

# Second Quarter 2014 Earnings Review

July 14, 2014



# Overview

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## Settlement with DoJ, State AGs and FDIC

- \$4.5B in cash payments and \$2.5B in consumer relief
- Resolves substantially all RMBS and CDO-related litigation

## Solid underlying performance

- Markets revenues impacted by low volatility and ongoing macro-uncertainty
- Strong Banking performance, driven by debt and equity underwriting
- Headwinds abating in Global Consumer Banking

## Progress in key execution priorities

- Grew loans with continued favorable credit performance
- Reduced core operating expenses despite higher regulatory and compliance costs
- Citi Holdings generated its first net profit excluding the settlement
- Utilized approximately \$1.1B of deferred tax assets in the quarter

## Building a safer and stronger institution

- Estimated Basel III Tier 1 Common Ratio increased to 10.6%
- Estimated Basel III Supplementary Leverage Ratio increased to 5.7%
- Approximately \$435B of High Quality Liquid Assets

Note: Throughout this presentation, all references to Citi's estimated Basel III ratios and related components are based on Citi's current interpretation, expectations and understanding of the final U.S. Basel III rules and are subject to, among other things, any changes to the final U.S. Basel III rules, ongoing regulatory review, regulatory approval of Citi's credit, market and operational risk models, additional refinements, modifications or enhancements (whether required or otherwise) to Citi's models and further implementation guidance in the U.S.

# Significant P&L Items

(\$MM, except EPS)

	As Reported	Impact of:		Adjusted Results <sup>(3)</sup>
		Mortgage Settlement <sup>(1)</sup>	CVA / DVA <sup>(2)</sup>	
<b>2Q'14</b>				
Revenues	\$19,342	-	\$(33)	\$19,375
EBT	2,091	(3,804)	(33)	5,928
Net Income	181	(3,726)	(20)	3,927
Diluted EPS	\$0.03	\$(1.21)	\$(0.01)	\$1.24
<b>2Q'13</b>				
Revenues	\$20,488	-	\$477	\$20,011
EBT	6,315	-	477	5,838
Net Income	4,182	-	293	3,889
Diluted EPS	\$1.34	-	\$0.09	\$1.25

Note: Totals may not sum due to rounding. EBT: Earnings before tax.

- (1) The impact of the mortgage settlement consisted of \$3,749MM of legal expenses and a \$55MM loan loss reserve build, both recorded in Citi Holdings.
- (2) Credit valuation adjustment (CVA) on derivatives (counterparty and own-credit), net of hedges, and debt valuation adjustment (DVA) on Citigroup's fair value option debt.
- (3) Adjusted results, as used throughout this presentation, are non-GAAP financial measures. For a reconciliation of the adjusted results to the reported results for Citigroup as well as each applicable business segment, please refer to Slide 40.

# Citigroup – Summary Financial Results<sup>(1)</sup>

(\$MM, except EPS)

	2Q'14	1Q'14	%Δ	2Q'13	%Δ	1H'14	%Δ
<b>Revenues</b>	<b>\$19,375</b>	\$20,117	(4)%	\$20,011	(3)%	<b>\$39,492</b>	(3)%
Core Operating	10,972	10,994	(0)%	11,242	(2)%	21,966	(3)%
Legal & Repositioning	800	1,156	(31)%	907	(12)%	1,956	11%
<b>Operating Expenses</b>	<b>11,772</b>	12,149	(3)%	12,149	(3)%	<b>23,921</b>	(2)%
Net Credit Losses	2,189	2,439	(10)%	2,608	(16)%	4,628	(16)%
Net LLR Build / (Release) <sup>(2)</sup>	(696)	(673)	(3)%	(784)	11%	(1,369)	5%
PB&C	182	208	(13)%	200	(9)%	390	(10)%
<b>Cost of Credit</b>	<b>1,675</b>	1,974	(15)%	2,024	(17)%	<b>3,649</b>	(19)%
<b>EBT</b>	<b>5,928</b>	5,994	(1)%	5,838	2%	<b>11,922</b>	2%
<b>Income Taxes</b>	<b>1,929</b>	1,837	5%	1,943	(1)%	<b>3,766</b>	4%
<i>Effective Tax Rate</i>	33%	31%		33%		32%	
<b>Net Income</b>	<b>\$3,927</b>	\$4,149	(5)%	\$3,889	1%	<b>\$8,076</b>	2%
<i>Return on Assets</i>	0.83%	0.89%		0.82%		0.86%	
<b>Diluted EPS</b>	<b>\$1.24</b>	\$1.30	(5)%	\$1.25	(1)%	<b>\$2.54</b>	0%
<b>Average Assets (\$B)</b>	<b>\$1,903</b>	\$1,888	1%	\$1,899	0%	<b>\$1,896</b>	0%
<b>EOP Assets (\$B)</b>	<b>1,910</b>	1,895	1%	1,884	1%	<b>1,910</b>	1%
<b>EOP Loans (\$B)</b>	<b>668</b>	664	0%	644	4%	<b>668</b>	4%
<b>EOP Deposits (\$B)</b>	<b>966</b>	966	(0)%	938	3%	<b>966</b>	3%

