ | 36.7 | \$ | 34.4 | \$ | 34.5 | - | (9\%) |
|  | 17.4 |  | 18.1 |  | 19.0 |  | 18.6 |  | 18.8 |  | 18.0 |  | 17.4 | (3\%) | (8\%) |
|  | 16.3 |  | 16.9 |  | 19.2 |  | 19.1 |  | 19.8 |  | 19.0 |  | 19.1 | 1\% | (1\%) |
| \$ | 66.3 | \$ | 68.9 | \$ | 76.2 | \$ | 74.5 | \$ | 75.3 | \$ | 71.4 | \$ | 71.0 | (1\%) | (7\%) |
| \$ | 806 | \$ | 824 | \$ | 726 | \$ | 687 | \$ | 696 | \$ | 675 | \$ | 660 | (2\%) | (9\%) |
|  | 5.08\% |  | 4.87\% |  | 3.74\% |  | 3.71\% |  | 3.72\% |  | 3.69\% |  | 3.65\% |  |  |
| \$ | 72 | \$ | 87 | \$ | 74 | \$ | 70 | \$ | 79 | \$ | 77 | \$ | 99 | 29\% | 34\% |
|  | 0.45\% |  | 0.51\% |  | 0.38\% |  | 0.38\% |  | 0.42\% |  | 0.42\% |  | 0.55\% |  |  |
| \$ | 290 | \$ | 318 | \$ | 194 | \$ | 188 | \$ | 190 | \$ | 183 | \$ | 177 | (3\%) | (9\%) |
|  | 0.44\% |  | 0.46\% |  | 0.25\% |  | 0.25\% |  | 0.25\% |  | 0.26\% |  | 0.25\% |  |  |
| \$ | 539 | \$ | 490 | \$ | 352 | \$ | 360 | \$ | 355 | \$ | 328 | \$ | 350 | 7\% | (1\%) |
|  | 0.81\% |  | 0.71\% |  | 0.46\% |  | 0.48\% |  | 0.47\% |  | 0.46\% |  | 0.49\% |  |  |
|  | 16.6 |  | 16.8 |  | 17.2 |  | 17.2 |  | 17.3 |  | 17.1 |  | 16.9 | (1\%) | (2\%) |
| \$ | 16.7 | \$ | 18.2 | \$ | 20.5 | \$ | 18.7 | \$ | 19.2 | \$ | 18.2 | \$ | 19.3 | 6\% | (6\%) |
| \$ | 19.6 | \$ | 20.2 | \$ | 18.6 | \$ | 18.0 | \$ | 18.1 | \$ | 17.1 | \$ | 17.2 | 1\% | (8\%) |
| \$ | 19.6 | \$ | 20.3 | \$ | 18.6 | \$ | 17.8 | \$ | 18.1 | \$ | 17.0 | \$ | 17.7 | 4\% | (5\%) |
| \$ | 15.21\% |  | 15.16\% |  | 12.79\% |  | 12.62\% |  | 12.51\% |  | 12.42\% |  | 12.39\% |  |  |
| \$ | 549 |  | 569 | \$ | 498 | \$ | 467 | \$ | 475 | \$ | 446 | \$ | 451 | 1\% | (9\%) |
|  | 11.36\% |  | 11.30\% |  | 10.62\% |  | 10.52\% |  | 10.53\% |  | 10.35\% |  | 10.40\% |  |  |
| \$ | 146 | \$ | 142 | \$ | 112 | \$ | 103 | \$ | 108 | \$ | 101 | \$ | 90 | (11\%) | (20\%) |
|  | 3.02\% |  | 2.82\% |  | 2.39\% |  | 2.32\% |  | 2.39\% |  | 2.34\% |  | 2.08\% |  |  |
| \$ | 624 | \$ | 655 | \$ | 599 | \$ | 555 | \$ | 570 | \$ | 527 | \$ | 546 | 4\% | (9\%) |
|  | 12.91\% |  | 13.01\% |  | 12.78\% |  | 12.50\% |  | 12.63\% |  | 12.23\% |  | 12.59\% |  |  |
| \$ | 260 | \$ | 273 | \$ | 195 | \$ | 190 | \$ | 191 | \$ | 171 | \$ | 180 | 5\% | (8\%) |
|  | 1.33\% |  | 1.34\% |  | 1.05\% |  | 1.07\% |  | 1.06\% |  | 1.01\% |  | 1.02\% |  |  |
| \$ | 390 | \$ | 381 | \$ | 256 | \$ | 249 | \$ | 247 | \$ | 220 | \$ | 225 | 2\% | (12\%) |
|  | 1.99\% |  | 1.88\% |  | 1.38\% |  | 1.40\% |  | 1.36\% |  | 1.29\% |  | 1.27\% |  |  |

## CITICORP

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

Commissions and Fees
Administration and Other Fiduciary Fees
Investment Banking
Principal Transactions
Other
Total Non-Interest Revenue
Net Interest Revenue (including Dividends)
Total Revenues, Net of Interest Expense
Total Operating Expenses
Credit Reserve Build / (Release)
Credit Reserve Build / (Release)
Provision for Benefits and Claims
Pvisions for Credit Losses and for Benefits and Claims
Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Net Income
Average Assets (in billions of dollars)
Return on Average Assets
Return on Average Assets (Excluding CVA/DVA) (1)(2) Efficiency Ratio

Revenue by Region - Excluding CVA/DVA (2)
North America
EMEA
atin America
Asia ${ }_{\text {Total }}$
CVA/DVA \{excluded as applicable in lines above\}
Total Revenues, net of Interest Expense
Income from Continuing Operations by Region - Excluding CVA/DVA (2) North America
EMEA
Latin America
Asia ${ }_{\text {Total }}$
CVA/DVA (after-tax) \{excluded as applicable in lines above\}
Income from Continuing Operations
Average Loans by Region (in billions)
North America
EMEA
Asia
Total
EOP Deposits by Region (in billions)
North America
EMEA
atin Americ
Asia

EOP Deposits by Business (in billions)
Treasury and Trade Solutions
All Other ICG Businesses
Total

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 10 \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \\ \hline \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 974 |  |  | \$ | 995 | \$ | 986 | \$ | 954 | \$ | 920 | (4\%) | (6\%) |
|  | 619 |  | 608 |  | 658 |  | 590 |  | 568 | (4\%) | (8\%) |
|  | 1,008 |  | 1,134 |  | 1,120 |  | 828 |  | 1,028 | 24\% | 2\% |
|  | 329 |  | 2,198 |  | 1,797 |  | 1,208 |  | 620 | (49\%) | 88\% |
|  | 177 |  | 249 |  | 166 |  | 885 |  | 37 | (96\%) | (79\%) |
|  | 3,107 |  | 5,184 |  | 4,727 |  | 4,465 |  | 3,173 | (29\%) | 2\% |
|  | 4,053 |  | 3,844 |  | 4,151 |  | 4,132 |  | 4,072 | (1\%) | - |
|  | 7,160 |  | 9,028 |  | 8,878 |  | 8,597 |  | 7,245 | (16\%) | 1\% |
|  | 4,878 |  | 4,632 |  | 4,821 |  | 4,692 |  | 4,840 | 3\% | (1\%) |
|  | 121 |  | (2) |  | 83 |  | 34 |  | 92 | NM | (24\%) |
|  | 101 |  | 107 |  | (132) |  | 192 |  | 460 | NM | NM |
|  | (59) |  | (31) |  | (46) |  | 83 |  | 89 | 7\% | NM |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | 163 |  | 74 |  | (95) |  | 309 |  | 641 | NM | NM |
|  | 2,119 |  | 4,322 |  | 4,152 |  | 3,596 |  | 1,764 | (51\%) | (17\%) |
|  | 442 |  | 1,358 |  | 1,317 |  | 1,186 |  | 522 | (56\%) | 18\% |
|  | 1,677 |  | 2,964 |  | 2,835 |  | 2,410 |  | 1,242 | (48\%) | (26\%) |
|  | 31 |  | 36 |  | 15 |  | (6) |  | 7 | NM | (77\%) |
| \$ | 1,646 | \$ | 2,928 | \$ | 2,820 | \$ | 2,416 | \$ | 1,235 | (49\%) | (25\%) |
| \$ | 1,298 | \$ | 1,274 | \$ | 1,278 | \$ | 1,260 | \$ | 1,252 | (1\%) | (4\%) |
|  | 0.50\% |  | 0.93\% |  | 0.89\% |  | 0.76\% |  | 0.39\% |  |  |
|  | 0.50\% |  | 0.95\% |  | 0.83\% |  | 0.72\% |  | 0.43\% |  |  |
|  | 68\% |  | 51\% |  | 54\% |  | 55\% |  | 67\% |  |  |
| \$ | 2,475 | \$ | 3,329 | \$ | 3,497 | \$ | 3,250 | \$ | 2,871 | (12\%) | 16\% |
|  | 2,050 |  | 2,966 |  | 2,392 |  | 2,214 |  | 2,095 | (5\%) | 2\% |
|  | 986 |  | 1,000 |  | 882 |  | 1,166 |  | 862 | (26\%) | (13\%) |
|  | 1,637 |  | 1,802 |  | 1,804 |  | 1,746 |  | 1,603 | (8\%) | (2\%) |
| \$ | 7,148 | \$ | 9,097 | \$ | 8,575 | \$ | 8,376 | \$ | 7,431 | (11\%) | 4\% |
|  | 12 |  | (69) |  | 303 |  | 221 |  | (186) | NM | NM |
| \$ | 7,160 | \$ | 9,028 | \$ | 8,878 | \$ | 8,597 | \$ | 7,245 | (16\%) | 1\% |
|  | 613 | \$ | 988 | \$ | 1,066 | \$ | 887 | \$ | 580 | (35\%) | (5\%) |
|  | 237 |  | 989 |  | 598 |  | 392 |  | 224 | (43\%) | (5\%) |
|  | 307 |  | 390 |  | 342 |  | 467 |  | 124 | (73\%) | (60\%) |
|  | 513 |  | 641 |  | 639 |  | 521 |  | 431 | (17\%) | (16\%) |
| \$ | 1,670 | \$ | 3,008 | \$ | 2,645 | \$ | 2,267 | \$ | 1,359 | (40\%) | (19\%) |
|  | 7 |  | (44) |  | 190 |  | 143 |  | (117) | NM | NM |
| \$ | 1,677 | \$ | 2,964 | \$ | 2,835 | \$ | 2,410 | \$ | 1,242 | (48\%) | (26\%) |
|  | 115 | \$ | 119 | \$ | 122 | \$ | 128 |  | 128 | - | 11\% |
|  | 57 |  | 57 |  | 60 |  | 59 |  | 60 | 2\% | 5\% |
|  | 39 |  | 38 |  | 39 |  | 39 |  | 41 | 5\% | 5\% |
|  | 66 |  | 62 |  | 63 |  | 62 |  | 61 | (2\%) | (8\%) |
| \$ | 277 | \$ | 276 | \$ | 284 | \$ | 288 | \$ | 290 | 1\% | 5\% |
| \$ | 192 | \$ | 196 | \$ | 198 | \$ | 201 | \$ | 199 | (1\%) | 4\% |
|  | 165 |  | 167 |  | 177 |  | 174 |  | 170 | (2\%) | 3\% |
|  | 56 |  | 60 |  | 63 |  | 61 |  | 64 | 5\% | 14\% |
|  | 142 |  | 148 |  | 150 |  | 159 |  | 154 | (3\%) | 8\% |
| \$ | 555 | \$ | 571 | \$ | 588 | \$ | 595 | \$ | 587 | (1\%) | 6\% |
|  | 380 | \$ | 387 | \$ | 398 | \$ | 399 | \$ | 392 | (2\%) | 3\% |
|  | 175 |  | 184 |  | 190 |  | 196 |  | 195 | (1\%) | 11\% |
| \$ | 555 | \$ | 571 | \$ | 588 | \$ | 595 | \$ | 587 | (1\%) | 6\% |


|  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \\ & \hline \end{aligned}$ | $\begin{gathered} \text { FY } 2015 \text { vs. } \\ \text { FY } 2014 \text { Increase/ } \\ \text { (Decrease) } \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: |
|  | 3,995 |  | 3,855 | (4\%) |
|  | 2,520 |  | 2,424 | (4\%) |
|  | 4,269 |  | 4,110 | (4\%) |
|  | 5,905 |  | 5,823 | (1\%) |
|  | 661 |  | 1,337 | NM |
|  | 17,350 |  | 17,549 | 1\% |
|  | 15,702 |  | 16,199 | 3\% |
|  | 33,052 |  | 33,748 | 2\% |
|  | 19,391 |  | 18,985 | (2\%) |
|  | 276 |  | 207 | (25\%) |
|  | (90) |  | 627 | NM |
|  | (129) |  | 95 | NM |
|  | - |  | - | - |
|  | 57 |  | 929 | NM |
|  | 13,604 |  | 13,834 | 2\% |
|  | 4,070 |  | 4,383 | 8\% |
|  | 9,534 |  | 9,451 | (1\%) |
|  | 118 |  | 52 | (56\%) |
| \$ | 9,416 | \$ | 9,399 | - |
| \$ | 1,287 | \$ | 1,266 | (2\%) |
|  | 0.73\% |  | 0.74\% |  |
|  | 0.75\% |  | 0.73\% |  |
|  | 59\% |  | 56\% |  |
| \$ | 12,890 | \$ | 12,947 | - |
|  | 9,689 |  | 9,667 | - |
|  | 4,143 |  | 3,910 | (6\%) |
|  | 6,673 |  | 6,955 | 4\% |
| \$ | 33,395 | \$ | 33,479 | - |
|  | (343) |  | 269 | NM |
| \$ | 33,052 | \$ | 33,748 | 2\% |
| \$ | 4,082 | \$ | 3,521 | (14\%) |
|  | 2,202 |  | 2,203 | - |
|  | 1,373 |  | 1,323 | (4\%) |
|  | 2,088 |  | 2,232 | 7\% |
| \$ | 9,745 | \$ | 9,279 | (5\%) |
|  | (211) |  | 172 | NM |
| \$ | 9,534 | \$ | 9,451 | (1\%) |
| \$ | 111 | \$ | 125 | 13\% |
|  | 58 |  | 59 | 2\% |
|  | 40 |  | 39 | (3\%) |
|  | 68 |  | 62 | (9\%) |
| \$ | 277 | \$ | 285 | 3\% |

(1) Return on Average Assets excluding CVA/DVA is defined as annualized net income less CVA/DVA, divided by average assets. See above for the after-tax CVA/DVA for each period presented (2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

