Citi is Well-Positioned to Actively Continue Supporting its Customers and Clients

Citi’s Commitment
During these uncertain times, Citi remains well-positioned from a capital and liquidity perspective.

We have a strong balance sheet and will continue to actively support our clients and customers through this challenging period.

Key Financial Metrics
Operated well in challenging environment
• Delivered solid revenue growth, expense control and strong risk management
• ~$5B loan loss reserve build primarily reflects impact of CECL accounting change and change in economic outlook related to COVID-19
• Supported clients while maintaining credit discipline and balance sheet strength

Strong capital and liquidity position
• Common Equity Tier 1 Capital Ratio of 11.2%\(^{(1)}\)
• Supplementary Leverage Ratio of 6.0%\(^{(1)}\)
• Liquidity Coverage Ratio of 115%, with available liquidity of $840 billion\(^{(2)}\)
• Tangible Book Value per Share increased 9% year over year to $71.52\(^{(3)}\)

Supporting ICG Clients
Our ICG colleagues are working around the clock to help our institutional clients navigate volatile markets and manage their business needs as the economic impacts of the pandemic continue to evolve.

• In BCMA, we continue lending to companies in greatly affected industries, including airlines, leisure, industrials, autos and energy. We are helping blue chip multinationals strengthen their liquidity positions and are presenting clients with additional options to equitize and monetize. We are proud to work closely with governments and the public sector to find liquidity alternatives and have been working on the issuance of social bonds to support countries in the Emerging Markets.
• The Commercial Bank has been actively engaging with clients to understand their challenges and help them through this difficult period.
• In the Private Bank, we have been holding extensive client calls, produced webcasts and published insights and analysis on the virus and subsequent market implications – with record attendance.

Markets and Securities Services continues to work tirelessly across all product desks to help issuers and investors manage the current environment and execute significant secondary market transactions. Through Citi Velocity, we have delivered relevant, differentiating content for more than 34,000 clients and colleagues during March alone, a 3.6x increase from our average monthly volume.

• TTS is launching new and innovative solutions involving digitizing account openings to help clients work expeditiously. We have been able to provide a spectrum of services – from helping clients migrate to new global platforms, to helping to ensure sufficient credit limits on purchasing cards, to helping our clients pay and relocate employees during the pandemic.

And Customers
We are actively supporting our consumer clients through this unprecedented time.

• We continue to serve our customers while taking measures to help reduce the spread of COVID-19. As such, we have temporarily adjusted branch hours and closed some locations.
• We were one of the first banks to announce assistance measures for impacted consumers and small businesses in the U.S.
• Citibank’s individual and Small Business customers impacted by COVID-19 may be eligible for the following assistance measures, upon request.
  - Retail Bank: Fee waivers on monthly service fees, safe deposit box fees and non-Citi ATM usage fees; waived penalties for early CD withdrawal.
  - Credit Cards: Fee waivers on late fees and deferral of minimum payments for two months.
  - Small Business: Fee waivers on monthly service fees and remote deposit capture; waived penalties for early CD withdrawal; Bankers available after hours and on weekends for support. In addition, we are participating in the Small Business Administration’s Paycheck Protection Program.

• In addition, we have “always on” assistance programs for eligible credit card customers, including credit line increases and collection forbearance programs, upon request.
• We are also offering 90-day forbearance for Citi’s mortgage loans and suspending foreclosures and evictions for 60 days through our subservicer Cenlar and providing forbearance programs for student loans through our subservicer Firstmark.
• We also have implemented assistance measures in certain markets in Asia, Mexico and EMEA.
• We will continue to monitor the situation to determine extension or expansion of available assistance.