Note: Totals may not sum due to rounding. EBT: Earnings before tax.

(1) Adjusted results, which exclude CVA / DVA in all periods, the impact of the mortgage settlement in 2Q'14 and the tax item in 1Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.

(2) Includes provision for unfunded lending commitments.

# Citigroup – Expense Comparison

(\$MM)

	2Q'14 <sup>(1)</sup>	1Q'14	2Q'13
Reported Expenses	\$11,772	\$12,149	\$12,149
<u>Less:</u>			
Legal & Related	\$402	\$945	\$832
Repositioning Costs	397	211	75
SIFI Regulatory Assessment	–	–	60
Core Operating Expenses	\$10,972	\$10,994	\$11,182
<i>Variance</i>		\$(22)	\$(209)
<u>In Constant Dollars:</u>			
Core Operating Expenses	\$10,972	\$11,078	\$11,199
<i>Variance</i>		\$(106)	\$(226)

Note: Totals may not sum due to rounding. Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes. Results presented excluding the impact of foreign exchange translation are non-GAAP financial metrics.

5 (1) Adjusted results exclude the impact of the mortgage settlement in 2Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.



# Citicorp & Citi Holdings<sup>(1)</sup>

(\$MM)

	Citicorp					Citi Holdings				
	2Q'14	2Q'13	%Δ	1H'14	%Δ	2Q'14	2Q'13	%Δ	1H'14	%Δ
<b>Revenues</b>	<b>\$17,911</b>	\$18,930	(5)%	<b>\$36,586</b>	(5)%	<b>\$1,464</b>	\$1,081	35%	<b>\$2,906</b>	46%
Core Operating	10,244	10,386	(1)%	20,495	(2)%	728	856	(15)%	1,470	(15)%
Legal & Repositioning	763	199	NM	1,117	NM	37	708	NM	839	(38)%
<b>Operating Expenses</b>	<b>11,007</b>	10,585	4%	<b>21,612</b>	1%	<b>765</b>	1,564	(51)%	<b>2,309</b>	(25)%
<b>Cost of Credit</b>	<b>1,387</b>	1,573	(12)%	<b>3,032</b>	(8)%	<b>288</b>	451	(36)%	<b>617</b>	(48)%
<b>EBT</b>	<b>5,517</b>	6,772	(19)%	<b>11,942</b>	(14)%	<b>411</b>	(934)	NM	<b>(20)</b>	NM
<b>Net Income</b>	<b>\$3,683</b>	\$4,480	(18)%	<b>\$8,124</b>	(12)%	<b>\$244</b>	\$(591)	NM	<b>\$(48)</b>	NM
<b>Average Assets (\$B)</b>	<b>\$1,791</b>	\$1,756	2%	<b>\$1,782</b>	2%	<b>\$112</b>	\$143	(22)%	<b>\$114</b>	(23)%
<b>EOP Assets (\$B)</b>	<b>1,799</b>	1,753	3%	<b>1,799</b>	3%	<b>111</b>	131	(15)%	<b>111</b>	(15)%
<b>EOP Loans (\$B)</b>	<b>585</b>	544	8%	<b>585</b>	8%	<b>82</b>	100	(18)%	<b>82</b>	(18)%
<b>EOP Deposits (\$B)</b>	<b>947</b>	874	8%	<b>947</b>	8%	<b>20</b>	65	(70)%	<b>20</b>	(70)%

Note: Totals may not sum due to rounding. EBT: Earnings before tax.