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

## CITICORP

## Revenue Details - Excluding CVA/DVA:

Investment Banking:
Advisory
Equity Underwriting
Total Investment Ban
Treasury and Trade Solutions
Corporate Lending - Excluding Gain/(Loss) on Loan Hedges
Private Bank
Total Banking Revenues (Ex-CVA/DVA and Gain/(Loss) on Loan Hedges) (1)
Corporate Lending - Gain/(Loss) on Loan Hedges (2)
Total Banking Revenues (Ex-CVA/DVA) and including G(L) on Loan Hedges (1)
Fixed Income Markets
Equity Markets
Securities Services
Securit
Other
Total Markets and Securities Services (Ex-CVA/DVA) (1)
Total ICG (Ex-CVA/DVA) (1)
CVA/DVA \{excluded as applicable in lines above
Total Revenues, net of Interest Expense
Taxable-equivalent adjustments (3)
Total ICG Revenues (Ex-CVA/DVA) and
including Taxable-equivalent adjustments (1) (3)

| Full Year 2014 |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \end{aligned}$ |  | FY 2015 vs. FY 2014 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: |
| \$ | 949 | \$ | 1,102 | 16\% |
|  | 1,246 |  | 902 | (28\%) |
|  | 2,512 |  | 2,539 | 1\% |
|  | 4,707 |  | 4,543 | (3\%) |
|  | 7,767 |  | 7,767 | - |
|  | 1,749 |  | 1,694 | (3\%) |
|  | 2,660 |  | 2,860 | 8\% |
| \$ | 16,883 | \$ | 16,864 | - |
|  | 116 |  | 323 | NM |
| \$ | 16,999 | \$ | 17,187 | 1\% |
|  | 12,148 |  | 11,346 | (7\%) |
|  | 2,774 |  | 3,128 | 13\% |
|  | 2,048 |  | 2,130 | 4\% |
|  | (574) |  | (312) | 46\% |
| \$ | 16,396 | \$ | 16,292 | (1\%) |
| \$ | 33,395 | \$ | 33,479 | - |
|  | (343) |  | 269 | NM |
| \$ | 33,052 | \$ | 33,748 | 2\% |
| \$ | 679 | \$ | 660 | (3\%) |
| \$ | 34,074 | \$ | 34,139 | - |

(2) Hedges on accrual loans reflect the mark-to-market on credit derivatives used to economically hedge the corporate loan accrual portfolio

The fixed premium costs of these hedges is netted against the core lending revenues to reflect the cost of credit protection.
(3) Primarily relates to income tax credits related to affordable housing and alternative energy investments as well as
tax exempt income from municipal bond investments.
NM Not meaningful.
Reclassified to conform to the current period's presentation

## CORPORATE / OTHER ${ }^{(1)}$

(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 Benefits and Claims
Provision for Unfunded Lending Commitments
Provisions for Loan Losses and for Benefits and Claims Income from Continuing Operations before Taxes Income Taxes
Income from Continuing Operations oncontrolling Interests Net Income (Loss)
EOP Assets (in billions of dollars)
Average Assets (in billions of dollars)
(1) Includes certain costs of global staff functions, other corporate expenses and certain global operations and technology expense Corporate Treasury, and Discontinued operations

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

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \\ \hline \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | (81) |  |  | \$ | (28) | \$ | (22) | \$ | (64) | \$ | (40) | 38\% | 51\% |
|  | (12) |  | 240 |  | 392 |  | 282 |  | 147 | (48\%) | NM |
|  | (93) |  | 212 |  | 370 |  | 218 |  | 107 | (51\%) | NM |
|  | 3,260 |  | 543 |  | 385 |  | 349 |  | 474 | 36\% | (85\%) |
|  | - |  | - |  | - |  | - |  | - | - |  |
|  | - |  | - |  | - |  | - |  |  | - |  |
|  | - |  | - |  | - |  |  |  |  |  |  |
|  | - |  | - |  | - |  |  |  | - |  |  |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | $(3,353)$ |  | (331) |  | (15) |  | (131) |  | (367) | NM | 89\% |
|  | (287) |  | (312) |  | (245) |  | (314) |  | (468) | (49\%) | (63\%) |
|  | $(3,066)$ |  | (19) |  | 230 |  | 183 |  | 101 | (45\%) | NM |
|  | (1) |  | (5) |  | 6 |  | (10) |  | (45) | NM | NM |
| 4 |  |  | 10 |  | (2) |  | 3 |  | 7 | NM | 75\% |
| \$ | $(3,071)$ | \$ | (34) | \$ | 238 | \$ | 170 | \$ | 49 | (71\%) | NM |
| \$ | 50 | \$ | 52 | \$ | 52 | \$ | 52 | \$ | 52 | - | 4\% |
| \$ | 64 | \$ | 60 | \$ | 50 | \$ | 58 | \$ | 52 | (10\%) | (19\%) |


| $\begin{array}{c}\text { Full } \\ \text { Year } \\ \text { 2014 }\end{array}$ |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{c}\text { Full } \\ \text { Year } \\ \text { 2015 }\end{array}$ |  |  | \(\left.\begin{array}{c}FY 2015 vs. <br>

FY 2014 Increase <br>
(Decrease)\end{array}\right)\)

## CITICORP

NORTH AMERICA ${ }^{(1)}$
(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)
Credit Reserve Build (Release)
Provision Unfunded Lending Commitments
Provision for Benefits and Claims
Provisions for Credit Losses and for Benefits and Claims Income from Continuing Operations before Taxes Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Net income
Return on Average Assets
Efficiency Ratio

```
Revenue by Business
            Retail Banking
            citi-Branded Cards
            Citi Retail Services
    Institutional Clients Grou
    Total
```

CVA/DVA \{included as applicable in businesses above \} Total Revenues - Excluding CVA/DVA (2)

Income (loss) from Continuing Operations by Business
Retail Banking
Citi-Branded Cards
Citi Retail Services
Institutional Clients Group
Total
CVADVA \{included as applicable in businesses above \}
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \\ \hline \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 6,063 |  |  | \$ | 5,941 | \$ | 6,057 | \$ | 6,284 | \$ | 6,317 | 1\% | 4\% |
|  | 1,572 |  | 2,455 |  | 2,407 |  | 1,881 |  | 1,211 | (36\%) | (23\%) |
|  | 7,635 |  | 8,396 |  | 8,464 |  | 8,165 |  | 7,528 | (8\%) | (1\%) |
|  | 4,362 |  | 4,196 |  | 4,198 |  | 4,108 |  | 4,152 | 1\% | (5\%) |
|  | 1,022 |  | 962 |  | 1,003 |  | 883 |  | 945 | 7\% | (8\%) |
|  | (90) |  | 8 |  | (19) |  | 5 |  | 121 | NM | NM |
|  | (80) |  | (23) |  | (36) |  | 77 |  | 113 | 47\% | NM |
|  | 10 |  | 10 |  | 9 |  | 11 |  | 8 | (27\%) | (20\%) |
|  | 862 |  | 957 |  | 957 |  | 976 |  | 1,187 | 22\% | 38\% |
|  | 2,411 |  | 3,243 |  | 3,309 |  | 3,081 |  | 2,189 | (29\%) | (9\%) |
|  | 622 |  | 1,068 |  | 1,086 |  | 1,071 |  | 721 | (33\%) | 16\% |
|  | 1,789 |  | 2,175 |  | 2,223 |  | 2,010 |  | 1,468 | (27\%) | (18\%) |
|  | 15 |  | 10 |  | 5 |  | (5) |  | (8) | (60\%) | NM |
| \$ | 1,774 | \$ | 2,165 | \$ | 2,218 | \$ | 2,015 | \$ | 1,476 | (27\%) | (17\%) |
| \$ | 893 | \$ | 885 | \$ | 874 | \$ | 880 | \$ | 886 | 1\% | (1\%) |
|  | 0.79\% |  | 0.99\% |  | 1.02\% |  | 0.91\% |  | 0.66\% |  |  |
|  | 57\% |  | 50\% |  | 50\% |  | 50\% |  | 55\% |  |  |
| \$ | 1,364 | \$ | 1,348 | \$ | 1,307 | \$ | 1,275 | \$ | 1,278 | - | (6\%) |
| \$ | 2,122 |  | 2,009 |  | 1,933 |  | 1,930 |  | 1,937 | - | (9\%) |
|  | 1,610 |  | 1,637 |  | 1,583 |  | 1,616 |  | 1,595 | (1\%) | (1\%) |
|  | 5,096 |  | 4,994 |  | 4,823 |  | 4,821 |  | 4,810 | - | (6\%) |
|  | 2,539 |  | 3,402 |  | 3,641 |  | 3,344 |  | 2,718 | (19\%) | 7\% |
| \$ | 7,635 | \$ | 8,396 | \$ | 8,464 | \$ | 8,165 | \$ | 7,528 | (8\%) | (1\%) |
|  | 64 |  | 73 |  | 144 |  | 94 |  | (153) | NM | NM |
| \$ | 7,571 | \$ | 8,323 | \$ | 8,320 | \$ | 8,071 | \$ | 7,681 | (5\%) | 1\% |
| \$ | 140 | \$ | 197 | \$ | 189 | \$ | 144 | \$ | 129 | (10\%) | (8\%) |
|  | 636 |  | 539 |  | 499 |  | 522 |  | 515 | (1\%) | (19\%) |
|  | 361 |  | 404 |  | 379 |  | 397 |  | 341 | (14\%) | (6\%) |
|  | 1,137 |  | 1,140 |  | 1,067 |  | 1,063 |  | 985 | (7\%) | (13\%) |
|  | 652 |  | 1,035 |  | 1,156 |  | 947 |  | 483 | (49\%) | (26\%) |
| \$ | 1,789 | \$ | 2,175 | \$ | 2,223 | \$ | 2,010 | \$ | 1,468 | (27\%) | (18\%) |
|  | 39 |  | 47 |  | 90 |  | 60 |  | (97) | NM | NM |
| \$ | 1,750 | \$ | 2,128 | \$ | 2,133 | \$ | 1,950 | \$ | 1,565 | (20\%) | (11\%) |

(1) Regional results do not include Corporate/Other. See page 18 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

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

## CITICORP

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

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

```
Revenue by Business
Retail Banking
Global Consumer Banking
Institutional Clients Group
```

Total
CVA/DVA \{included as applicable in businesses above\} Total Revenues - Excluding CVA/DVA (2)

## Income (loss) from Continuing Operations by Business

Retail Banking
Citi-Branded Cards
Global Consumer Banking
Institutional Clients Group
Total

CVA/DVA \{included as applicable in businesses above\}
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \\ \hline \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ \\ \hline 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \\ \hline \end{gathered}$ |  | 4Q15 Increase/ (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 1,036 |  |  | \$ | 900 | \$ | 988 | \$ | 890 | \$ | 830 | (7\%) | (20\%) |
|  | 1,243 |  | 2,202 |  | 1,788 |  | 1,707 |  | 1,464 | (14\%) | 18\% |
|  | 2,279 |  | 3,102 |  | 2,776 |  | 2,597 |  | 2,294 | (12\%) | 1\% |
|  | 1,927 |  | 1,693 |  | 1,795 |  | 1,726 |  | 1,863 | 8\% | (3\%) |
|  | 15 |  | 12 |  | 30 |  | 45 |  | 43 | (4\%) | NM |
|  | 35 |  | (9) |  | (62) |  | 76 |  | 62 | (18\%) | 77\% |
|  | 1 |  | (1) |  | (1) |  | - |  | - | - | (100\%) |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | 51 |  | 2 |  | (33) |  | 121 |  | 105 | (13\%) | NM |
|  | 301 |  | 1,407 |  | 1,014 |  | 750 |  | 326 | (57\%) | 8\% |
|  | 103 |  | 484 |  | 331 |  | 258 |  | 126 | (51\%) | 22\% |
|  | 198 |  | 923 |  | 683 |  | 492 |  | 200 | (59\%) | 1\% |
|  | 18 |  | 22 |  | 13 |  | 6 |  | 10 | 67\% | (44\%) |
| \$ | 180 | \$ | 901 | \$ | 670 | \$ | 486 | \$ | 190 | (61\%) | 6\% |
| \$ | 336 | \$ | 323 | \$ | 338 | \$ | 321 | \$ | 309 | (4\%) | (8\%) |
|  | 0.21\% |  | 1.13\% |  | 0.80\% |  | 0.60\% |  | 0.24\% |  |  |
|  | 85\% |  | 55\% |  | 65\% |  | 66\% |  | 81\% |  |  |
| \$ | 175 | \$ | 159 | \$ | 162 | \$ | 154 | \$ | 139 | (10\%) | (21\%) |
|  | 85 |  | 83 |  | 92 |  | 89 |  | 92 | 3\% | 8\% |
|  | 260 |  | 242 |  | 254 |  | 243 |  | 231 | (5\%) | (11\%) |
|  | 2,019 |  | 2,860 |  | 2,522 |  | 2,354 |  | 2,063 | (12\%) | 2\% |
| \$ | 2,279 | \$ | 3,102 | \$ | 2,776 | \$ | 2,597 | \$ | 2,294 | (12\%) | 1\% |
|  | (31) |  | (106) |  | 130 |  | 140 |  | (32) | NM | (3\%) |
| \$ | 2,310 | \$ | 3,208 | \$ | 2,646 | \$ | 2,457 | \$ | 2,326 | (5\%) | 1\% |
| \$ | (4) | \$ | (7) | \$ | (9) | \$ | (4) | \$ | (15) | NM | NM |
|  | (16) |  | 9 |  | 12 |  | 13 |  | 11 | (15\%) | NM |
|  | (20) |  | 2 |  | 3 |  | 9 |  | (4) | NM | 80\% |
|  | 218 |  | 921 |  | 680 |  | 483 |  | 204 | (58\%) | (6\%) |
| \$ | 198 | \$ | 923 | \$ | 683 | \$ | 492 | \$ | 200 | (59\%) | 1\% |
|  | (19) |  | (68) |  | 82 |  | 91 |  | (20) | NM | (5\%) |
| \$ | 217 | \$ | 991 | \$ | 601 | \$ | 401 | \$ | 220 | (45\%) | 1\% |


| $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \\ & \hline \end{aligned}$ |  | FY 2015 vs. FY 2014 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: |
| \$ | 4,117 | \$ | 3,608 | (12\%) |
|  | 6,459 |  | 7,161 | 11\% |
|  | 10,576 |  | 10,769 | 2\% |
|  | 7,546 |  | 7,077 | (6\%) |
|  | 70 |  | 130 | 86\% |
|  | (132) |  | 67 | NM |
|  | (9) |  | (2) | 78\% |
|  | - |  | - | - |
|  | (71) |  | 195 | NM |
|  | 3,101 |  | 3,497 | 13\% |
|  | 1,065 |  | 1,199 | 13\% |
|  | 2,036 |  | 2,298 | 13\% |
|  | 96 |  | 51 | (47\%) |
| \$ | 1,940 | \$ | 2,247 | 16\% |
| \$ | 341 | \$ | 323 | (5\%) |
|  | 0.57\% |  | 0.70\% |  |
|  | 71\% |  | 66\% |  |
| \$ | 760 | \$ | 614 | (19\%) |
|  | 401 |  | 356 | (11\%) |
|  | 1,161 |  | 970 | (16\%) |
|  | 9,415 |  | 9,799 | 4\% |
| \$ | 10,576 | \$ | 10,769 | 2\% |
|  | (274) |  | 132 | NM |
| \$ | 10,850 | \$ | 10,637 | (2\%) |
|  | (7) | \$ | (35) | NM |
|  | 9 |  | 45 | NM |
| \$ | 2 | \$ | 10 | NM |
|  | 2,034 |  | 2,288 | 12\% |
| \$ | 2,036 | \$ | 2,298 | 13\% |
| \$ $\quad$(168) |  |  | 85 | NM |
|  |  | \$ | 2,213 | - |

