



JANE FRASER

CHIEF EXECUTIVE OFFICER, CITI



The logo features the word "citi" in a dark blue, lowercase sans-serif font with a red arc above the "i". To its right is a large, light blue "20" in a stylized, rounded font. Further right, the words "INVESTOR DAY" are written in a dark blue, uppercase, spaced-out sans-serif font.

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The Path to Improved Performance



Improve Business Mix,
Leverage Synergies,
Deliver Growth

Modernize Our Bank

Create a Winning Culture

Be the **preeminent** banking partner for institutions with **cross-border** needs, a global leader in **wealth** management and a valued **personal bank** in our home market

Leading with Our Core Competitive Advantage



Network

SEAMLESS
DIFFERENTIATED
CONNECTED
ADAPTABLE



Mindset

Bank

92% of the
Fortune 500

85% of network revenue
comes from MNCs that operate
beyond the top 60
GDP countries

2X revenue
from clients operating
in **over 10**
countries

The Power of Our Network Comes Alive in India

22



Bank **30% of multinationals** operating in India¹

Hold nearly **30% of foreign investment assets**²

Relationships with **40% of India's unicorns**³

Note: All footnotes are presented on Slide 22.

5 Core Interconnected Businesses

Services

Markets

Banking

Global Wealth Management

U.S. Personal Banking

Services

Treasury and Trade Solutions
Securities Services

#1 in Treasury and Trade Solutions¹

#4 in Securities Services²

- Drives network value
- +\$300B wallet; sticky relationships
- Invest for continued leadership; grow with new client segments

KEY PERFORMANCE INDICATORS

Treasury and Trade Solutions

- Average Deposits
- USD Clearing Volume³
- Cross-Border Transaction Value⁴

Securities Services

- Assets Under Custody / Assets Under Administration⁵
- Deposits

Note: All footnotes are presented on Slide 22.

Markets

Fixed Income Equities

#4 in Markets¹

#2 in Fixed Income²

#5 in Equities³

- Maintain leadership in top FICC franchise; continue to grow Equities
- Emphasize profitability
- Maximize linkages across ICG

KEY PERFORMANCE INDICATORS

- Revenue / RWA
- Fixed Income Wallet Share
- Equities Wallet Share

Banking

Investment Banking
Corporate Banking
Commercial Banking

#5 in Investment Banking¹

- High-returning, capital-light Investment Banking business; elite Corporate Bank
- Extend growth momentum with focus on new economy companies
- Grow the Commercial Bank

KEY PERFORMANCE INDICATORS

- M&A Wallet Share
- ECM Wallet Share
- DCM Wallet Share

Global Wealth Management

Citi Private Bank Wealth Management

#5 in Private Banking¹

#3 in Asia Wealth²

- Strong foundation; differentiated international business
- Leverage existing leadership position in the Private Bank and Asia Wealth
- Scale to focus on full wealth spectrum

KEY PERFORMANCE INDICATORS

- Client Assets³
- Deposits
- Loans



U.S. Personal Banking

Branded Cards
Retail Services
Retail Banking

#2 in U.S. Cards¹

Highest deposits per branch²

- Refocused strategy; clear-eyed about value drivers
- Serves ~72 million customers
- Affluent retail clients that feed Wealth business