(1) Adjusted results, which exclude CVA / DVA in all periods, the impact of the mortgage settlement in 2Q'14 and the tax item in 1Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.

# Citicorp – International Consumer Banking

(\$MM, % reflects Δ in Constant \$)

	2Q'14	QoQ %Δ	YoY %Δ	1H'14	%Δ
<b>Revenues</b>	<b>\$4,599</b>	0%	1%	<b>\$9,109</b>	2%
■ Latin America	2,324	1%	3%	4,592	4%
■ Asia	1,916	(1)%	(2)%	3,811	(0)%
■ EMEA	359	3%	(1)%	706	(2)%
Core Operating	2,815	1%	1%	5,555	1%
Legal & Repositioning <sup>(1)</sup>	304	NM	NM	323	NM
<b>Expenses</b>	<b>3,119</b>	11%	12%	<b>5,878</b>	7%
■ Latin America	1,360	2%	4%	2,674	4%
■ Asia	1,446	26%	27%	2,576	14%
■ EMEA	313	(2)%	(8)%	628	(8)%
<b>Credit Costs</b>	<b>813</b>	2%	10%	<b>1,591</b>	11%
<b>EBT</b>	<b>667</b>	(32)%	(36)%	<b>1,640</b>	(19)%
<b>Net Income</b>	<b>\$521</b>	(26)%	(30)%	<b>\$1,221</b>	(16)%
<b>Key Indicators (\$B, except branches)</b>					
Branches	2,551	(3)%	(10)%	2,551	(10)%
RB Average Deposits	\$164	1%	3%	\$162	2%
RB Average Loans	111	2%	8%	109	8%
Investment Sales	23	(2)%	(2)%	47	(0)%
Card Average Loans <sup>(2)</sup>	33	(0)%	3%	33	3%
Card Purchase Sales <sup>(2)</sup>	31	4%	2%	60	3%

## • Revenues

- Latam up 3% YoY mainly driven by volume growth
- Asia down 2% YoY reflecting ongoing regulatory changes, franchise repositioning in Korea and lower investment sales revenues
- EMEA down 1% YoY mainly reflecting market exits

## • Expenses

- Up 12% YoY driven by higher repositioning charges in Korea. Core operating expenses up 1% YoY driven by business growth and higher regulatory and compliance costs, partially offset by ongoing efficiency savings

## • Credit Costs

- NCL rate of 1.97% versus 1.74% in 2Q'13
- LLR build of \$75MM in 2Q'14 mostly reflecting portfolio growth and seasoning in Latam

Note: Totals may not sum due to rounding. Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes. Results presented excluding the impact of foreign exchange translation are non-GAAP financial metrics. For a reconciliation of constant dollars to reported results, please refer to Slide 41.

(1) Legal and related and repositioning expenses were \$19MM in 1Q'14 and \$0 in 2Q'13.

(2) Adjusted to exclude Credicard loans of \$3.2B and purchase sales of \$2.3 (\$2.9B loans in constant dollars and \$2.1B of purchase sales in constant dollars) in 1Q'13; Credicard was moved to discontinued operations as of 2Q'13.

# Citicorp – North America Consumer Banking

(\$MM)

	2Q'14	QoQ %Δ	YoY %Δ	1H'14	%Δ
<b>Revenues</b>	<b>\$4,782</b>	(0)%	(5)%	<b>\$9,565</b>	(6)%
■ Retail Banking	1,173	3%	(26)%	2,312	(27)%
■ Branded Cards	2,028	0%	3%	4,047	1%
■ Retail Services	1,581	(3)%	7%	3,206	7%
Core Operating	2,324	(2)%	(5)%	4,696	(4)%
Legal & Repositioning <sup>(1)</sup>	18	(68)%	NM	77	14%
<b>Expenses</b>	<b>2,342</b>	(4)%	(4)%	<b>4,773</b>	(3)%
<b>Credit Costs</b>	<b>686</b>	(18)%	(19)%	<b>1,526</b>	(13)%
<b>EBT</b>	<b>1,754</b>	16%	0%	<b>3,266</b>	(6)%
<b>Net Income</b>	<b>\$1,078</b>	6%	(0)%	<b>\$2,097</b>	(3)%
<b>Key Indicators (\$B, except branches)</b>					
Branches	912	(5)%	(7)%	912	(7)%
RB Average Deposits	\$171	0%	4%	\$171	4%
RB Average Loans	46	2%	11%	45	7%
Investment Sales	4	(3)%	(3)%	8	(3)%
Cards Average Loans	109	(2)%	4%	110	4%
Purchase Sales	64	14%	7%	121	6%