(1) Regional results do not include Corporate/Other. See page 18 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure

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

## CITICORP

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

Net Interest Revenue
Total Revenues, Net of Interest Expense Total Operating Expense

Net Credit Losses
Credit Reserve Build / (Release)
Provision Unfunded Lending Commitments
Provision for Benefits and Claims
Provisions for Credit Losses and for Benefits and Claims Income from Continuing Operations before Taxes Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Ave income Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio

```
Revenue by Business
Retail Banking
Citi-Branded Cards
Institutional Clients Group
```

Total

CVA/DVA \{included as applicable in businesses above\} Total Revenues - Excluding CVA/DVA (2)

## Income from Continuing Operations by Business <br> Retail Banking

Citi-Branded Cards
Global Consumer Banking
Institutional Clients Group
Total

CVA/DVA \{included as applicable in businesses above\}
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 2,172 |  |  | \$ | 1,947 | \$ | 1,992 | \$ | 1,944 | \$ | 1,994 | 3\% | (8\%) |
|  | 872 |  | 879 |  | 754 |  | 1,132 |  | 599 | (47\%) | (31\%) |
|  | 3,044 |  | 2,826 |  | 2,746 |  | 3,076 |  | 2,593 | (16\%) | (15\%) |
|  | 1,697 |  | 1,476 |  | 1,600 |  | 1,502 |  | 1,583 | 5\% | (7\%) |
|  | 613 |  | 419 |  | 463 |  | 351 |  | 423 | 21\% | (31\%) |
|  | (63) |  | 49 |  | (111) |  | 102 |  | 208 | NM | NM |
|  | 10 |  | (10) |  | (6) |  | 7 |  | (18) | NM | NM |
|  | 29 |  | 18 |  | 12 |  | 17 |  | 22 | 29\% | (24\%) |
|  | 589 |  | 476 |  | 358 |  | 477 |  | 635 | 33\% | 8\% |
|  | 758 |  | 874 |  | 788 |  | 1,097 |  | 375 | (66\%) | (51\%) |
|  | 195 |  | 246 |  | 211 |  | 326 |  | 95 | (71\%) | (51\%) |
|  | 563 |  | 628 |  | 577 |  | 771 |  | 280 | (64\%) | (50\%) |
|  |  |  | - |  | 2 |  | 1 |  | 4 | NM | NM |
| \$ | 563 | \$ | 628 | \$ | 575 | \$ | 770 | \$ | 276 | (64\%) | (51\%) |
| \$ | 161 | \$ | 155 | \$ | 154 | \$ | 147 | \$ | 148 | 1\% | (8\%) |
|  | 1.39\% |  | 1.64\% |  | 1.50\% |  | 2.08\% |  | 0.74\% |  |  |
|  | 56\% |  | 52\% |  | 58\% |  | 49\% |  | 61\% |  |  |
| \$ | 1,375 | \$ | 1,251 | \$ | 1,269 | \$ | 1,369 | \$ | 1,189 | (13\%) | (14\%) |
| \$ | 694 |  | 584 |  | 579 |  | 554 |  | 528 | (5\%) | (24\%) |
|  | 2,069 |  | 1,835 |  | 1,848 |  | 1,923 |  | 1,717 | (11\%) | (17\%) |
|  | 975 |  | 991 |  | 898 |  | 1,153 |  | 876 | (24\%) | (10\%) |
| \$ | 3,044 | \$ | 2,826 | \$ | 2,746 | \$ | 3,076 | \$ | 2,593 | (16\%) | (15\%) |
|  | (11) |  | (9) |  | 16 |  | (13) |  | 14 | NM | NM |
| \$ | 3,055 | \$ | 2,835 | \$ | 2,730 | \$ | 3,089 | \$ | 2,579 | (17\%) | (16\%) |
| \$ | 141 | \$ | 154 | \$ | 143 | \$ | 235 | \$ | 58 | (75\%) | (59\%) |
|  | 122 |  | 90 |  | 82 |  | 77 |  | 89 | 16\% | (27\%) |
|  | 263 |  | 244 |  | 225 |  | 312 |  | 147 | (53\%) | (44\%) |
|  | 300 |  | 384 |  | 352 |  | 459 |  | 133 | (71\%) | (56\%) |
| \$ | 563 | \$ | 628 | \$ | 577 | \$ | 771 | \$ | 280 | (64\%) | (50\%) |
|  | (7) |  | (6) |  | 10 |  | (8) |  | 9 | NM | NM |
| \$ | 570 | \$ | 634 | \$ | 567 | \$ | 779 | \$ | 271 | (65\%) | (52\%) |


| $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \end{aligned}$ |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2015 \\ & \hline \end{aligned}$ |  | FY 2015 vs. FY 2014 Increase/ (Decrease) |
| :---: | :---: | :---: | :---: | :---: |
| \$ | 8,591 | \$ | 7,877 | (8\%) |
|  | 3,967 |  | 3,364 | (15\%) |
|  | 12,558 |  | 11,241 | (10\%) |
|  | 6,749 |  | 6,161 | (9\%) |
|  | 2,120 |  | 1,656 | (22\%) |
|  | 228 |  | 248 | 9\% |
|  | 9 |  | (27) | NM |
|  | 104 |  | 69 | (34\%) |
|  | 2,461 |  | 1,946 | (21\%) |
|  | 3,348 |  | 3,134 | (6\%) |
|  | 845 |  | 878 | 4\% |
|  | 2,503 |  | 2,256 | (10\%) |
|  | 6 |  | 7 | 17\% |
| \$ | 2,497 | \$ | 2,249 | (10\%) |
| \$ | 169 | \$ | 151 | (11\%) |
|  | 1.49\% |  | 1.49\% |  |
|  | 54\% |  | 55\% |  |
| \$ | 5,678 | \$ | 5,078 | (11\%) |
|  | 2,782 |  | 2,245 | (19\%) |
| \$ | 8,460 | \$ | 7,323 | (13\%) |
|  | 4,098 |  | 3,918 | (4\%) |
| \$ | 12,558 | \$ | 11,241 | (10\%) |
|  | (45) |  | 8 | NM |
| \$ | 12,603 | \$ | 11,233 | (11\%) |
| \$ | 740 | \$ | 590 | (20\%) |
|  | 418 |  | 338 | (19\%) |
| \$ | 1,158 | \$ | 928 | (20\%) |
|  | 1,345 |  | 1,328 | (1\%) |
| \$ | 2,503 | \$ | 2,256 | (10\%) |
| \$ $\quad$ (28) |  |  | 5 | NM |
|  |  | \$ | 2,251 | (11\%) |

(1) Regional results do not include Corporate/Other. See page 18 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure

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

## CITICORP

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

Total Revenues, Net of Interest Expense Total Operating Expenses

Net Credit Losses
Credit Reserve Build / (Release)
Provision for Unfunded Lending Commitments
Provision for Benefits and Claims
Provisions for Credit Losses and for Benefits and Claims Income from Continuing Operations before Taxes
Income Taxes
Income from Continuing Operations
Noncontrolling Interests
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio

```
Revenue by Business
Retail Banking
Retail Banking
Global Consumer Banking
Institutional Clients Group
```

Total
CVA/DVA \{included as applicable in businesses above\} Total Revenues - Excluding CVA/DVA (2)

## Income from Continuing Operations by Business

 Retail BankingCiti-Branded Cards
Global Consumer Banking
Institutional Clients Group
Total

CVA/DVA \{included as applicable in businesses above\} Income (loss) from Continuing Operations - Excluding CVA/DVA (2)

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 4 Q \\ 2015 \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 1,852 |  |  | \$ | 1,757 | \$ | 1,806 | \$ | 1,745 | \$ | 1,688 | (3\%) | (9\%) |
|  | 1,378 |  | 1,609 |  | 1,635 |  | 1,474 |  | 1,333 | (10\%) | (3\%) |
|  | 3,230 |  | 3,366 |  | 3,441 |  | 3,219 |  | 3,021 | (6\%) | (6\%) |
|  | 1,877 |  | 1,819 |  | 1,846 |  | 1,839 |  | 1,853 | 1\% | (1\%) |
|  | 181 |  | 156 |  | 166 |  | 166 |  | 169 | 2\% | (7\%) |
|  | (35) |  | (54) |  | (43) |  | (55) |  | 31 | NM | NM |
|  | (5) |  | 2 |  | (4) |  | - |  | - | - | 100\% |
|  | - |  | - |  | - |  | - |  | - | - | - |
|  | 141 |  | 104 |  | 119 |  | 111 |  | 200 | 80\% | 42\% |
|  | 1,212 |  | 1,443 |  | 1,476 |  | 1,269 |  | 968 | (24\%) | (20\%) |
|  | 397 |  | 480 |  | 494 |  | 450 |  | 329 | (27\%) | (17\%) |
|  | 815 |  | 963 |  | 982 |  | 819 |  | 639 | (22\%) | (22\%) |
|  | 1 |  | (1) |  | - |  | - |  | 2 | NM | 100\% |
| \$ | 814 | \$ | 964 | \$ | 982 | \$ | 819 | \$ | 637 | (22\%) | (22\%) |
| \$ | 314 | \$ | 305 | \$ | 306 | \$ | 299 | \$ | 299 | - | (5\%) |
|  | 1.03\% |  | 1.28\% |  | 1.29\% |  | 1.09\% |  | 0.85\% |  |  |
|  | 58\% |  | 54\% |  | 54\% |  | 57\% |  | 61\% |  |  |
| \$ | 977 | \$ | 1,016 | \$ | 1,038 | \$ | 934 | \$ | 889 | (5\%) | (9\%) |
|  | 626 |  | 575 |  | 586 |  | 539 |  | 544 | 1\% | (13\%) |
|  | 1,603 |  | 1,591 |  | 1,624 |  | 1,473 |  | 1,433 | (3\%) | (11\%) |
|  | 1,627 |  | 1,775 |  | 1,817 |  | 1,746 |  | 1,588 | (9\%) | (2\%) |
| \$ | 3,230 | \$ | 3,366 | \$ | 3,441 | \$ | 3,219 | \$ | 3,021 | (6\%) | (6\%) |
|  | (10) |  | (27) |  | 13 |  | - |  | (15) | NM | (50\%) |
| \$ | 3,240 | \$ | 3,393 | \$ | 3,428 | \$ | 3,219 | \$ | 3,036 | (6\%) | (6\%) |
| \$ | 191 | \$ | 230 | \$ | 232 | \$ | 191 | \$ | 122 | (36\%) | (36\%) |
|  | 117 |  | 109 |  | 103 |  | 107 |  | 95 | (11\%) | (19\%) |
|  | 308 |  | 339 |  | 335 |  | 298 |  | 217 | (27\%) | (30\%) |
|  | 507 |  | 624 |  | 647 |  | 521 |  | 422 | (19\%) | (17\%) |
| \$ | 815 | \$ | 963 | \$ | 982 | \$ | 819 | \$ | 639 | (22\%) | (22\%) |
|  |  |  | (17) |  | 8 |  | - |  | (9) | NM | (50\%) |
| \$ | 821 | \$ | 980 | \$ | 974 | \$ | 819 | \$ | 648 | (21\%) | (21\%) |




FY 2014 Increa Decrease)

$$
\begin{aligned}
& (1 \%) \\
& 88 \% \\
& \hline
\end{aligned}
$$

| 599 | 534 |
| :---: | :---: |
| 4,897 | 5,156 |
| 1,608 | 1,753 |

$5 \%$
$9 \%$$9 \%$
$3 \%$
$(75 \%)$$4 \%$
$(6 \%)$(6\%)

| \$ | 4,106 | \$ | 3,877 | (6\%) |
| :---: | :---: | :---: | :---: | :---: |
|  | 2,621 |  | 2,244 | (14\%) |
|  | 6,727 |  | 6,121 | (9\%) |
|  | 6,599 |  | 6,926 | 5\% |
| \$ | 13,326 | \$ | 13,047 | (2\%) |
|  | (74) |  | (29) | 61\% |
| \$ | 13,400 | \$ | 13,076 | (2\%) |
| \$ | 699 | \$ | 775 | 11\% |
|  | 548 |  | 414 | (24\%) |
|  | 1,247 |  | 1,189 | (5\%) |
|  | 2,042 |  | 2,214 | 8\% |
| \$ | 3,289 | \$ | 3,403 | 3\% |
| (46) |  |  | (18) | 61\% |
| \$ | 3,335 | \$ | 3,421 | 3\% |

(2) Regional results do not include Corporate/Other. See page 18 for Corporate/Other results.
(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

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

## CITI HOLDINGS

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

## Revenues

Net interest revenue
Non-interest revenue (1)
Total revenues, net of interest expense
Provisions for Credit Losses and for Benefits and Claim Net Credit Losses
Credit Reserve Build / (Release) (2)
Provision for loan losses (1)
rovision for Benefits and Claims
ovision 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 Operations

Noncontrolling Interests
Citi Holding's Net Income (Loss)
Average Assets (in billions of dollars)
Return on Average Assets
Efficiency Ratio

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2015 \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |
| \$ | 1,059 |  |  | \$ | 1,055 | \$ | 1,001 | \$ | 974 | \$ | 674 | (31\%) | (36\%) |
|  | 745 |  | 779 |  | 672 |  | 443 |  | 2,239 | NM | NM |
|  | 1,804 |  | 1,834 |  | 1,673 |  | 1,417 |  | 2,913 | NM | 61\% |
|  | 417 |  | 408 |  | 258 |  | 218 |  | 182 | (17\%) | (56\%) |
|  | (214) |  | (196) |  | (170) |  | (209) |  | 72 | NM | NM |
|  | 203 |  | 212 |  | 88 |  | 9 |  | 254 | NM | 25\% |
|  | 167 |  | 169 |  | 160 |  | 161 |  | 134 | (17\%) | (20\%) |
|  |  |  | (5) |  | (1) |  | (19) |  | (1) | 95\% | (100\%) |
|  | 370 |  | 376 |  | 247 |  | 151 |  | 387 | NM | 5\% |
| 1,303 |  |  | 1,157 |  | 1,104 |  | 1,145 |  | 1,209 | 6\% | (7\%) |
| $\begin{array}{r}131 \\ 47 \\ \hline\end{array}$ |  |  | 301 |  | 322 |  | 121 |  | 1,317 | NM | NM |
|  |  |  | 154 |  | 159 |  | 90 |  | 600 | NM | NM |
|  | 84 |  | 147 |  | 163 |  | 31 |  | 717 | NM | NM |
|  | 84 |  |  | 1 |  | - |  | - |  | 10 | NM | NM |
|  |  |  | \$ | 146 | \$ | 163 | \$ | 31 | \$ | 707 | NM | NM |
| \$ | 132 | \$ | 125 | \$ | 118 | \$ | 113 | \$ | 90 | (20\%) | (32\%) |
|  | 0.25\% |  | 0.47\% |  | 0.55\% |  | 0.11\% |  | 3.12\% |  |  |
|  | 72\% |  | 63\% |  | 66\% |  | 81\% |  | 42\% |  |  |

## Balance Sheet Data (in billions):

| Total EOP Assets | \$ | 129 | \$ | 122 | \$ | 116 | \$ | 110 | \$ | 74 | (33\%) | (43\%) | \$ | 129 | \$ | 74 | (43\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total EOP Loans | \$ | 79 | \$ | 62 | \$ | 59 | \$ | 55 | \$ | 45 | (19\%) | (43\%) | \$ | 79 | \$ | 45 | (43\%) |
| Total EOP Deposits | \$ | 17 | \$ | 12 | \$ | 8 | \$ | 7 | \$ | 7 | - | (58\%) | \$ | 17 | \$ | 7 | (58\%) |
| Consumer Net Credit Losses as a \% of Average Loans |  | 1.86\% |  | 2.20\% |  | 1.57\% |  | 1.42\% |  | .36\% |  |  |  | 2.01\% |  | 1.68\% |  |

(1) As a result of Citigroup's entry into an agreement in March 2015 to sell OneMain Financial (OneMain), OneMain was classified as held-for-sale (HFS) at the end of the first quarter 2015. As a result of HFS accounting treatment, approximately $\$ 160$ million, $\$ 116$ million and $\$ 74$ million of cost of credit was recorded as a reduction in revenue (Other revenue) during the second, third and fourth quarters of 2015, respectively. The OneMain sale was completed on November 15, 2015.
(2) The fourth quarter of 2015 , includes a build of $\$ 162$ million related to the transfer of approximately $\$ 8$ billion of mortgage loans to Loans Held-for-sale at the end of the quarter.

