

Navigating Through the Pandemic from a Position of Strength

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

(As of September 30, 2020)

Managing well through this crisis year-to-date

- Significant earnings power with ~\$7B of net income, despite ~\$11B increase in credit reserves
- Solid client engagement across ICG and robust performance in Markets and Investment Banking
- Strong growth in GCB deposits and Asia wealth, albeit with lower rates and spend activity
- Supported clients while maintaining credit discipline and balance sheet strength

Strong capital and liquidity position

- Common Equity Tier 1 Capital Ratio of 11.8%⁽¹⁾
- Supplementary Leverage Ratio of 6.8%⁽¹⁾
- Liquidity Coverage Ratio of 118%, with available liquidity of \$965 billion⁽²⁾
- Tangible Book Value per Share increased 4% year-over-year to \$71.95⁽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 that has been streamed over 152,000 times by clients, over three times 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.

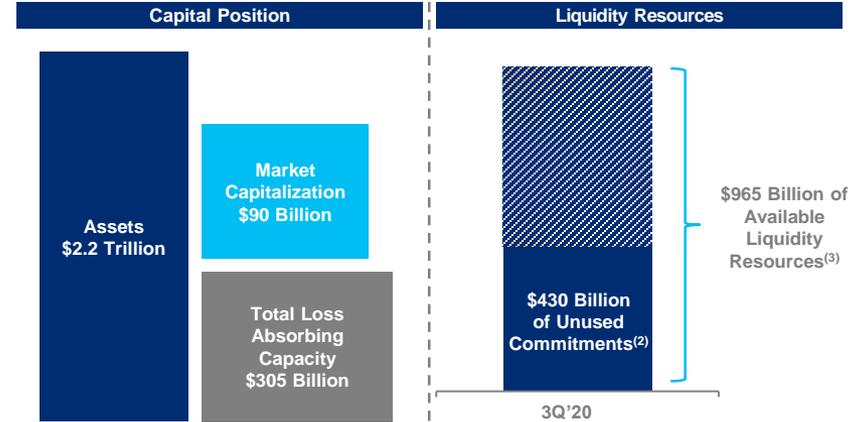
Key Capital and Liquidity Metrics

Operations and Profitability

(\$B)

	YTD'20	YTD'19
Revenue	\$57.8	\$55.9
Expenses	\$32.0	\$31.5
Cost of Credit	\$17.2	\$6.2
Net Income	\$7.1	\$14.4
Total Assets	\$2,234	\$2,015
Return on Tangible Common Equity ⁽¹⁾	5.6%	12.0%
Total Deposits	\$1,263	\$1,088
Direct Staff (in thousands)	209	199

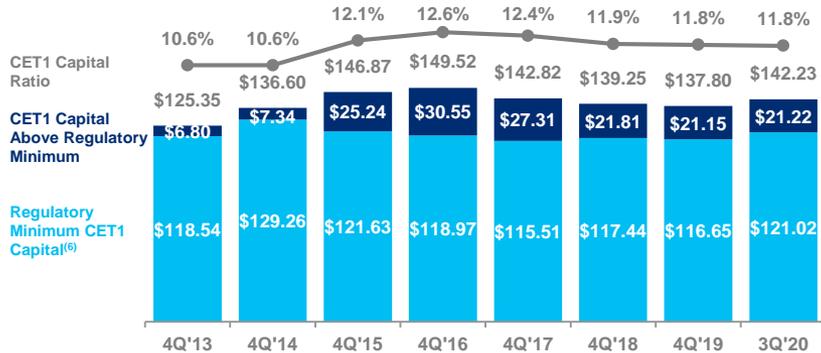
Strong Capital and Liquidity Position



Common Equity Tier 1 Capital and Ratio⁽⁴⁾

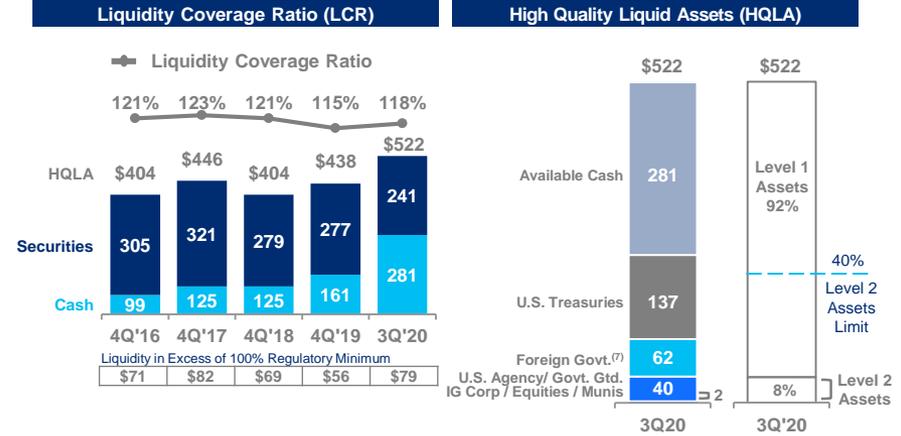
(\$B)

3Q'20	Citi	Peer Average ⁽⁵⁾
CET1 Capital Ratio	11.8%	12.2%
CET1 Capital Above Regulatory Minimum as % of RWA	1.8%	2.4%



Liquidity Metrics

(\$B)



Note: Data as of 3Q'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 Third Quarter 2020 Form 10-Q. (2) For additional information, please see the "Managing Global Risk - Corporate Credit" section of Citigroup's Third Quarter 2020 Form 10-Q. (3) \$365 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 March 31, 2020 and all subsequent periods 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.