## • Revenues

- Retail Banking: Down YoY on lower mortgage refinancing activity. Up QoQ on higher mortgage revenues and improved deposit spreads offset by a one-time gain in 1Q'14
- Citi-Branded Cards: Up 3% YoY as purchase sales increased and lower average loans were partially offset by improved spreads; flat QoQ as higher purchase sales were offset by a decline in average loans
- Retail Services: Up YoY driven by the Best Buy portfolio acquisition; down QoQ reflecting seasonality

## • Expenses

- Operating expenses down 4% YoY reflecting ongoing cost reduction initiatives, partially offset by Best Buy and higher volumes

## • Credit Costs

- NCLs declined 10% YoY to \$1.1B, driven by improvement in cards
- Net LLR release of \$396MM in 2Q'14, compared to net release of \$351MM in 2Q'13, reflecting improving credit trends

Note: Totals may not sum due to rounding.

(1) Legal and related and repositioning expenses were \$58MM in 1Q'14 and \$(1)MM in 2Q'13.



# Citicorp – Consumer Credit Trends

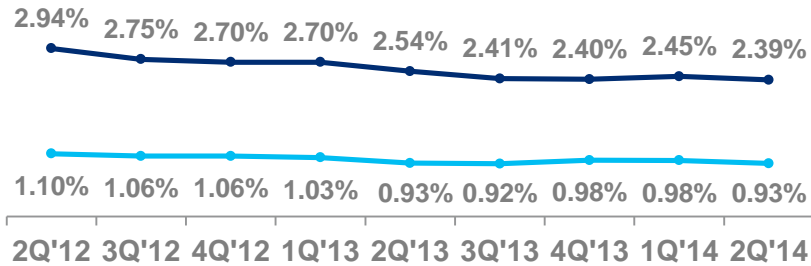
(EOP Loans in Constant \$B)