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

## CITI HOLDINGS

## CONSUMER KEY INDICATORS - Page 1

(In millions of dollars, except as otherwise noted)

| 4Q | 19 | 2Q | 3Q | 4Q | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |

## CITI HOLDINGS KEY INDICATORS:

## Consumer - International (1) (2)

Branches (actua)
Average Loans (in billions)
EOP Loans:
Real Estate Lending
Real Es
Commercial Markets
Personal and Other
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 0 Rop Loans
As a \% of EOP Loans

## Consumer - North America (3)

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 Loan
ans $90+$ Days Past Due
As a \% of EOP Loans Loans 30-89 Days Past Due

As a \% of EOP Loans

| 153 |  | 122 |  |  | 105 | 108 |  | 97 |  | (10\%) | (37\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 8.8 | \$ | 7.4 | \$ | 4.5 | \$ | 4.1 | \$ | 3.8 | (7\%) | (57\%) |
| \$ | 1.9 | \$ | 0.5 | \$ | 0.4 | \$ | 0.4 | \$ | 0.3 | (25\%) | (84\%) |
|  | 3.6 |  | 2.1 |  | 1.8 |  | 1.8 |  | 1.7 | (6\%) | (53\%) |
|  | 0.8 |  | 0.7 |  | 0.5 |  | 0.5 |  | 0.5 | - | (38\%) |
|  | 1.7 |  | 1.6 |  | 1.5 |  | 1.4 |  | 1.3 | (7\%) | (24\%) |
| \$ | 8.0 | \$ | 4.9 | \$ | 4.2 | \$ | 4.1 | \$ | 3.8 | (7\%) | (53\%) |
| \$ | 195 | \$ | 230 | \$ | 216 | \$ | $\begin{array}{r} 212 \\ 20.51 \% \end{array}$ | \$ | $\begin{array}{r} 162 \\ 16.91 \% \end{array}$ | (24\%) | (17\%) |
|  | 8.79\% |  | 12.61\% |  | 17.92\% |  |  |  |  |  |  |
| \$ | 28 | \$ | 51 | \$ | 41 | \$ | $\begin{gathered} 38 \\ 3.68 \% \end{gathered}$ | \$ | $\begin{array}{r} 43 \\ 4.49 \% \end{array}$ | 13\% | 54\% |
|  | 1.26\% |  | 2.80\% |  | 3.65\% |  |  |  |  |  |  |
| \$ | 110 | \$ | 91 | \$ | 78 | \$ | $\begin{gathered} 77 \\ 1.88 \% \end{gathered}$ | \$ | $\begin{array}{r} 70 \\ 1.84 \% \end{array}$ | (9\%) | (36\%) |
|  | 1.38\% |  | 1.86\% |  | 1.86\% |  |  |  |  |  |  |
| \$ | 168 | \$ | 142 | \$ | 119 | \$ | $\begin{gathered} \quad 118 \\ 2.88 \% \end{gathered}$ | \$ | $\begin{gathered} 103 \\ 2.71 \% \end{gathered}$ | (13\%) | (39\%) |
|  | 2.10\% |  | 2.90\% |  | 2.83\% |  |  |  |  |  |  |


|  | 1,424 | 278 |  |  | 273 | 272 |  | 272 |  | - | (81\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 73.9 | \$ | 68.9 | \$ | 55.4 | \$ | 52.7 | \$ | 49.4 | (6\%) | (33\%) |
| \$ | 70.8 | \$ | 56.6 | \$ | 54.2 | \$ | 50.7 | \$ | 40.5 | (20\%) | (43\%) |
| \$ | 860 | \$ | 823 | \$ | 775 | \$ | 766 | \$ | 522 | (32\%) | (39\%) |
|  | 4.62\% |  | 4.84\% |  | 1.99\% |  | 2.00\% |  | 1.90\% |  |  |
| \$ | 359 | \$ | 363 | \$ | 193 | \$ | 166 | \$ | 140 | (16\%) | (61\%) |
|  | 1.93\% |  | 2.14\% |  | 1.40\% |  | 1.25\% |  | 1.12\% |  |  |
| \$ | 1,963 | \$ | 1,607 | \$ | 1,462 | \$ | 1,354 | \$ | 770 | (43\%) | (61\%) |
|  | 2.94\% |  | 2.97\% |  | 2.84\% |  | 2.81\% |  | 2.01\% |  |  |
| \$ | 1,663 | \$ | 1,197 | \$ | 1,153 | \$ | 1,230 | \$ | 857 | (30\%) | (48\%) |
|  | 2.49\% |  | 2.21\% |  | 2.24\% |  | 2.56\% |  | 2.24\% |  |  |

(1) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(2) The first and second quarters of 2015 reflect the transfers of loans and branches to held-for-sale (HFS) as a result of the agreement in December 2014 to sell the Japan retail banking business (Japan Retail). The first and second quarter of 2015 reflect the transfers of loans to HFS as a result of the agreement in March 2015 to sell the Japan cards business (Japan Cards).
The second, third and fourth quarters of 2015 reflect the HFS reclassification of interest revenue on loans to other interest earning assets. The Japan Cards sale was completed on December 14, 2015,
(3) The first, second and third quarters of 2015 reflect the transfers of loans and branches to HFS resulting from the agreement to sell OneMain. As a result of HFS accounting treatment, approximately $\$ 160$ million, $\$ 131$ million and $\$ 73$ million of net credit losses (NCLs) were recorded as a reduction of revenue (Other revenue) during the second, third and fourth quarters of 2015 , respectively. The second, third and fourth quarters of 2015 reflect the HFS reclassification of interest revenue on loans to other interest earning assets.

Reclassified to conform to the current period's presentation.

## CITI HOLDINGS

## CONSUMER KEY INDICATORS - Page 2

(In millions of dollars, except as otherwise noted)

## CITI HOLDINGS KEY INDICATORS:

## North America Mortgages

CMI (Citimortgage)
CFNA (CitiFinancial - North America)
Residential First
Home Equity
Home Equity
Average Loans (in billions of dollars)
CMI
CFNA
$\stackrel{\text { CFNA }}{\text { Residential First }}$
Residential First
Home Equity
EOP Loans (in billions of dollars) (1)
hird Party Mortgage Serv. Portfolio (EOP, in billions)
Net Servicing \& Gain/(Loss) on Sale
Net Interest Revenue on L
As $\%$ of Avg. Loans
CMI
CFNA
Residential First
Residential First
Home Equity
Net Credit Losses (NCLs)
As a $\%$ of Avg. Loans
CMI
CFNA
Residential First
Home Equity
Loans $90+$ Days Past Due (1) (2) (3)
As a $\%$ of EOP Loans
CMI
CFNA
Residential First
Loans $30-89$ Days Past Due (1) (2) (3)
As a \% of EOP Loans
North America Personal Loans (4)
Average Loans (in billions of dollars)
Net Interest Revenue
As a \% of Avg. Loan
Net Credit Losses
As a \% of Avg. Loans
Loans $90+$ Days Past Due
As a $\%$ of EOP Loans
oans 30-89 Days Past Due
As a \% of EOP Loans

| 4Q | 19 | 2Q | 3 Q | 4Q | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |


| \$ | 29.1 | \$ | 25.9 | \$ | 22.4 | \$ | 21.4 | \$ | 20.1 | (6\%) | (31\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 7.9 |  | 7.3 |  | 6.8 |  | 6.4 |  | 5.6 | (13\%) | (29\%) |
|  | 37.0 |  | 33.2 |  | 29.2 |  | 27.8 |  | 25.7 | (8\%) | (31\%) |
|  | 25.3 |  | 24.4 |  | 23.3 |  | 22.0 |  | 21.0 | (5\%) | (17\%) |
| \$ | 62.3 | \$ | 57.6 | \$ | 52.5 | \$ | 49.8 | \$ | 46.7 | (6\%) | (25\%) |
| \$ | 26.9 | \$ | 22.8 | \$ | 22.1 | \$ | 20.6 | \$ | 18.5 | (10\%) | (31\%) |
|  | 7.5 |  | 7.0 |  | 6.5 |  | 5.8 |  | 0.2 | (97\%) | (97\%) |
|  | 34.4 |  | 29.8 |  | 28.6 |  | 26.4 |  | 18.7 | (29\%) | (46\%) |
|  | 24.9 |  | 23.8 |  | 22.7 |  | 21.5 |  | 19.1 | (11\%) | (23\%) |
| \$ | 59.3 | \$ | 53.6 | \$ | 51.3 | \$ | 47.9 | \$ | 37.8 | (21\%) | (36\%) |
| \$ | 47.4 | \$ | 43.4 | \$ | 39.2 | \$ | 36.4 | \$ | 34.0 | (7\%) | (28\%) |
| \$ | 96.8 | \$ | 96.2 | \$ | 61.3 | \$ | 49.6 | \$ | 5.0 | (90\%) | (95\%) |
| \$ | 305 | \$ | 272 | \$ | 290 | \$ | 274 | \$ | 239 | (13\%) | (22\%) |
|  | 1.94\% |  | 1.92\% |  | 2.22\% |  | 2.18\% |  | 2.03\% |  |  |
| \$ | 26 | \$ | 22 | \$ | 21 | \$ | 9 | \$ | 9 | - | (65\%) |
|  | 91 |  | 81 |  | 80 |  | 75 |  | 56 | (25\%) | (38\%) |
| \$ | 117 | \$ | 103 | \$ | 101 | \$ | 84 | \$ | 65 | (23\%) | (44\%) |
|  | 87 |  | 81 |  | 70 |  | 61 |  | 56 | (8\%) | (36\%) |
| \$ | 204 | \$ | 184 | \$ | 171 | \$ | 145 | \$ | 121 | (17\%) | (41\%) |
|  | 1.30\% |  | 1.30\% |  | 1.31\% |  | 1.16\% |  | 1.03\% |  |  |
| \$ | 642 | \$ | 589 | \$ | 510 | \$ | 489 | \$ | 319 | (35\%) | (50\%) |
|  | 543 |  | 500 |  | 463 |  | 392 |  | 4 | (99\%) | (99\%) |
|  | 1,185 |  | 1,089 |  | 973 |  | 881 |  | 323 | (63\%) | (73\%) |
|  | 500 |  | 484 |  | 458 |  | 441 |  | 417 | (5\%) | (17\%) |
| \$ | 1,685 | \$ | 1,573 | \$ | 1,431 | + | 1,322 | \$ | 740 | (44\%) | (56\%) |
|  | 3.05\% |  | 3.08\% |  | 2.94\% |  | 2.92\% |  | 2.08\% |  |  |
| \$ | 831 | \$ | 654 | \$ | 609 | \$ | 666 | \$ | 537 | (19\%) | (35\%) |
|  | 292 |  | 225 |  | 221 |  | 205 |  | 2 | (99\%) | (99\%) |
|  | 1,123 |  | 879 |  | 830 |  | 871 |  | 539 | (38\%) | (52\%) |
|  | 324 |  | 269 |  | 275 |  | 311 |  | 271 | (13\%) | (16\%) |
| \$ | 1,447 | \$ | 1,148 | \$ | 1,105 | \$ | 1,182 | \$ | 810 | (31\%) | (44\%) |
|  | 2.62\% |  | 2.25\% |  | 2.27\% |  | 2.61\% |  | 2.28\% |  |  |
| \$ | 9.3 | \$ | 9.1 | \$ | 0.8 | \$ | 0.8 | \$ | 0.7 | (13\%) | (92\%) |
| \$ | 9.4 | \$ | 0.8 | \$ | 0.9 | \$ | 0.9 | \$ | 0.9 |  | (90\%) |
| \$ | 532 | \$ | 500 | \$ | 507 | \$ | 505 | \$ | 279 | (45\%) | (48\%) |
|  | 22.70\% |  | 22.28\% |  | N/A |  | N/A |  | N/A |  |  |
| \$ | 154 | \$ | 174 | \$ | 17 | \$ | 15 | \$ | 14 | (7\%) | (91\%) |
|  | 6.57\% |  | 7.75\% |  | 8.52\% |  | 7.44\% |  | 7.93\% |  |  |
| \$ | 264 | \$ | 21 | \$ | 20 | \$ | 19 | \$ | 18 | (5\%) | (93\%) |
|  | 2.81\% |  | 2.63\% |  | 2.22\% |  | 2.11\% |  | 2.00\% |  |  |
| \$ | 180 | \$ | 16 | \$ | 17 | \$ | 15 | \$ | 14 | (7\%) | (92\%) |
|  | 1.91\% |  | 2.00\% |  | 1.89\% |  | 1.67\% |  | 1.56\% |  |  |

(1) The fourth quarter of 2015 reflects the transfer of approximately $\$ 8$ billion of mortgage loans to Loans, held-for-sale (HFS) (included within Other assets on the GAAP balance sheet). Delinquencies and related ratios are not included for Loans HFS.
(2) The Loans $90+$ Days Past Due and $30-89$ Days Past Due and related ratios exclude U.S. mortgage loans that are guaranteed by
U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies.