Note: Data as of 1Q20. (1) Citi’s reportable CET1 Capital ratio was derived under the U.S. Basel III Advanced Approaches framework. Citigroup’s CET1 Capital ratio and Supplementary Leverage ratio reflect full implementation of the U.S. Basel III rules. For additional information, please see Slides 32 and 33 of Citigroup’s First Quarter 2020 Analyst presentation. (2) Preliminary. $840 billion of available liquidity resources including HQLA, additional unencumbered securities and available borrowing capacity at the FHLMs and Federal Reserve Discount Window. (3) Citigroup’s Tangible Book Value per Share is a non-GAAP financial measure. For additional information, please see Slide 33 of Citigroup’s First Quarter 2020 Analyst presentation.
### Key Capital and Liquidity Metrics

#### Operations and Profitability

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<thead>
<tr>
<th></th>
<th>1Q’20</th>
<th>1Q’19</th>
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<tbody>
<tr>
<td>Revenue</td>
<td>$20.7</td>
<td>$18.6</td>
</tr>
<tr>
<td>Expenses</td>
<td>$10.6</td>
<td>$10.6</td>
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<tr>
<td>Cost of Credit</td>
<td>$7.0</td>
<td>$2.0</td>
</tr>
<tr>
<td>Net Income</td>
<td>$2.5</td>
<td>$4.7</td>
</tr>
<tr>
<td>Total Assets</td>
<td>$2,220</td>
<td>$1,958</td>
</tr>
<tr>
<td>Return on Tangible Common Equity¹</td>
<td>6.0%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Total Deposits</td>
<td>$1,185</td>
<td>$1,030</td>
</tr>
<tr>
<td>Direct Staff</td>
<td>201</td>
<td>203</td>
</tr>
</tbody>
</table>

#### Strong Capital and Liquidity Position

- **Capital Position**
- **Liquidity Resources**
  - Assets $2.2 Trillion
  - Market Capitalization $88 Billion
  - Total Loss Absorbing Capacity $291 Billion
  - $363 Billion of Unused Commitments²

#### Common Equity Tier 1 Capital and Ratio⁴

<table>
<thead>
<tr>
<th></th>
<th>1Q’20</th>
<th>Peer Average⁵</th>
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</thead>
<tbody>
<tr>
<td>CET1 Capital Ratio</td>
<td>11.2%</td>
<td>11.0%</td>
</tr>
<tr>
<td>Capital Above Required Minimum as % of RWA</td>
<td>1.2%</td>
<td>1.3%</td>
</tr>
</tbody>
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#### Liquidity Metrics

- **Liquidity Coverage Ratio (LCR)**
- **High Quality Liquid Assets (HQLA)**
  - Available Cash: $442
  - U.S. Treasuries: 127
  - Foreign Govt.²: 79
  - U.S. Agency/ Govt. Gtd. IG Corporate / Equities: 60

Note: Data as of 1Q’20. Totals may not sum due to rounding. (1) Citigroup’s return on average tangible common equity (RoTCE) is a non-GAAP financial measure. RoTCE represents full-year net income available to common shareholders as a percentage of average tangible common equity (TCE). For the components of the calculation, please see Slides 33 and 34 of Citigroup’s First Quarter 2020 Analyst presentation. (2) Preliminary as of 1Q’20. For additional information, please see Slide 22 of Citigroup’s First Quarter 2020 Analyst presentation. (3) Preliminary. $840 billion of available liquidity resources including HQLA, additional unencumbered securities and available borrowing capacity at the FHLBs and Federal Reserve Discount Window. (4) CET1 Capital ratios were derived under the U.S. Basel III Advanced Approaches framework as of March 31, 2020 and for all periods prior to June 30, 2017, and the U.S. Basel III Standardized Approach framework for all periods from June 30, 2017 to December 31, 2019. This reflects the lower of the CET1 Capital ratios under both the Standardized Approach and the Advanced Approaches under the Collins Amendment. Citigroup’s risk-based capital ratios prior to January 1, 2018, reflect full implementation of the U.S. Basel III rules, are non-GAAP financial measures. For additional information, please see Slide 32 of Citigroup’s First Quarter 2020 Analyst presentation. (5) Peer average includes JPM, BAC, and WFC. (6) Calculated based on Citigroup’s current effective minimum CET1 Capital ratio requirement of 10%. (7) Includes securities issued or guaranteed by foreign sovereigns, agencies and multilateral development banks.