● NCL

● 90+ DPD

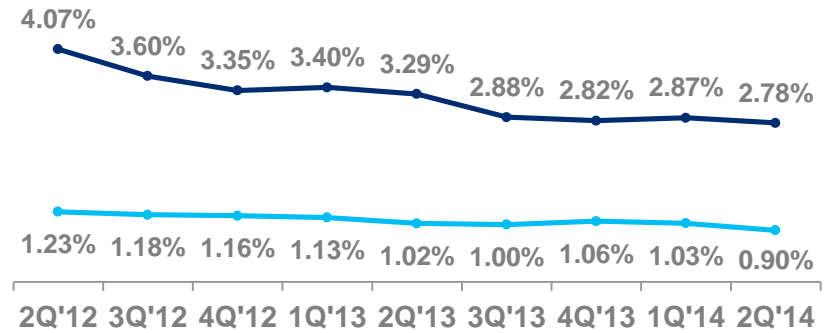
## Global Consumer Banking

EOP	2Q'13	1Q'14	2Q'14
Loans	\$286.1	\$298.6	\$302.5



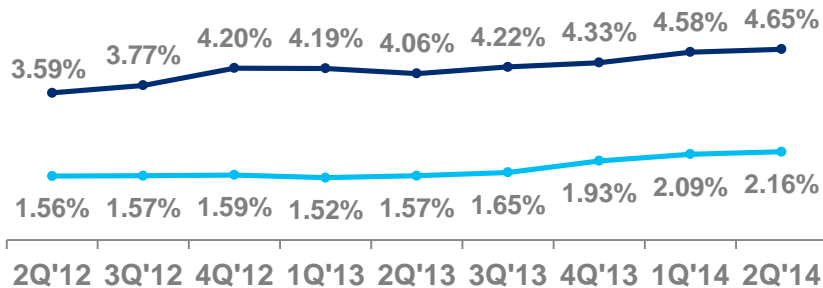
## North America

EOP	2Q'13	1Q'14	2Q'14
Loans	\$147.0	\$154.1	\$156.6



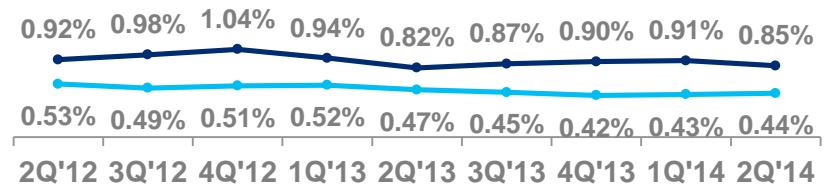
## Latin America

EOP	2Q'13	1Q'14	2Q'14
Loans	\$40.7	\$42.3	\$42.5



## Asia

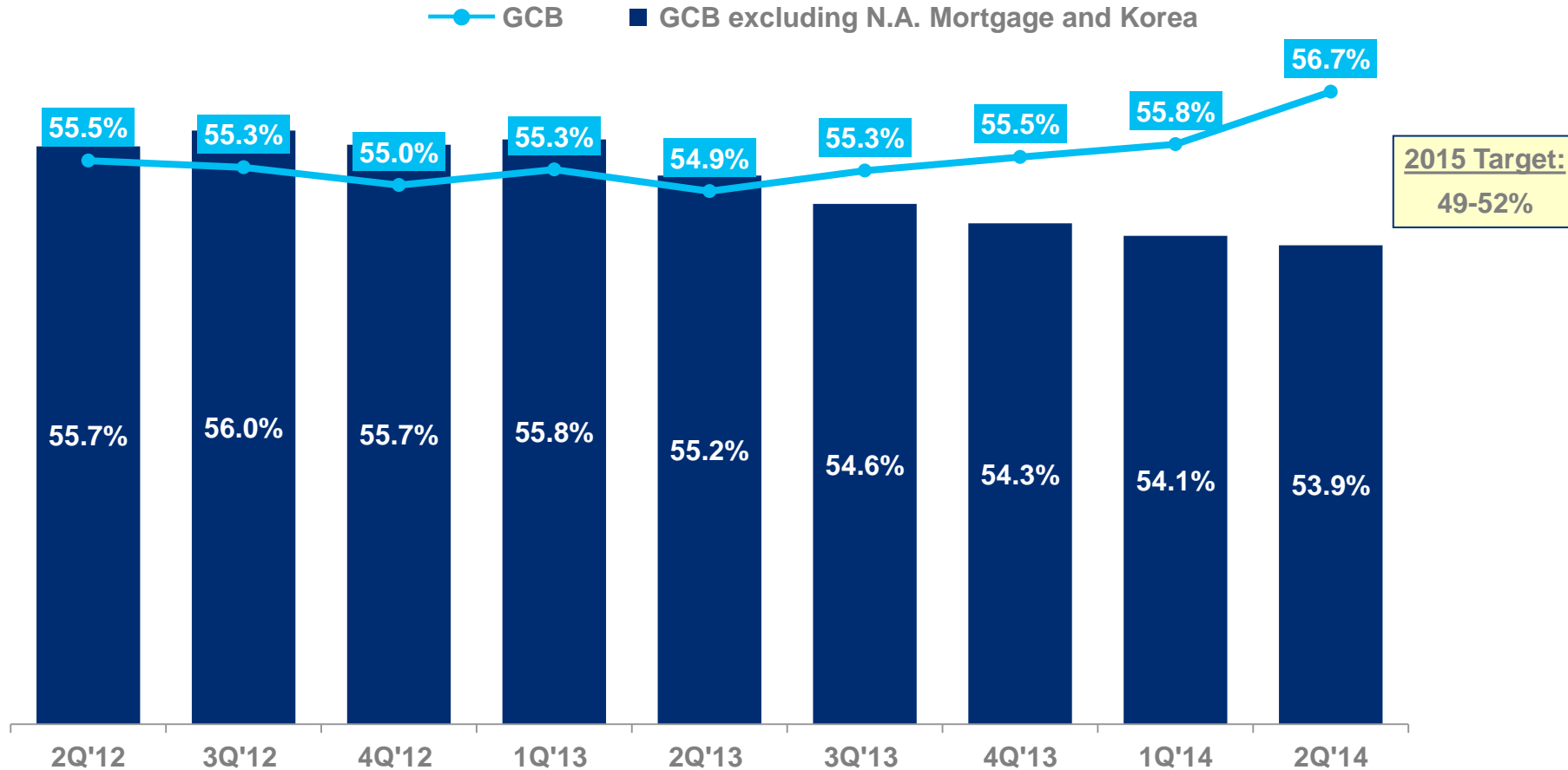
EOP	2Q'13	1Q'14	2Q'14
Loans	\$90.1	\$93.9	\$94.9