The amounts excluded for Loans $90+$ Days Past Due and (EOP Loans) for each period were $\$ 2.2$ billion and ( $\$ 4.0$ billion), $\$ 1.8$ billion and
( $\$ 2.5$ billion), $\$ 1.7$ billion and ( $\$ 2.7$ billion), $\$ 1.7$ billion and ( $\$ 2.6$ billion), and $\$ 1.5$ billion and ( $\$ 2.2$ billion), as of
December 31, 2014, March 31,2015 , June 30,2015 , September 30,2015 and December 31,2015 , respectively
The amounts excluded for Loans $30-89$ Days Past Due and (EOP Loans) for each period were $\$ 0.5$ billion and ( $\$ 4.0$ billion), $\$ 0.2$ billion and ( $\$ 2.5$ billion), $\$ 0.3$ billion and ( $\$ 2.7$ billion), $\$ 0.3$ billion and ( $\$ 2.6$ billion), and $\$ 0.2$ billion and ( $\$ 2.2$ billion), as of
December 31,2014 . March 31,2015 , June 30,2015 , September 30,2015 and December 31,2015 , respectively.
(3) The December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015 Loans 90+ Days Past Due and $30-89$ Days Past Due and related ratios exclude $\$ 14$ million, $\$ 12$ million, $\$ 12$ million, $\$ 12$ million and $\$ 11$ million, respectively, of loans that are carried at fair value.
(4) See footnote 3 on page 24.

N/A Not applicable for the second, third and fourth quarters of 2015 as a result of the loans related to the announced sale of OneMain being reclassified from loans to assets held-for-sale (Other assets).

Reclassified to conform to the current period's presentation.

## AVERAGE BALANCES AND INTEREST RATES ${ }^{(1)(2)(3)(4)(5)}$

## Taxable Equivalent Basi

In millions of dollars, except as otherwise noted

## Assets:

ed Funds Sold and Resale Agreements ${ }^{(6)}$
rading Account Assets
nvestments
Total Loans (net of Unearned Income) ${ }^{(8)}$
Other Interest-Earning Assets
Total Average Interest-Earning Assets
Liabilities:
Deposits (excluding deposit insurance and FDIC Assessment)
Deposit Insurance
Total Deposits
Fed Funds Purchased and Repurchase Agreements ${ }^{(6)}$
Trading Account Liabilities
Short-Term Borrowings
ong-Term Debt ${ }^{(9)}$
Total Average Interest-Bearing Liabilities
otal Average Interest-Bearing Liabilities
(excluding deposit insurance and FDIC Assessment)


NIR as a \% of Average Interest-Earning Assets (NIM) (excluding deposit insurance and FDIC Assessment

| Average Volumes |  |  |  |  |  | Interest |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Fourth Quarter 2014 |  | Third Quarter 2015 |  | FourthQuarter 2015 |  | Fourth Quarter 2014 |  | Third Quarter 2015 |  | Fourth Quarter 2015 |  |
| \$ | 150,534 | \$ | 139,349 | \$ | 121,995 | \$ | 222 | \$ | 187 | \$ | 189 |
|  | 250,770 |  | 233,831 |  | 226,413 |  | 613 |  | 656 |  | 554 |
|  | 232,367 |  | 210,187 |  | 203,915 |  | 1,489 |  | 1,531 |  | 1,465 |
|  | 331,036 |  | 335,123 |  | 343,999 |  | 1,892 |  | 1,802 |  | 1,900 |
|  | 650,819 |  | 623,205 |  | 624,947 |  | 11,053 |  | 9,995 |  | 9,975 |
|  | 44,816 |  | 60,459 |  | 51,623 |  | 115 |  | 661 |  | 408 |
| \$ | 1,660,342 | \$ | 1,602,154 | \$ | 1,572,892 | \$ | 15,384 | \$ | 14,832 | \$ | 14,491 |
| \$ | 738,612 | \$ | 696,882 | \$ | 696,444 | \$ | 1,085 | \$ | 951 | \$ | 954 |
|  | - |  | - |  |  |  | 272 |  | 264 |  | 269 |
|  | 738,612 |  | 696,882 |  | 696,444 |  | 1,357 |  | 1,215 |  | 1,223 |
|  | 187,434 |  | 174,245 |  | 163,290 |  | 422 |  | 379 |  | 416 |
|  | 72,055 |  | 70,470 |  | 63,202 |  | 41 |  | 57 |  | 58 |
|  | 118,033 |  | 132,021 |  | 90,873 |  | 140 |  | 159 |  | 86 |
|  | 201,678 |  | 187,636 |  | 185,947 |  | 1,199 |  | 1,131 |  | 1,117 |
| \$ | 1,317,812 | \$ | 1,261,254 | \$ | 1,199,756 | \$ | 3,159 | \$ | 2,941 | \$ | 2,900 |
| \$ | 1,317,812 | \$ | 1,261,254 | \$ | 1,199,756 | \$ | 2,887 | \$ | 2,677 | \$ | 2,631 |


| \% Average Rate ${ }^{(4)}$ |  |  |
| :---: | :---: | :---: |
| Fourth | Third | Fourth |
| Quarter | Quarter | Quarter |
| 2014 | 2015 | 2015 |


| $0.59 \%$ | $0.53 \%$ | $0.61 \%$ |
| :--- | :--- | :--- |
| $0.97 \%$ | $1.11 \%$ | $0.97 \%$ |
| $2.54 \%$ | $2.89 \%$ | $2.85 \%$ |
| $2.27 \%$ | $2.13 \%$ | $2.19 \%$ |
| $6.74 \%$ | $6.36 \%$ | $6.33 \%$ |
| $1.02 \%$ | $4.34 \%$ | $3.14 \%$ |
| $3.68 \%$ | $3.67 \%$ | $3.66 \%$ |
|  |  |  |
|  |  |  |
| $0.58 \%$ | $0.54 \%$ | $0.54 \%$ |
|  |  |  |
| $0.73 \%$ | $0.69 \%$ | $0.70 \%$ |
| $0.89 \%$ | $0.86 \%$ | $1.01 \%$ |
| $0.23 \%$ | $0.32 \%$ | $0.36 \%$ |
| $0.47 \%$ | $0.48 \%$ | $0.38 \%$ |
| $2.36 \%$ | $2.39 \%$ | $2.38 \%$ |
| $0.95 \%$ | $0.93 \%$ | $0.96 \%$ |
|  |  |  |
| $0.87 \%$ | $0.84 \%$ | $0.87 \%$ |

## 4Q15 Increase (Decrease) From

(1) Interest Revenue includes the taxable equivalent adjustments (based on the U.S. federal statutory tax rate of $35 \%$ ) of $\$ 125$ million for the fourth quarter of 2014
$\$ 118$ million for the third quarter of 2015 and $\$ 118$ million for the fourth quarter of 2015
(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.
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 interes
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 anc trading account liabilities, respectively
(9) Excludes hybrid financial instruments with changes recorded in Principal Transaction

Reclassified to conform to the current period's presentation.

## DEPOSITS

(In billions of dollars)


## Citicorp Deposits by Business

Global Consumer Banking

| North America | \$ | 171.4 | \$ | 172.6 | \$ | 173.5 | \$ | 170.9 | \$ | 172.8 | 1\% | 1\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Latin America |  | 43.7 |  | 42.0 |  | 42.1 |  | 38.8 |  | 40.8 | 5\% | (7\%) |
| Asia (1) |  | 89.2 |  | 89.7 |  | 89.6 |  | 87.1 |  | 87.8 | 1\% | (2\%) |
| Total | \$ | 304.3 | \$ | 304.3 | \$ | 305.2 | \$ | 296.8 | \$ | 301.4 | 2\% | (1\%) |
| ICG |  |  |  |  |  |  |  |  |  |  |  |  |
| North America | \$ | 193.1 | \$ | 196.1 | \$ | 198.1 | \$ | 200.5 | \$ | 198.4 | (1\%) | 3\% |
| EMEA |  | 164.5 |  | 167.2 |  | 177.4 |  | 173.8 |  | 170.4 | (2\%) | 4\% |
| Latin America |  | 56.3 |  | 60.2 |  | 63.0 |  | 61.4 |  | 64.2 | 5\% | 14\% |
| Asia |  | 141.5 |  | 147.6 |  | 149.6 |  | 159.2 |  | 154.3 | (3\%) | 9\% |
| Total | \$ | 555.4 | \$ | 571.1 | \$ | 588.1 | \$ | 594.9 | \$ | 587.3 | (1\%) | 6\% |
| orporate/Other | \$ | 22.8 | \$ | 12.3 | \$ | 7.0 | \$ | 5.4 | \$ | 12.1 | NM | (47\%) |
| tal Citicorp | \$ | 882.5 | \$ | 887.7 | \$ | 900.3 | \$ | 897.1 | \$ | 900.8 | - | 2\% |
| otal Citi Holdings (2) | \$ | 16.8 | \$ | 11.9 | \$ | 7.7 | \$ | 7.1 | \$ | 7.1 | - | (58\%) |
| otal Citigroup Deposits - EOP | \$ | 899.3 | \$ | 899.6 | \$ | 908.0 | \$ | 904.2 | \$ | 907.9 | - | 1\% |
| otal Citigroup Deposits - Average | \$ | 938.7 | \$ | 899.5 | \$ | 906.4 | \$ | 903.1 | \$ | 908.8 | 1\% | (3\%) |
| X Translation Impact: |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Citigroup EOP Deposits - as Reported Impact of FX Translation (3) | \$ | $\begin{aligned} & 899.3 \\ & (28.1) \end{aligned}$ | \$ | $\begin{aligned} & 899.6 \\ & (14.5) \\ & \hline \end{aligned}$ | \$ | $\begin{aligned} & 908.0 \\ & (16.7) \end{aligned}$ | \$ | $\begin{array}{r} 904.2 \\ (3.4) \\ \hline \end{array}$ | \$ | 907.9 | - | 1\% |
| Total Citigroup EOP Deposits - Ex-FX (4) | \$ | 871.2 | \$ | 885.1 | \$ | 891.3 | \$ | 900.8 | \$ | 907.9 | 1\% | 4\% |

(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(2) See footnote 4 on page 1
(3) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the fourth quarter of 2015 average exchange rates for all periods presented.
(4) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

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

## EOP LOANS (1) - Page 1

## CITICORP

(In billions of dollars)

Citicorp:
Global Consumer Banking

| North America | \$ |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Credit Cards |  | 114.0 | \$ | 105.9 | \$ | 107.7 | \$ | 107.9 | \$ | 113.3 | 5\% | (1\%) |
| Retail Banking |  | 46.8 | 47.8 |  | 48.8 |  | 50.6 |  | 51.8 |  | 2\% | 11\% |
| Total | \$ | 160.8 | \$ | 153.7 | \$ | 156.5 | \$ | 158.5 | \$ | 165.1 | 4\% | 3\% |
| Latin America | \$ |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards |  | 9.3 | \$ | 8.5 | \$ | 8.3 | \$ | 7.5 | \$ | 7.5 | - | (19\%) |
| Retail Banking |  | 26.2 | 25.6 |  | 25.7 |  | 23.9 |  | 24.0 |  | - | (8\%) |
| Total | \$ | 35.5 | \$ | 34.1 | \$ | 34.0 | \$ | 31.4 | \$ | 31.5 | - | (11\%) |
| Asia (1) |  |  | \$ |  | \$ |  | \$ |  | \$ |  | $\begin{gathered} 4 \% \\ (1 \%) \end{gathered}$ |  |
| Credit Cards | \$ | 18.6 |  | 17.8 |  | 18.1 |  | 17.0 |  | 17.7 |  | $\begin{aligned} & (5 \%) \\ & (7 \%) \end{aligned}$ |
| Retail Banking |  | 76.2 |  | 74.5 |  | 75.3 |  | 71.4 |  | 71.0 |  |  |
| Total | \$ | 94.8 | \$ | 92.3 | \$ | 93.4 | \$ | 88.4 | + | 88.7 | - | (6\%) |
| Total Consumer Loans |  |  |  |  |  |  |  |  |  |  |  |  |
| Credit Cards | \$ | 141.9 | \$ | 132.2 | \$ | 134.1 | \$ | 132.4 | \$ | $\begin{aligned} & 138.5 \\ & 146.8 \\ & \hline 285.3 \end{aligned}$ | $\begin{aligned} & 5 \% \\ & \text { 1\% } \\ & \text { 3\% } \end{aligned}$ | $\begin{aligned} & (2 \%) \\ & (2 \%) \\ & (2 \%) \\ & (2) \end{aligned}$ |
| Retail Banking |  | 149.2 |  | 147.9 |  | 149.8 |  | 145.9 |  |  |  |  |
| Total Consumer | \$ | 291.1 | \$ | 280.1 | \$ | 283.9 | \$ | 278.3 | \$ |  |  |  |


| Total Corporate Loans |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| North America | \$ | 116.5 | \$ | 118.3 | \$ | 125.9 | \$ | 127.7 | \$ | 126.8 | (1\%) | 9\% |
| EMEA |  | 56.5 |  | 58.7 |  | 61.0 |  | 60.2 |  | 57.7 | (4\%) | 2\% |
| Latin America |  | 38.4 |  | 39.3 |  | 39.8 |  | 40.1 |  | 42.2 | 5\% | 10\% |
| Asia |  | 62.9 |  | 62.8 |  | 62.8 |  | 60.8 |  | 60.8 | - | (3\%) |
| Total Corporate Loans | \$ | 274.3 | \$ | 279.1 | \$ | 289.5 | \$ | 288.8 | \$ | 287.5 | - | 5\% |
| Total Citicorp | \$ | 565.4 | \$ | 559.2 | \$ | 573.4 | \$ | 567.1 | \$ | 572.8 | 1\% | 1\% |
| FX Translation Impact: |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Citicorp EOP Loans - as Reported Impact of FX Translation (2) | \$ | $\begin{gathered} 565.4 \\ (18.6) \\ \hline \end{gathered}$ | \$ | $\begin{gathered} 559.2 \\ (11.5) \\ \hline \end{gathered}$ | \$ | $\begin{gathered} 573.4 \\ (11.8) \\ \hline \end{gathered}$ | \$ | $\begin{array}{r} 567.1 \\ (1.5) \\ \hline \end{array}$ | \$ | $\begin{gathered} 572.8 \\ \hline \end{gathered}$ | 1\% | 1\% |
| Total Citicorp EOP Loans - Ex-FX (3) | \$ | 546.8 | \$ | 547.7 | \$ | 561.6 | \$ | 565.6 | \$ | 572.8 | 1\% | 5\% |

Note: Certain small balance consumer loans included in the above lines are classified as Corporate Loans on the Consolidated
Balance Sheet.
(2) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(2) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the fourth quarter of 2015 average exchange rates for all periods presented.
(3) Presentation of this metric excluding FX translation is a non-GAAP financial measure

Reclassified to conform to the current period's presentation.

