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
- Profitable first half despite ~$10.5B increase in credit reserves due to 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 11.6%(1)
- Supplementary Leverage Ratio of 6.7%(1)
- Liquidity Coverage Ratio of 117%, with available liquidity of $900 billion(2)
- Tangible Book Value per Share increased 5% year-over-year to $71.15(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 2Q'20. Source: Citigroup's Second Quarter 2020 Form 10-Q and Citigroup's Second Quarter 2020 Earnings Review, July 14, 2020. (1) Citi's reportable CET1 Capital ratio was derived under the U.S. Basel III Advanced Approaches framework. Both Citi's CET1 Capital and Supplementary Leverage ratios benefited from regulatory capital relief as of June 30, 2020. For additional information, please see the "Capital Resources" section of Citigroup's Second Quarter 2020 Form 10-Q. (2) $900 billion of available liquidity resources including HQLA, additional unencumbered securities and available borrowing capacity at the FHLBs and Federal Reserve Discount Window. (3) Citigroup's Tangible Book Value per Share is a non-GAAP financial measure. For additional information, see the "Capital Resources" section of Citigroup's Second Quarter 2020 Form 10-Q.

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As of August 10, 2020

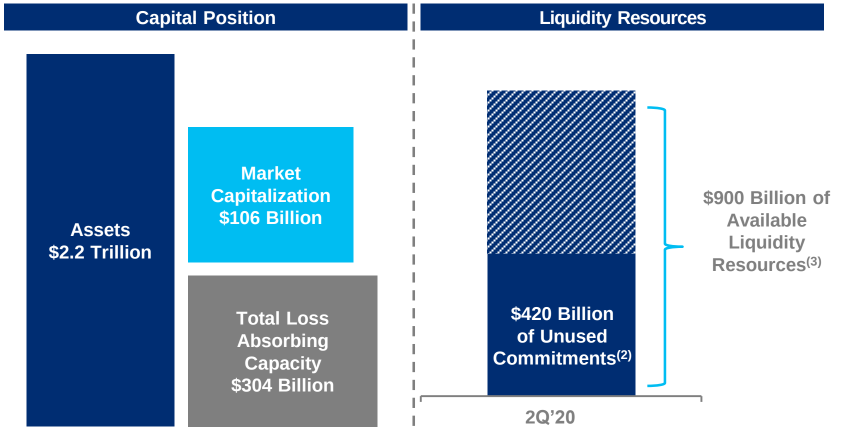
Key Capital and Liquidity Metrics

Operations and Profitability

($B)

	1H'20	1H'19
Revenue	$40.5	$37.3
Expenses	$21.0	$21.1
Cost of Credit	$14.9	$4.1
Net Income	$3.8	$9.5
Total Assets	$2,233	$1,988
Return on Tangible Common Equity[1]	4.5%	11.9%
Total Deposits	$1,234	$1,046
Direct Staff (in thousands)	204	200

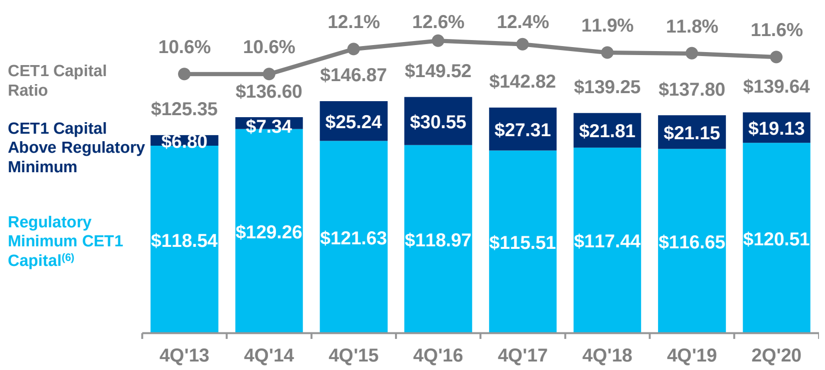
Strong Capital and Liquidity Position



Common Equity Tier 1 Capital and Ratio[4]

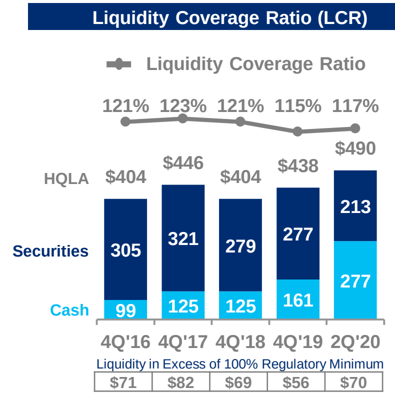
($B)

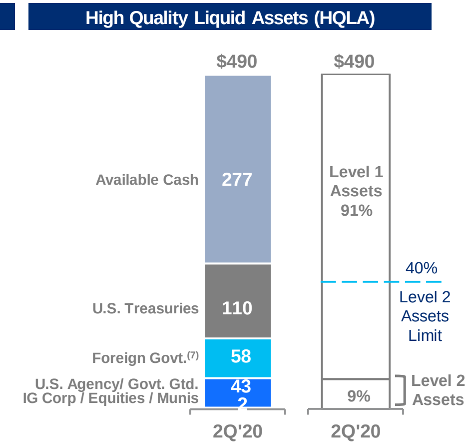
2Q'20	Citi	Peer Average[5]
CET1 Capital Ratio	11.6%	11.6%
CET1 Capital Above Regulatory Minimum as % of RWA	1.6%	1.9%



Liquidity Metrics

($B)





Note: Data as of 2Q'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 annualized net income available to common shareholders as a percentage of average tangible common equity (TCE). For the components of the calculation, see the "Capital Resources" section of Citigroup's Second Quarter 2020 Form 10-Q. (2) For additional information, please see the "Managing Global Risk" section of Citigroup's Second Quarter 2020 Form 10-Q. (3) $900 billion of available liquidity resources including HQLA, additional unencumbered securities and available borrowing capacity at the FHLBs and Federal Reserve Discount Window. (4) Citi's reportable CET1 Capital ratios were derived under the U.S. Basel III Advanced Approaches framework as of June 30, 2020 and 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. As of December 31, 2017 and for all prior periods, these ratios are non-GAAP financial measures, which reflect full implementation of regulatory capital adjustments and deductions prior to the effective date of January 1, 2018. For additional information, please refer to footnote 1 on Page 1. (5) Peer average includes JPM, BAC and WFC. Based on current effective minimum CET1 Capital ratio requirements. (6) Calculated based on Citi's current effective minimum CET1 Capital ratio requirement of 10%. (7) Includes securities issued or guaranteed by foreign sovereigns, agencies and multilateral development banks.