# Global Consumer Banking Efficiency Ratio

(LTM)

## Efficiency Ratio<sup>(1)</sup>

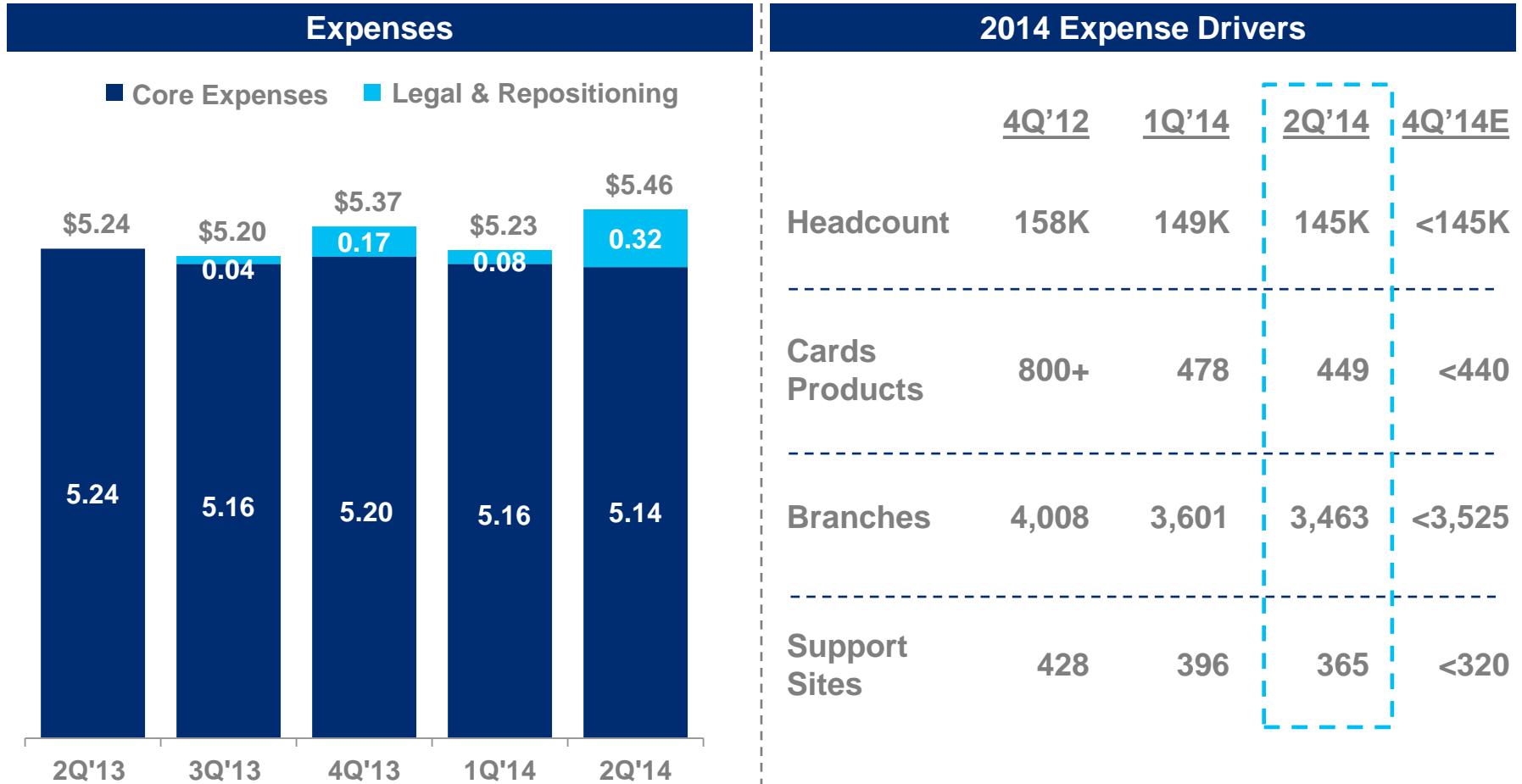


Note: Totals may not sum due to rounding. LTM: Last twelve months.

10 (1) Adjusted results, which exclude 4Q'11 and 4Q'12 repositioning charges. Total GCB in 2Q'14 includes approximately \$270MM of repositioning charges in Korea.

# Global Consumer Banking Expenses

(in Constant \$B)



Note: Totals may not sum due to rounding. Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes. Results presented excluding the impact of foreign exchange translation are non-GAAP financial metrics. For a reconciliation of constant dollars to reported results, please refer to Slide 41.

# Citicorp – Institutional Clients Group<sup>(1)</sup>

(\$MM)

	2Q'14	QoQ %Δ	YoY %Δ	1H'14	%Δ
<b>Product Revenues (ex-CVA / DVA &amp; Loan Hedges)</b>					
■ <b>Total Banking</b>	\$4,457	9%	6%	\$8,540	3%
- Treasury & Trade Solutions	2,009	3%	0%	3,957	1%
- Investment Banking	1,338	27%	16%	2,390	3%
- Private Bank	656	(2)%	2%	1,324	4%
- Corporate Lending <sup>(2)</sup>	454	9%	12%	869	18%
■ <b>Total Markets &amp; Securities Services</b>	\$4,082	(21)%	(16)%	\$9,257	(14)%
- Fixed Income Markets	2,996	(22)%	(12)%	6,846	(16)%
- Equity Markets	659	(25)%	(26)%	1,542	(7)%