## EOP LOANS - Page 2

CITI HOLDINGS AND TOTAL CITIGROUP
(In billions of dollars)


Note: Certain small balance consumer loans included in the above lines are classified as Corporate Loans on the Consolidated
Balance Sheet.
(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the fourth quarter of 2015 average exchange rates for all periods presented.
(3) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

Reclassified to conform to the current period's presentation.

## SUPPLEMENTAL DETAIL

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

| Citicorp (2) |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total | \$ | 2,566 | \$ | 2,245 | \$ | 2,134 | \$ | 2,085 | \$ | 2,213 | \$ | 285.3 |
| Ratio |  | 0.88\% |  | 0.80\% |  | 0.75\% |  | 0.75\% |  | 0.78\% |  |  |
| Retail Bank (2) |  |  |  |  |  |  |  |  |  |  |  |  |
| Total | \$ | 816 | \$ | 617 | \$ | 636 | \$ | 595 | \$ | 577 | \$ | 146.8 |
| Ratio |  | 0.55\% |  | 0.42\% |  | 0.43\% |  | 0.41\% |  | 0.40\% |  |  |
| North America (2) | \$ | 225 | \$ | 123 | \$ | 150 | \$ | 138 | \$ | 165 | \$ | 51.8 |
| Ratio |  | 0.49\% |  | 0.26\% |  | 0.31\% |  | 0.28\% |  | 0.33\% |  |  |
| Latin America (3) | \$ | 397 | \$ | 306 | \$ | 296 | \$ | 274 | \$ | 235 | \$ | 24.0 |
| Ratio (3) |  | 1.52\% |  | 1.20\% |  | 1.15\% |  | 1.15\% |  | 0.98\% |  |  |
| Asia (4) | \$ | 194 | \$ | 188 | \$ | 190 | \$ | 183 | \$ | 177 | \$ | 71.0 |
| Ratio |  | 0.25\% |  | 0.25\% |  | 0.25\% |  | 0.26\% |  | 0.25\% |  |  |
| Cards |  |  |  |  |  |  |  |  |  |  |  |  |
| Total | \$ | 1,750 | \$ | 1,628 | \$ | 1,498 | \$ | 1,490 | \$ | 1,636 | \$ | 138.5 |
| Ratio |  | 1.23\% |  | 1.23\% |  | 1.12\% |  | 1.13\% |  | 1.18\% |  |  |
| North America - Citi-Branded | \$ | 593 | \$ | 569 | \$ | 495 | \$ | 491 | \$ | 538 | \$ | 67.2 |
| Ratio |  | 0.88\% |  | 0.90\% |  | 0.77\% |  | 0.76\% |  | 0.80\% |  |  |
| North America - Retail Services | \$ | 678 | \$ | 629 | \$ | 567 | \$ | 621 | \$ | 705 | \$ | 46.1 |
| Ratio |  | 1.46\% |  | 1.48\% |  | 1.31\% |  | 1.44\% |  | 1.53\% |  |  |
| Latin America | \$ | 284 | \$ | 240 | \$ | 245 | \$ | 207 | \$ | 213 | \$ | 7.5 |
| Ratio |  | 3.05\% |  | 2.82\% |  | 2.95\% |  | 2.76\% |  | 2.84\% |  |  |
| Asia (4) | \$ | 195 | \$ | 190 | \$ | 191 | \$ | 171 | \$ | 180 | \$ | 17.7 |
| Ratio |  | 1.05\% |  | 1.07\% |  | 1.06\% |  | 1.01\% |  | 1.02\% |  |  |
| Citi Holdings - Consumer (2) (5) (6) | \$ | 2,073 | \$ | 1,698 | \$ | 1,540 | \$ | 1,431 | \$ | 840 | \$ | 44.3 |
| Ratio |  | 2.77\% |  | 2.88\% |  | 2.76\% |  | 2.74\% |  | 2.00\% |  |  |
| International | \$ | 110 | \$ | 91 | \$ | 78 | \$ | 77 | \$ | 70 | \$ | 3.8 |
| Ratio |  | 1.38\% |  | 1.86\% |  | 1.86\% |  | 1.88\% |  | 1.84\% |  |  |
| North America (2) (5) (6) | \$ | 1,963 | \$ | 1,607 | \$ | 1,462 | \$ | 1,354 | \$ | 770 | \$ | 40.5 |
| Ratio |  | 2.94\% |  | 2.97\% |  | 2.84\% |  | 2.81\% |  | 2.01\% |  |  |
| Other (7) |  |  |  |  |  |  |  |  |  |  | \$ | 0.2 |
| Total Citigroup (2) (5) (6) | \$ | 4,639 | \$ | 3,943 | \$ | 3,674 | \$ | 3,516 | \$ | 3,053 | \$ | 329.8 |
| Ratio |  | 1.27\% |  | 1.17\% |  | 1.08\% |  | 1.07\% |  | 0.94\% |  |  |

(1) The ratio of 90+ Days Past Due is calculated based on end-of-period loans, net of unearned income.
(2) The 90+ Days Past Due and related ratios for North America Consumer Banking and Citi Holdings North America Mortgages 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 footnote 1 on page 10 and footnote 2 on page 25
(3) See footnote 3 on page 8.
(4) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(5) The December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015 Loans $90+$ Days Past Due and $30-89$ Days Past Due and related ratios exclude $\$ 14$ million, $\$ 12$ million, $\$ 12$ million, $\$ 12$ million and $\$ 11$ million, respectively, of loans that are carried at fair value.
(6) See footnote 1 on page 25
(7) Represents loans classified as Consumer loans on the Consolidated Balance Sheet that are not included in the Citi Holdings Consumer credit metrics.

Reclassified to conform to the current period's presentation.

## SUPPLEMENTAL DETAIL

## CONSUMER LOANS 30-89 DAYS DELINQUENCY AMOUNTS AND RATIOS

BUSINESS VIEW
(In millions of dollars, except EOP loan amounts in billions of dollars)
Citicorp (2)
Total
$\quad$ Ratio
Retail Bank (2)
Total
Ratio
North America (2)
Ratio
Latin America
Ratio
Asia (3)
Ratio

| Loans 30-89 Days Past Due (1) |  |  |  |  |  |  |  |  |  | $\begin{gathered} \text { EOP Loans } \\ 4 \mathrm{Q} \\ 2015 \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{aligned} & 4 \mathrm{Q} \\ & 2014 \end{aligned}$ |  | 1 C |  | $\begin{aligned} & 2 \mathrm{QQ} \\ & 2015 \end{aligned}$ |  | $\begin{aligned} & 3 \mathrm{Q} \\ & 2015 \end{aligned}$ |  | $\begin{aligned} & 4 \mathrm{Q} \\ & 2015 \end{aligned}$ |  |  |
| \$ | $\begin{aligned} & 2,688 \\ & 0.93 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,511 \\ & 0.90 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,387 \\ & 0.84 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,507 \\ & 0.90 \% \end{aligned}$ | \$ | $\begin{aligned} & 2,512 \\ & 0.88 \% \end{aligned}$ | \$ | 285.3 |
| \$ | $\begin{gathered} 854 \\ 0.58 \% \end{gathered}$ | \$ | $\begin{array}{r} 845 \\ 0.58 \% \end{array}$ | \$ | $\begin{array}{r} 797 \\ 0.53 \% \end{array}$ | \$ | $\begin{gathered} 806 \\ 0.56 \% \end{gathered}$ | \$ | $\begin{gathered} 795 \\ 0.55 \% \end{gathered}$ | \$ | 146.8 |
| \$ | $\begin{gathered} 212 \\ 0.46 \% \end{gathered}$ | \$ | $\begin{gathered} 203 \\ 0.43 \% \end{gathered}$ | \$ | $\begin{gathered} 176 \\ 0.37 \% \end{gathered}$ | \$ | $\begin{gathered} 198 \\ 0.40 \% \end{gathered}$ | \$ | $\begin{gathered} 221 \\ 0.44 \% \end{gathered}$ | \$ | 51.8 |
| \$ | $\begin{gathered} 290 \\ 1.11 \% \end{gathered}$ | \$ | $\begin{gathered} 282 \\ 1.10 \% \end{gathered}$ | \$ | $\begin{gathered} 266 \\ 1.04 \% \end{gathered}$ | \$ | $\begin{gathered} 280 \\ 1.17 \% \end{gathered}$ | \$ | $\begin{array}{r} 224 \\ 0.93 \% \end{array}$ | \$ | 24.0 |
| \$ | $\begin{gathered} 352 \\ 0.46 \% \end{gathered}$ | \$ | $\begin{array}{r} 360 \\ 0.48 \% \end{array}$ | \$ | $\begin{gathered} 355 \\ 0.47 \% \end{gathered}$ | \$ | $\begin{gathered} 328 \\ 0.46 \% \end{gathered}$ | \$ | $\begin{array}{r} 350 \\ 0.49 \% \end{array}$ | \$ | 71.0 |
| \$ | $\begin{aligned} & 1,834 \\ & 1.29 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,666 \\ & 1.26 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,590 \\ & 1.19 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,701 \\ & 1.28 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,717 \\ & 1.24 \% \end{aligned}$ | \$ | 138.5 |
| \$ | $\begin{gathered} 568 \\ 0.84 \% \end{gathered}$ | \$ | $\begin{gathered} 497 \\ 0.78 \% \end{gathered}$ | \$ | $\begin{gathered} 462 \\ 0.72 \% \end{gathered}$ | \$ | $\begin{gathered} 504 \\ 0.78 \% \end{gathered}$ | \$ | $\begin{gathered} 523 \\ 0.78 \% \end{gathered}$ | \$ | 67.2 |
| \$ | $\begin{gathered} 748 \\ 1.61 \% \end{gathered}$ | \$ | $\begin{gathered} 673 \\ 1.59 \% \end{gathered}$ | \$ | $\begin{array}{r} 652 \\ 1.51 \% \end{array}$ | \$ | $\begin{array}{r} 758 \\ 1.76 \% \end{array}$ | \$ | $\begin{array}{r} 773 \\ 1.68 \% \end{array}$ | \$ | 46.1 |
| \$ | $\begin{gathered} 262 \\ 2.82 \% \end{gathered}$ | \$ | $\begin{array}{r} 247 \\ 2.91 \% \end{array}$ | \$ | $\begin{gathered} 229 \\ 2.76 \% \end{gathered}$ | \$ | $\begin{array}{r} 219 \\ 2.92 \% \end{array}$ | \$ | $\begin{gathered} 196 \\ 2.61 \% \end{gathered}$ | \$ | 7.5 |
| \$ | $\begin{gathered} 256 \\ 1.38 \% \end{gathered}$ | \$ | $\begin{gathered} 249 \\ 1.40 \% \end{gathered}$ | \$ | $\begin{array}{r} 247 \\ 1.36 \% \end{array}$ | \$ | $\begin{array}{r} 220 \\ 1.29 \% \end{array}$ | \$ | $\begin{array}{r} 225 \\ 1.27 \% \end{array}$ | \$ | 17.7 |
| \$ | $\begin{aligned} & \text { 1,831 } \\ & 2.45 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,339 \\ & 2.27 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,272 \\ & 2.28 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,348 \\ & 2.58 \% \end{aligned}$ | \$ | $\begin{gathered} 960 \\ 2.28 \% \end{gathered}$ | \$ | 44.3 |
| \$ | $\begin{gathered} 168 \\ 2.10 \% \end{gathered}$ | \$ | $\begin{gathered} 142 \\ 2.90 \% \end{gathered}$ | \$ | $\begin{gathered} 119 \\ 2.83 \% \end{gathered}$ | \$ | $\begin{gathered} 118 \\ 2.88 \% \end{gathered}$ | \$ | $\begin{gathered} 103 \\ 2.71 \% \end{gathered}$ | \$ | 3.8 |
| \$ | $\begin{aligned} & 1,663 \\ & 2.49 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,197 \\ & 2.21 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,153 \\ & 2.24 \% \end{aligned}$ | \$ | $\begin{aligned} & 1,230 \\ & 2.56 \% \end{aligned}$ | \$ | $\begin{gathered} 857 \\ 2.24 \% \end{gathered}$ | \$ | 40.5 |
| \$ | $\begin{aligned} & 4,519 \\ & 1.24 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,850 \\ & 1.14 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,659 \\ & 1.08 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,855 \\ & 1.17 \% \end{aligned}$ | \$ | $\begin{aligned} & 3,472 \\ & 1.06 \% \end{aligned}$ | \$ | 329.8 |

(1) The ratio of 30-89 Days Past Due is calculated based on end-of-period loans, net of unearned income.
(2) The 30-89 Days Past Due and related ratios for North America Consumer Banking and North America Local Consumer Lending excludes U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S agencies. See footnote 1 on page 10 and footnote 2 on page 25 .
(3) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented
(4) The December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015 Loans 90+ Days Past Due and $30-89$ Days Past Due and related ratios exclude $\$ 14$ million, $\$ 12$ million, $\$ 12$ million, $\$ 12$ million and $\$ 11$ million, respectively, of loans that are carried at fair value
See footnote 1 on page 25
(6) Represents loans classified as Consumer loans on the Consolidated Balance Sheet that are not included in the Citi Holdings Consumer credit metrics.

Reclassified to conform to the current period's presentation.