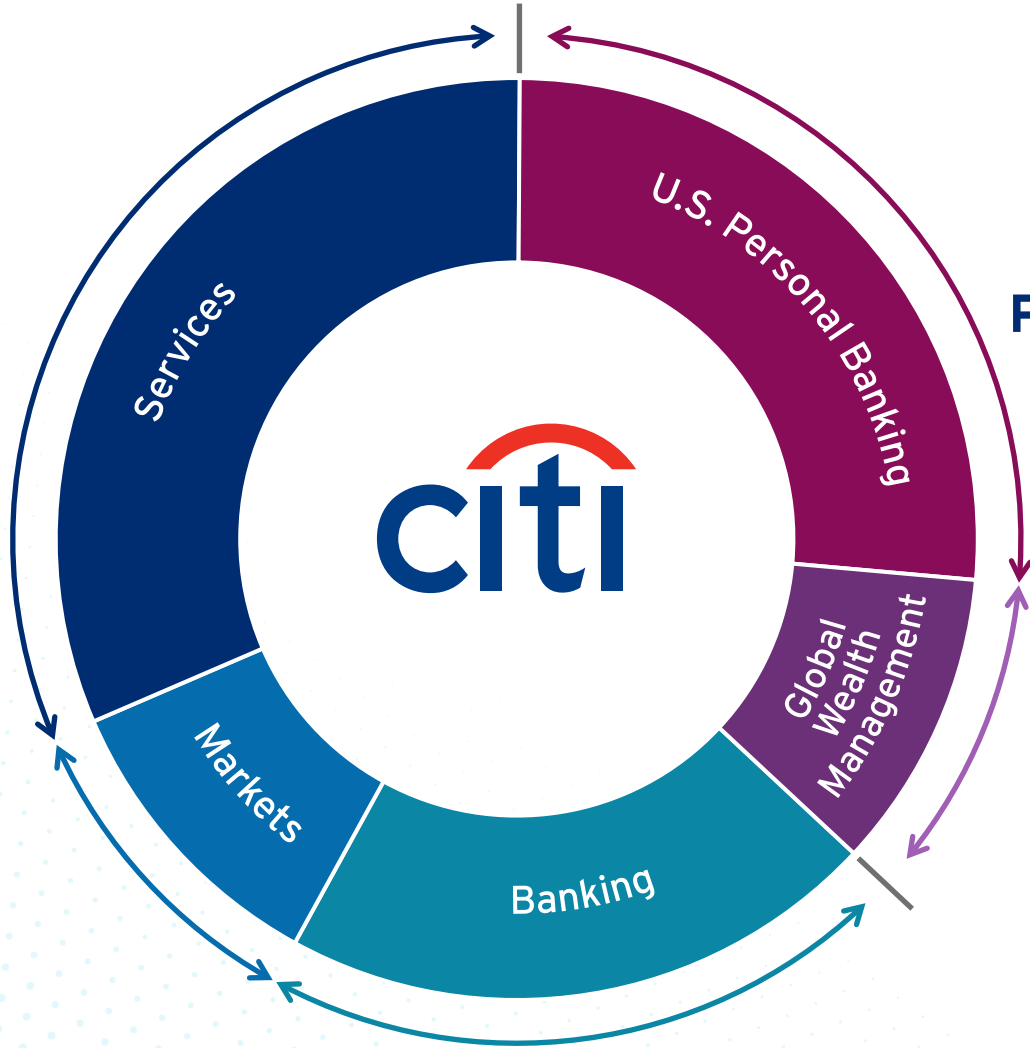
KEY PERFORMANCE INDICATORS

- Card loans
- Deposits

Stronger Synergies

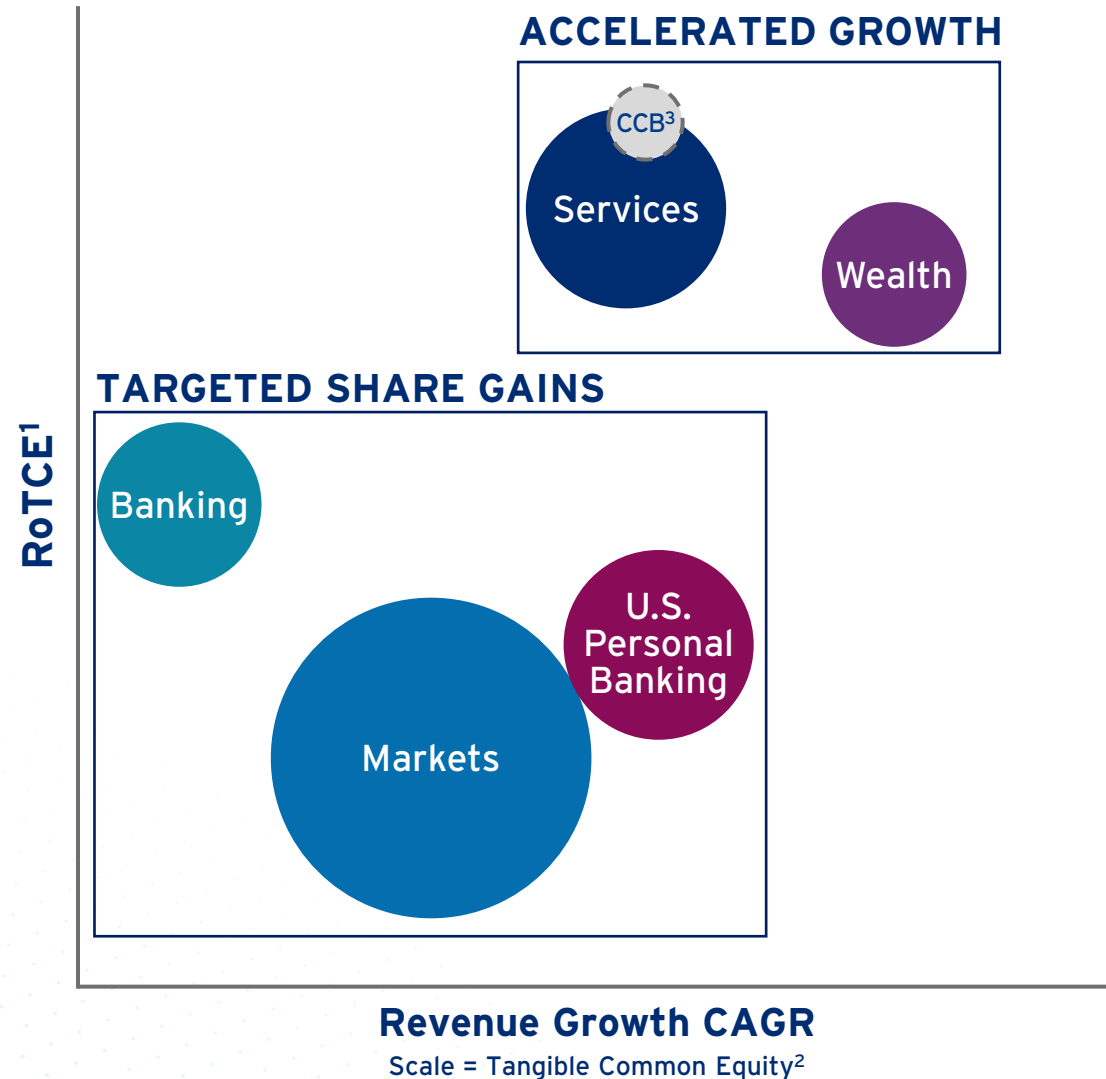


**INSTITUTIONAL
CLIENTS GROUP**



**PERSONAL BANKING AND
WEALTH MANAGEMENT**

Improved Business Mix



Note: All footnotes are presented on Slide 23.

Defining Our Ambition

Lean into Citi's uniquely global network

Grow the Commercial Bank

Scale in Wealth

Target share gains in Banking, Markets and U.S. Personal Banking

Building a Modern, Efficient and Simpler Bank



RISK AND CONTROLS

- Prioritizing and investing in safety and soundness
 - Addressing root causes
-

OPERATING MODEL

- Automating and digitizing
 - Delivering scale and speed
-

ORGANIZATIONAL STRUCTURE

- Committing to become a leaner and flatter firm
- Pacing our changes with divestitures and Transformation efforts

Creating a Winning Team and Culture



Significant Progress in Year One



STRATEGY

- ✓ Completed Strategic Refresh
- ✓ Integrated Wealth businesses
- ✓ Focused on 5 core, interconnected businesses
- ✓ Announced Asia consumer exits with a clear path in 8 countries
- ✓ Announced exit of Mexico consumer, small business and middle-market banking operations

TRANSFORMATION

- ✓ Established 6 major programs to drive planning and execution
- ✓ Submitted plans to regulators
- ✓ Progressing efforts to strengthen risk and controls and modernize operating model

CULTURE AND TALENT

- ✓ Brought in external talent and elevated leaders to new roles
- ✓ Enhanced culture of accountability
- ✓ Adjusted compensation plans to be more aligned with shareholders
- ✓ Met our diversity representation goals; building on prior work

Our Path to Improved Returns



SHORT-TERM

LONG-TERM



EXECUTE AND INVEST

- Ramp up of execution against Transformation milestones
- Investment-driven revenue growth
- Top-line benefits from macro factors
- Continued investments in front office, technology and digital
- Rigorous tracking of progress

Lay the Foundation

DELIVER MEDIUM-TERM TARGETS

- Mix begins to shift towards higher returning businesses (Services, CCB¹ and Wealth)