## ALLOWANCE FOR CREDIT LOSSES - PAGE 1

## TOTAL CITIGROUP

## Total Citigroup

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

## Allowance for Unfunded Lending Commitments (9) (10) (a)

Provision for Unfunded Lending Commitments (9)

## Total Allowance for Loans, Leases and

 Unfunded Lending Commitments [Sum of (a)]Total Allowance for Loan Losses as a Percentage of Total Loans (11)

## Allowance for Loan Losses at End of Period (1):

Citicorp
Citi $\begin{aligned} & \text { Holdings } \\ & \text { Total Citigroup }\end{aligned}$

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 Q \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $4 \mathrm{Q}$ |  | 4Q15 Increasel (Decrease) from |  | Full <br> Year <br> 2014 |  | Full Year <br> Year <br> 2015 |  | FY 2015 vs.FY 2014 Increase/(Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $2015$ |  |  | 3Q15 | 4Q14 |  |  |  |  |  |
| \$ | 16,915 |  |  | \$ | 15,994 |  |  | \$ | 14,598 | \$ | 14,075 | \$ | 13,626 |  |  | \$ | 19,648 | \$ | 15,994 |  |
|  | $(2,727)$ |  | $(2,458)$ |  | $(2,335)$ |  | $(2,068)$ |  | $(2,180)$ | (5\%) | 20\% |  | $(11,108)$ |  | $(9,041)$ | 19\% |
|  | 479 |  | 501 |  | 415 |  | 405 |  | 418 | 3\% | (13\%) |  | 2,135 |  | 1,739 | (19\%) |
|  | $(2,248)$ |  | $(1,957)$ |  | $(1,920)$ |  | $(1,663)$ |  | $(1,762)$ | (6\%) | 22\% |  | $(8,973)$ |  | $(7,302)$ | 19\% |
|  | 2,248 |  | 1,957 |  | 1,920 |  | 1,663 |  | 1,762 | 6\% | (22\%) |  | 8,973 |  | 7,302 | (19\%) |
|  | (306) |  | (91) |  | (199) |  | 43 |  | 386 | NM | NM |  | $(1,879)$ |  | 139 | NM |
|  | (61) |  | (111) |  | (206) |  | (124) |  | 108 | NM | NM |  | (266) |  | (333) | (25\%) |
|  | $1,881$ (554) |  | $\begin{gathered} 1,755 \\ (1,194) \end{gathered}$ |  | $1,515$ |  | $1,582$ (368) |  | $\begin{gathered} 2,256 \\ (1,494 \end{gathered}$ | $43 \%$ | 20\% |  | $\begin{gathered} 6,828 \\ (1509 \end{gathered}$ |  | $\begin{gathered} 7,108 \\ (3,174) \end{gathered}$ | 4\% |
| \$ | 15,994 | \$ | 14,598 | S | 14,075 | \$ | 13,626 | S | 12,626 |  |  | \$ | 15,994 | s | 12,626 |  |
| \$ | 1,063 | \$ | 1,023 | \$ | 973 | \$ | 1,036 |  | 1,402 |  |  | \$ | 1,063 | \$ | 1,402 |  |
| \$ | (74) | \$ | (37) | \$ | (48) | \$ | 65 | \$ | 94 |  |  | \$ | (162) | \$ | 74 |  |
| \$ | 17,057 | \$ | 15,621 | \$ | 15,048 | \$ | 14,662 |  | 14,028 |  |  | \$ | 17,057 | \$ | 14,028 |  |

(1) Allowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution of the allowance is made for

Alowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution
analytical purposes only, and the entire allowance is available to absorb probable credit losses inherent in the portfolio.
(2) The fourth quarter of 2015 , includes a build of $\$ 162$ million related to the transfer of approximately $\$ 8$ billion of mortgage loans to Loans Held-for-sale at the end of the quarter.
(3) Includes all adjustments to the allowance for credit losses, such as changes in the allowance from acquisitions, dispositions, securitizations, foreign currency translation (FX translation), purchase accounting adjustments, etc.
(4) The fourth quarter of 2014 includes a reduction of approximately $\$ 250$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 194$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the fourth quarter includes a reduction of approximately $\$ 282$ million related to FX translation.
(5) The first quarter of 2015 includes a reduction of approximately $\$ 1,032$ million related to the sale or transfers to HFS of various loan portfolios, including a
reduction of $\$ 281$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the first quarter includes a reduction of approximately $\$ 145$ million related to FX translation.
(6) The second quarter of 2015 includes a reduction of approximately $\$ 88$ million related to the sale or transfers to HFS of various loan portfolios, including a The second quarter of 2015 includes a reduction of approximately $\$ 88$ million related to the sale or transfers to HFS of various loan portfolios, inclucing a
reduction of $\$ 34$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the second quarter includes a reduction of approximately $\$ 39$ million related to FX translation.
(7) The third quarter of 2015 includes a reduction of approximately $\$ 110$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 14$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the third quarter includes a reduction of approximately $\$ 255$ million related to FX translation.
(8) The fourth quarter of 2015 includes a reduction of approximately $\$ 1,180$ million related to the sale or transfers to HFS of various loan portfolios, including a to FX translation.
(9) The fourth quarter of 2015 includes a reclassification of $\$ 271$ million of Allowance for Loan Losses to Allowance for Unfunded Lending Commitments, included in th Other line item. This reclassification reflects the re-attribution of $\$ 271$ million in Allowances for Credit Losses between the funded and unfunded portions of thi
corporate credit portfolios and does not reflect a change in the underlying credit performance of these portfolios. The $\$ 94$ million ( $\$ 87$ million corporate, $\$ 7$ milliol consumer) Provision for unfunded lending commitments during the 2015 fourth quarter represents the allowance change during the quarter due to portfolio and economis changes in the unfunded portfolio during the quarter.
(10) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet.
(11) December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015, exclude $\$ 5.9$ billion, $\$ 6.6$ billion, $\$ 6.5$ billion, $\$ 5.5$ billion and $\$ 5.0$ 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 CITIGROUP(In millions of dollars)

Total Citigroup Consumer Loans Allowance for Loan Losses at Beginning of Period (1)

Net Credit Losses (NCLs)
NCLs
Net Reserve Builds / (Releases)
Net Specific Reserve Builds / (Releases) (2)
Provision for Loan Losse
Other (3) (4) (5) (6) (7) (8)
Allowance for Loan Losses at End of Period (1) (a)
Consumer Allowance for Unfunded Lending Commitments (9) (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 (10)
Total Citigroup Corporate Loans Allowance for Loan Losses at Beginning of Period (1)

Net Credit (Losses) / Recoveries (NCL's)
NCLs
Net Reserve Builds / (Releases)
Net Specific Reserve Builds / (Releases)
Provision for Loan Losses
Other (3) (11)
Allowance for Loan Losses at End of Period (1) (b)
Corporate Allowance for Unfunded Lending Commitments (9)(11)(b)
Provision for Unfunded Lending Commitments (11)
Total Allowance for Loans, Leases and Unfunded Lending Commitments [Sum of (b)]

Corporate Allowance for Loan Losses as a
Percentage of Total Corporate Loans (12)

Footnotes to these tables are on the following page (page 34)

| $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 \mathrm{Q} \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $\underset{2015}{4 \mathrm{Q}}$ |  | 4Q15 Increasel (Decrease) from |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | Full Year 2015 |  | FY 2015 vs.FY 2014 Increasel(Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |  |  |  |  |  |
| \$ | 14,575 |  |  | \$ | 13,605 | \$ | 12,122 | \$ | 11,749 | \$ | 11,110 |  |  | \$ | 17,064 | \$ | 13,605 |  |
|  | $(2,098)$ |  | $(1,966)$ |  | $(1,814)$ |  | $(1,617)$ |  | $(1,671)$ | (3\%) | 20\% |  | $(8,685)$ |  | $(7,068)$ | 19\% |
|  | 2,098 |  | 1,966 |  | 1,814 |  | 1,617 |  | 1,671 | 3\% | (20\%) |  | 8,685 |  | 7,068 | (19\%) |
|  | (399) |  | (191) |  | (158) |  | (72) |  | 37 | NM | NM |  | $(1,746)$ |  | (384) | 78\% |
|  | (39) |  | (114) |  | (87) |  | (202) |  | (16) | 92\% | 59\% |  | (246) |  | (419) | (70\%) |
|  | 1,660 |  | 1,661 |  | 1,569 |  | 1,343 |  | 1,692 | 26\% | 2\% |  | 6,693 |  | 6,265 | (6\%) |
|  | (532) |  | $(1,178)$ |  | (128) |  | (365) |  | $(1,215)$ | NM | NM |  | $(1,467)$ |  | $(2,886)$ | (97\%) |
| \$ | 13,605 | \$ | 12,122 | \$ | 11,749 | \$ | 11,110 | \$ | 9,916 |  |  | \$ | 13,605 | \$ | 9,916 |  |
| \$ | 36 | \$ | 32 | \$ | 31 | \$ | 31 | \$ | 38 |  |  | \$ | 36 | \$ | 38 |  |
| \$ | (15) | \$ | (4) | \$ | (1) | \$ | 1 | \$ | 7 |  |  | \$ | (22) | \$ | 3 |  |
| \$ | 13,641 | \$ | 12,154 | \$ | 11,780 | \$ | 11,141 | \$ | 9,954 |  |  | \$ | 13,641 | \$ | 9,954 |  |
|  | 3.68\% |  | 3.55\% |  | 3.43\% |  | 3.33\% |  | 3.01\% |  |  |  |  |  |  |  |
| \$ | 2,340 | \$ | 2,389 | \$ | 2,476 | \$ | 2,326 | \$ | 2,516 |  |  | \$ | 2,584 | \$ | 2,389 |  |
|  | (150) |  | 9 |  | (106) |  | (46) |  | (91) | (98\%) | 39\% |  | (288) |  | (234) | 19\% |
|  | 150 |  | (9) |  | 106 |  | 46 |  | 91 | 98\% | (39\%) |  | 288 |  | 234 | (19\%) |
|  | 93 |  | 100 |  | (41) |  | 115 |  | 349 | NM | NM |  | (133) |  | 523 | NM |
|  | (22) |  | , |  | (119) |  | 78 |  | 124 | 59\% | NM |  | (20) |  | 86 | NM |
|  | 221 |  | 94 |  | (54) |  | 239 |  | 564 | NM | NM |  | 135 |  | 843 | NM |
|  | (22) |  | (16) |  | 10 |  | (3) |  | (279) |  |  |  | (42) |  | (288) |  |
| \$ | 2,389 | \$ | 2,476 | \$ | 2,326 | \$ | 2,516 | \$ | 2,710 |  |  | \$ | 2,389 | \$ | $\underline{2,710}$ |  |
| \$ | 1,027 | \$ | 991 | \$ | 942 | \$ | 1,005 | \$ | 1,364 |  |  | \$ | 1,027 | \$ | 1,364 |  |
| \$ | (59) | \$ | (33) | \$ | (47) | \$ | 64 | \$ | 87 |  |  | \$ | (140) | \$ | 71 |  |
| \$ | 3,416 | \$ | 3,467 | \$ | 3,268 | \$ | 3,521 | \$ | 4,074 |  |  | \$ | 3,416 | \$ | 4,074 |  |


| $0.89 \%$ | $0.91 \%$ | $0.82 \%$ | $0.89 \%$ | $0.96 \%$ |
| :--- | :--- | :--- | :--- | :--- |

## ALLOWANCE FOR CREDIT LOSSES - PAGE 3

TOTAL CITIGROUP

## The following footnotes relate to the tables on the prior page (page 33).

(1) Allowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution of the allowance is made for analytical purposes only, and the entire allowance is available to absorb probable credit losses inherent in the portfolio.
(2) The fourth quarter of 2015 , includes a build of $\$ 162$ million related to the transfer of approximately $\$ 8$ billion of mortgage loans to Loans Held-for-sale at the end of the quarter
(3) Includes all adjustments to the allowance for credit losses, such as changes in the allowance from acquisitions, dispositions, securitizations, foreign currency translation (FX translation), purchase accounting adjustments, etc.
(4) The fourth quarter of 2014 includes a reduction of approximately $\$ 250$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 194$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the fourth quarter includes a reduction of approximately $\$ 282$ million related to FX translation.
(5) The first quarter of 2015 includes a reduction of approximately $\$ 1,032$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 281$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the first quarter includes a reduction of approximately $\$ 145$ million related to FX translation.
(6) The second quarter of 2015 includes a reduction of approximately $\$ 88$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 34$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the second quarter includes a reduction of approximately $\$ 39$ million related to FX translation.
(7) The third quarter of 2015 includes a reduction of approximately $\$ 110$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 14$ million related to a transfer of a real estate loan portfolio to HFS. Additionally, the third quarter includes a reduction of approximately $\$ 255$ million related to FX translation.
(8) The fourth quarter of 2015 includes a reduction of approximately $\$ 1,180$ million related to the sale or transfers to HFS of various loan portfolios, including a reduction of $\$ 1,133$ million related to the transfers of a real estate loan portfolio to HFS. Additionally, the fourth quarter includes a reduction of approximately $\$ 35$ million related to FX translation.
(9) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet.
(10) December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015 exclude $\$ 43$ million, $\$ 38$ million, $\$ 39$ million, $\$ 37$ million and $\$ 34$ million, respectively, of loans which are carried at fair value.
(11) The fourth quarter of 2015 includes a reclassification of $\$ 271$ million of Allowance for Loan Losses to Allowance for Unfunded Lending Commitments, included in the Other line item. This reclassification reflects the re-attribution of $\$ 271$ million in Allowances for Credit Losses between the funded and unfunded portions of the corporate credit portfolios and does not reflect a change in the underlying credit performance of these portfolios. The $\$ 94$ million ( $\$ 87$ million corporate, $\$ 7$ million consumer) Provision for unfunded lending commitments during the 2015 fourth quarter represents the allowance change during the quarter due to portfolio and economic changes in the unfunded portfolio during the quarter.
(12) December 31, 2014, March 31, 2015, June 30, 2015, September 30, 2015 and December 31, 2015 exclude $\$ 5.9$ billion, $\$ 6.5$ billion, $\$ 6.5$ billion, $\$ 5.5$ billion and $\$ 5.0$ 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 1

CITICORP

|  | $\begin{gathered} 4 \mathrm{Q} \\ 2014 \end{gathered}$ |  | $\begin{gathered} 1 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 2 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 3 Q \\ 2015 \end{gathered}$ |  | $\begin{gathered} 4 \mathrm{Q} \\ 2015 \end{gathered}$ |  | 4Q15 Increasel (Decrease) from |  | $\begin{aligned} & \text { Full } \\ & \text { Year } \\ & 2014 \\ & \hline \end{aligned}$ |  | Full Year |  | FY 2015 vs. FY 2014 Increasel (Decrease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 3Q15 | 4Q14 |  |  |  |  |  |  |  |  |  |
| Citicorp |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses | \$ | 1,831 |  |  | \$ | 1,549 |  |  | \$ | 1,662 | \$ | 1,445 | \$ | 1,580 | 9\% | (14\%) | \$ | 7,136 | \$ | 6,236 | (13\%) |
| Credit Reserve Build / (Release) |  | (153) |  | (6) |  | (235) |  | 128 |  | 422 | NM | NM |  | $(1,238)$ |  | 309 | NM |
| Global Consumer Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 1,710 |  | 1,551 |  | 1,579 |  | 1,411 |  | 1,488 | 5\% | (13\%) |  | 6,860 |  | 6,029 | (12\%) |
| Credit Reserve Build / (Release) |  | (254) |  | (113) |  | (103) |  | (64) |  | (38) | 41\% | 85\% |  | $(1,148)$ |  | (318) | 72\% |
| North America Regional Consumer Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 1,013 |  | 961 |  | 1,000 |  | 878 |  | 914 | 4\% | (10\%) |  | 4,206 |  | 3,753 | (11\%) |
| Credit Reserve Build / (Release) |  | (233) |  | (100) |  | (109) |  | (61) |  | (69) | (13\%) | 70\% |  | $(1,242)$ |  | (339) | 73\% |
| Retail Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 36 |  | 36 |  | 40 |  | 34 |  | 42 | 24\% | 17\% |  | 143 |  | 152 | 6\% |
| Credit Reserve Build / (Release) |  | 28 |  | 18 |  | (6) |  | 32 |  | 7 | (78\%) | (75\%) |  | (15) |  | 51 | NM |
| Citi-Branded Cards |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 514 |  | 492 |  | 503 |  | 443 |  | 454 | 2\% | (12\%) |  | 2,197 |  | 1,892 | (14\%) |
| Credit Reserve Build / (Release) |  | (220) |  | (119) |  | (74) |  | (105) |  | (85) | 19\% | 61\% |  | (843) |  | (383) | 55\% |
| Citi Retail Services |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 463 |  | 433 |  | 457 |  | 401 |  | 418 | 4\% | (10\%) |  | 1,866 |  | 1,709 | (8\%) |
| Credit Reserve Build / (Release) |  | (41) |  | 1 |  | (29) |  | 12 |  | 9 | (25\%) | NM |  | (384) |  | (7) | 98\% |
| Latin America Regional Consumer Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 511 |  | 417 |  | 392 |  | 355 |  | 385 | 8\% | (25\%) |  | 1,861 |  | 1,549 | (17\%) |
| Credit Reserve Build / (Release) |  | (36) |  | 22 |  | 7 |  | 61 |  | 4 | (93\%) | NM |  | 120 |  | 94 | (22\%) |
| Retail Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 278 |  | 188 |  | 196 |  | 168 |  | 212 | 26\% | (24\%) |  | 907 |  | 764 | (16\%) |
| Credit Reserve Build / (Release) |  | (37) |  | 24 |  | 4 |  | 30 |  | 9 | (70\%) | NM |  | (13) |  | 67 | NM |
| Citi-Branded Cards |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 233 |  | 229 |  | 196 |  | 187 |  | 173 | (7\%) | (26\%) |  | 954 |  | 785 | (18\%) |
| Credit Reserve Build / (Release) |  | 1 |  | (2) |  | 3 |  | 31 |  | (5) | NM | NM |  | 133 |  | 27 | (80\%) |
| Asia Regional Consumer Banking (1) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 186 |  | 173 |  | 187 |  | 178 |  | 189 | 6\% | 2\% |  | 793 |  | 727 | (8\%) |
| Credit Reserve Build / (Release) |  | 15 |  | (35) |  | (1) |  | (64) |  | 27 | NM | 80\% |  | (26) |  | (73) | NM |
| Retail Banking 740 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 74 |  | 70 |  | 79 |  | 77 |  | 99 | 29\% | 34\% |  | 316 |  | 325 | 3\% |
| Credit Reserve Build / (Release) |  | - |  | (14) |  | 4 |  | (37) |  | 31 | NM | NM |  | (19) |  | (16) | 16\% |
| Citi-Branded Cards |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 112 |  | 103 |  | 108 |  | 101 |  | 90 | (11\%) | (20\%) |  | 477 |  | 402 | (25\%) |
| Credit Reserve Build / (Release) |  | 15 |  | (21) |  | (5) |  | (27) |  | (4) | 85\% | NM |  | (7) |  | (57) | NM |
| Institutional Clients Group (ICG) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | 121 |  | (2) |  | 83 |  | 34 |  | 92 | NM | (24\%) |  | 276 |  | 207 | (25\%) |
| Credit Reserve Build / (Release) |  | 101 |  | 107 |  | (132) |  | 192 |  | 460 | NM | NM |  | (90) |  | 627 | NM |
| Corporate / Other |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net Credit Losses |  | - |  | - |  | - |  | - |  | - | - | - |  | - |  | - | - |
| Credit Reserve Build / (Release) |  | - |  | - |  | - |  | - |  | - | - | - |  | - |  | - | - |
| Total Citicorp Provision for Loan Losses | \$ | 1,678 | \$ | 1,543 | \$ | 1,427 | \$ | 1,573 | \$ | 2,002 | 27\% | 19\% | \$ | 5,898 | S | 6,545 | 11\% |

(1) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.

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

## COMPONENTS OF PROVISION FOR LOAN LOSSES - PAGE 2

 CITI HOLDINGS I TOTAL CITIGROUP(In millions of dollars)

## Citi Holdings

$\frac{\text { Citi Holdings }}{\text { Net Credit Losses (1) }}$
Credit Reserve Build / (Release)
Total Citi Holdings Provision for Loan Losses
Total Citicorp Provision for Loan Losses (from prior page)

$4 \%$
(1) See footnote 1 on page 23

Reclassified to conform to the current period's presentation.

## NON-ACCRUAL ASSETS - PAGE

TOTAL CITIGROUP
(In millions of dollars)
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) (3) (7)
North America
Latin America
Asia (4)
Total

| 4Q | 1Q | 2Q | 3 Q | 4Q | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |

## OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS

ICG
Global Consumer Banking
Citi Holdings
Corporate/Other
TOTAL OTHER REAL ESTATE OWNED (OREO) (5)

## OREO By Region: <br> North An EMEA <br> Latin America

Asia
Total
Other Repossessed Assets
Non-Accrual Assets (NAA) (6)
Corporate Non-Accrual Loans
nsume NoAccrual Loan
OREO
Other Repossessed Assets
Non-Accrual Assets (NAA)

NAL as a \% of Total Loans
NAA as a \% of Total Assets
Allowance for Loan Losses as a \% of NAL


| \$ | 321 | \$ | 347 | \$ | 467 | \$ | 830 | \$ | 818 | (1\%) | NM |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 267 |  | 287 |  | 322 |  | 372 |  | 317 | (15\%) | 19\% |
|  | 416 |  | 376 |  | 224 |  | 227 |  | 301 | 33\% | (28\%) |
|  | 179 |  | 151 |  | 145 |  | 129 |  | 128 | (1\%) | (28\%) |
| \$ | 1,183 | \$ | 1,161 | \$ | 1,158 | \$ | 1,558 | \$ | 1,564 | - | 32\% |
| \$ | 4,412 | \$ | 4,192 | \$ | 3,934 | \$ | 3,630 | \$ | 2,515 | (31\%) | (43\%) |
|  | 1,188 |  | 1,086 |  | 1,034 |  | 938 |  | 876 | (7\%) | (26\%) |
|  | 324 |  | 315 |  | 311 |  | 281 |  | 299 | 6\% | (8\%) |
| \$ | 5,924 | \$ | 5,593 | \$ | 5,279 | \$ | 4,849 | \$ | 3,690 | (24\%) | (38\%) |

(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 interes payments. With limited exceptions, the following practices are applied for Consumer loans: Consumer loans, excluding credit cards and mortgages, are placed past due and written down to net realizable value at 180 days past due Consistent with industry conventions, Citigroup generally accrues interest on credit car loans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
(2) The first, second and third quarters of 2015 reflect the transfers of non accrual loans to HFS resulting from the agreements to sell OneMain, Japan Retail and Japan Cards.
(3) Excludes SOP 03-3 purchased distressed loans.
(4) For reporting purposes, Asia GCB includes the results of operations of EMEA GCB for all periods presented.
(5) Represents the carrying value of all property acquired by foreclosure or other legal proceedings when Citigroup has taken possession of the collateral. Also
includes former premises and property for use that is no longer contemplated.
(6) There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable.
(7) The fourth quarter of 2015 decline includes the impact related to the transfer of approximately $\$ 8$ billion of mortgage loans to Loans, held-for-sale (HFS) (included within Other assets on the GAAP balance sheet).

## NON-ACCRUAL ASSETS - PAGE 2

 CITICORP(In millions of dollars)
Non-Accrual Loans (1)
Corporate Non-Accrual Loans By Region (2)
North America
EMEA
Latin America
Asia
Total

Consumer Non-Accrual Loans By Region (2) (3)
North America
Asia (4)
Total ${ }^{\text {Asia (4) }}$
OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS ICG
Global Consumer Banking
Corporate/Other
TOTAL OTHER REAL ESTATE OWNED (OREO) (5)
OREO By Region:
North America
North Amerin
EMEA
Latin America
Total ${ }^{\text {Asia }}$
Other Repossessed Assets
Non-Accrual Assets (NAA) (6)
Corporate Non-Accrual Loans
Consumer Non-Accrual Loans
Non-Accrual Loans (NAL)
OREO
OREO
Non-Accrual Assets (NAA)
NAA as a \% of Total Assets
Allowance for Loan Losses as a \% of NAL
See Notes (1) - (6) on page 37.

Reclassified to conform to the current period's presentation.

| 4Q | 19 | 2Q | 3Q | 4Q | 4Q15 Increase (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |


| \$ | 307 | \$ | 334 | \$ | 455 | \$ | 816 | \$ | 804 | (1\%) | NM |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 228 |  | 250 |  | 281 |  | 336 |  | 279 | (17\%) | 22\% |
|  | 415 |  | 375 |  | 223 |  | 226 |  | 300 | 33\% | (28\%) |
|  | 176 |  | 149 |  | 144 |  | 127 |  | 128 | 1\% | (27\%) |
| \$ | 1,126 | \$ | 1,108 | \$ | 1,103 | \$ | 1,505 | \$ | 1,511 | - | 34\% |
|  | 465 | \$ | 351 | \$ | 374 | \$ | 364 | \$ | 457 | 26\% | (2\%) |
|  | 1,134 |  | 1,043 |  | 998 |  | 902 |  | 842 | (7\%) | (26\%) |
|  | 286 |  | 287 |  | 285 |  | 259 |  | 282 | 9\% | (1\%) |
| \$ | 1,885 | \$ | 1,681 | \$ | 1,657 | \$ | 1,525 | \$ | 1,581 | 4\% | (16\%) |



## NON-ACCRUAL ASSETS - PAGE 3

```
Non-Accrual Loans (1)
Corporate Non-Accrual Loans By Region (2)
    North America
    EMEA
    Latin America
    Molal
Total
```

Consumer Non-Accrual Loans By Region (2) (3) (7)
North America
Asia (4)
Total

OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS

## OREO By Region (5):

North America
EMEA
Latin America
Total

Other Repossessed Assets
Non-Accrual Assets (NAA) (6) Corporate Non-Accrual Loans
Consumer Non-Accrual Loan
Non-Accrual Loans (NAL) OREO
Other Repossessed Assets
Non-Accrual Assets (NAA)
NAA as a \% of Total Assets
Allowance for Loan Losses as a \% of NAL

See Notes (1) - (7) on page 37.

Reclassified to conform to the current period's presentation.

| 4Q | 19 | 2Q | 3Q | 4Q | 4Q15 Increasel (Decrease) from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2014 | 2015 | 2015 | 2015 | 2015 | 3Q15 | 4Q14 |



| \$ | 160 | \$ | 167 | \$ | 155 | \$ | 138 | \$ | 134 | (3\%) | (16\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2 |  | - |  | - |  | - |  | - | - | (100\%) |
|  | 6 |  | 5 |  | 4 |  | 5 |  | 4 | (20\%) | (33\%) |
|  | - |  | - |  | - |  | - |  | - | - | - |
| \$ | 168 | \$ | 172 | \$ | 159 | \$ | 143 | \$ | 138 | (3\%) | (18\%) |
| \$ | - | \$ | - | \$ | - | \$ | - | \$ | - |  |  |
| \$ | 57 | \$ | 53 | \$ | 55 | \$ | 53 | \$ | 53 | - | (7\%) |
|  | 4,039 |  | 3,912 |  | 3,622 |  | 3,324 |  | 2,109 | (37\%) | (48\%) |
|  | 4,096 |  | 3,965 |  | 3,677 |  | 3,377 |  | 2,162 | (36\%) | (47\%) |
|  | 168 |  | 172 |  | 159 |  | 143 |  | 138 | (3\%) | (18\%) |
|  | - |  | - |  | - |  | - |  | - |  |  |
| \$ | 4,264 | \$ | 4,137 | \$ | 3,836 | \$ | 3,520 | \$ | 2,300 | (35\%) | (46\%) |
|  | 3.31\% |  | 3.39\% |  | 3.31\% |  | 3.20\% |  | 3.11\% |  |  |
|  | 118\% |  | 91\% |  | 93\% |  | 92\% |  | 93\% |  |  |

## CITIGROUP

RECONCILIATION OF NON-GAAP FINANCIAL MEASURES
(In millions of dollars, except per share amounts and ratios)

## Common Equity Tier 1 Capital Ratio and Components

| $\begin{gathered} \text { December 31, } \\ 2014 \end{gathered}$ |  | March 31, <br> 2015 |  | June 30, 2015 |  | $\begin{gathered} \text { September 30, } \\ 2015 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { December 31, } \\ 2015^{(1)} \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 199,841 | \$ | 202,782 | \$ | 205,610 | \$ | 205,772 | \$ | 205,286 |
|  | 165 |  | 146 |  | 146 |  | 147 |  | 145 |

Add: Qualifying noncontrolling interes
Regulatory Capital Adjustments and Deductions:
Accumulated net unrealized losses on cash flow hedges, net of tax ${ }^{(3)}$
Cumulative unrealized net gain related to changes in fair value of financia
liabilities attributable to own creditworthiness, net of tax ${ }^{(4)}$
Intangible Assets:
Goodwill, net of related deferred tax liabilities (DTLs) ${ }^{(5)}$.
(MSRs) intangible assets other than mortgage servicing rights (MSRs), net of related DTLS
Deferred tax assets (DTAS) arising from net operating loss, foreign tax credit and general business credit carry-forwards
Excess over 10\% / 15\% limitations for other DTAs, certain
common stock investments and MSRs
Common Equity Tier 1 Capital (CET1)
Risk-Weighted Assets (RWA)
Common Equity Tier 1 Capital Ratio (CET1/RWA)

## Supplementary Leverage Ratio

Common Equity Tier 1 Capital (CET1)
Additional Tier 1 Capital (AT1)
Total Tier 1 Capital (T1C) (CET1 + AT1)
Total Leverage Exposure (TLE)
Supplementary Leverage Ratio (T1C / TLE)

## Tangible Common Equity and Tangible Book Value Per Share

## Common Equity

Less:
Godwill
tangible assets (other than MSRs)
intangible assets (other than MSRs) related to assets held-for-sale
Net Deferred Taxes - Related to Goodwill and Intangible Assets Above Tangible Common Equity (TCE)
Tangible Book Value Per Share (TCE/CSO)
(1) Preliminary.
(2) Excludes issuance costs related to preferred stock outstanding in accordance with Federal Reserve Board regulatory reporting requirements,
(4) The cumulative ier 1 Capital is adjusted for accumulated net unrealized gains (losses) on cash flow hedges included in accumulated other comprehensive income that relate to the hedging of items not recognized at fair value on the balance sheet
(5) Includes goodwill "embeddd" in in Citigroup's own creditworthiness in valuing liabilities for which the fair value option has been elected and own-credit valuation adjustments on derivatives are excluded from Common Equity Tier 1 Capital, in accordance with the U.S. Basel III rules.
(6) Assets subject to $10 \% / 15 \%$ limitations include MSRs, DTAs arising from temporary differences and significant common stock investments in unconsolidated financial institutions. Commencing with March 31,2015 and for the quarterly reporting periods thereafter, the deduction related only to DTAs arising from temporary differences that exceeded the $10 \%$ limitation, while at December 31,2014 , the deduction related to all three assets which exceeded both the $10 \%$ and $15 \%$ limitations.

Reclassified to conform to the current period's presentation.