- Transformation efficiencies begin to materialize
- Improved returns

~11-12% RoTCE²

LONGER-TERM

- Further revenue growth from investments
- Normalization of expenses will start to self-fund investments
- Higher returns
- Simpler organization

Longer-term Benefits Materialize

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Forward-looking Statements

20

Certain statements in this presentation are “forward-looking statements” within the Private Securities Litigation Reform Act of 1995, including statements made orally by Citi’s management. Such statements may be identified by words such as believe, expect, anticipate, intend, estimate, may increase, may fluctuate, target, illustrative and similar expressions or future or conditional verbs such as will, should, would and could. These statements are based on management’s current expectations and are subject to uncertainty and changes in circumstances. These statements are not guarantees of future results or occurrences. Actual results and capital and other financial condition may differ materially from those included in these statements due to a variety of factors, including, among others: the efficacy of Citi’s business strategies and execution of those strategies, such as those relating to its growth, investment, efficiency and capital optimization initiatives; governmental or regulatory requirements, actions or approvals; macroeconomic and other challenges and uncertainties, such as those related to the COVID-19 pandemic, inflationary pressures and the level of interest rates; the precautionary statements included in this presentation; and those contained in Citigroup’s filings with the U.S. Securities and Exchange Commission, including without limitation the “Risk Factors” section of Citigroup’s 2021 Form 10-K. Any forward-looking statements made by or on behalf of Citigroup speak only as to the date they are made, and Citi does not undertake to update forward-looking statements to reflect the impact of circumstances or events that arise after the date the forward-looking statements were made.

Footnotes

2022

Slide 6

1. Source: <https://www.corporate-cases.com/2021/07/number-of-foreign-companies-in-india.html>. There are 4,162 foreign companies registered in India out of which 3,323 are in active status as per Ministry of Corporate Affairs (MCA). Citi has relationship with over 1,000+ these 3,323 companies.
2. Source: NSDL FPI Monitor for market flows (<https://www.fpi.nsdl.co.in/web/Reports/ReportsListing.aspx>)
3. Source: <https://www.ventureintelligence.com/Indian-Unicorn-Tracker.php>. Total 91 Unicorns, out of which 37 bank with Citi India.

Slide 7

Note: Reflects Citi's management reporting changes and revised financial reporting structures, effective as of the first quarter of 2022. For additional information about these changes, see Citi's Current Report on Form 8-K filed with the SEC on March 1, 2022 and Citi's 2021 Form 10-K filed with the SEC on February 25, 2022.

Slide 8

1. Source: Coalition Greenwich. As of December 31, 2021, preliminary results. Results are based upon Citi's internal product offering taxonomy and Citi's internal revenues, ICG Client Segment. Peer Group includes BAC, BARC, BNP, DB, HSBC, JPM, SG, SCB and WFC.
2. Source: Coalition Greenwich. As of December 31, 2021, preliminary results. Results are based upon Citi's internal product offering taxonomy and Citi's internal revenues. Peer Group includes BAC, BBH, BNP, BNY, CACEIS, DB, HSBC, JPM, NT, RBC, SCB, SG and ST
3. US Dollar Clearing Volume is defined as the number of USD Clearing Payment instructions processed by Citi on behalf of US and foreign-domiciled entities (primarily Financial Institutions). Amounts in the table are stated in millions of payment instructions processed.
4. Cross-Border Transaction Value is defined as the total value of cross-border FX Payments processed through Citi's proprietary Worldlink and Cross-Border Funds Transfer platforms. Includes payments from Consumer, Corporate, Financial Institution and Public Sector clients.
5. Securities Services and Issuer Services managed \$24.0 trillion in assets under custody and administration at December 31, 2021, of which Citi provides both custody and administrative services to certain clients related to \$1.9 trillion of such assets.

Slide 9

1. Source: Externally Reported Earnings. As of December 31, 2021, preliminary results. Represents Fixed Income and Equity Markets revenues. Results are based upon Citi's internal product offering taxonomy and Citi's internal revenues. Peer group includes: BAC, BARC, BNP, CS, DB, GS, JPM, MS and UBS.
2. Source: Externally Reported Earnings. As of December 31, 2021, preliminary results. Represents Fixed Income revenues. Results are based upon Citi's internal product offering taxonomy and Citi's internal revenues. Peer group includes: BAC, BARC, BNP, CS, DB, GS, JPM, MS and UBS.
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Footnotes (continued)

2022

Slide 10

1. Source: Based on wallet share data per Dealogic as of Feb 23, 2022.

Slide 11

1. Source: Tricumen, an intelligence provider for financial services; benchmarking in \$25MM+ wealth band, 2020.
2. Source: Tricumen, an intelligence provider for financial services; benchmarking in \$200K to \$10MM wealth band, 2020.
3. Client Assets include AUMs, deposits and trust and custody assets.

Slide 12

1. Based on End of Period Loans as of December 31, 2021. Includes Citi Branded Cards and Citi Retail Services.
2. Source: FDIC and other regulatory filings. Based on Citi's internal definition of deposits, which excludes commercial deposits. Nationwide deposits divided by total branches. Citi includes branch-driven consumer wealth deposits reported under Global Wealth Management.

Slide 14

1. Return on Tangible Common Equity (RoTCE) is a non-GAAP financial measure. RoTCE represents annualized net income available to common shareholders as a percentage of average TCE.
2. Tangible Common Equity (TCE) is a non-GAAP financial measure. TCE is defined as common stockholders' equity less goodwill and identifiable intangible assets (other than mortgage servicing rights (MSRs)).
3. Citi Commercial Bank (CCB) is not an Operating Segment or Reporting Unit. The CCB Financial metrics represent Citi's business with mid-sized companies across our product suite. Financial results from this client group are embedded in the ICG's various products, including Services, Banking and Markets.

Slide 19

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