- Securities Services	598	7%	(0)%	1,159	(1)%
- Other	(171)	(44)%	NM	(290)	(41)%
<b>Product Revenues<sup>(2)</sup></b>	<b>8,539</b>	<b>(8)%</b>	<b>(6)%</b>	<b>17,797</b>	<b>(6)%</b>
<b>Total Revenues (ex-CVA / DVA)</b>	<b>\$8,495</b>	<b>(8)%</b>	<b>(7)%</b>	<b>\$17,736</b>	<b>(7)%</b>
Core Operating	4,809	(1)%	(3)%	9,663	(3)%
Legal & Repositioning <sup>(3)</sup>	82	(42)%	27%	222	NM
<b>Expenses</b>	<b>4,891</b>	<b>(2)%</b>	<b>(2)%</b>	<b>9,885</b>	<b>(2)%</b>
<b>Credit Costs</b>	<b>(112)</b>	<b>NM</b>	<b>NM</b>	<b>(85)</b>	<b>NM</b>
<b>EBT</b>	<b>3,716</b>	<b>(12)%</b>	<b>(10)%</b>	<b>7,936</b>	<b>(11)%</b>
<b>Net Income</b>	<b>\$2,563</b>	<b>(13)%</b>	<b>(9)%</b>	<b>\$5,506</b>	<b>(9)%</b>

## • Revenues

- Total Banking: Up 6% YoY and 9% QoQ ex-loan hedges driven by higher debt & equity underwriting revenues as well as growth in TTS and Private Bank business volumes
- Total Markets: Down 16% YoY and 21% QoQ, driven by declines in trading revenues:
  - Fixed Income Markets down 12% YoY on historically low volatility and decline in volumes, as well as gains in prior year period. Down 22% QoQ reflecting seasonal decline
  - Equity Markets down 26% YoY and 25% QoQ reflecting lower client activity and weak trading performance in EMEA

## • Expenses

- Down 2% YoY reflecting lower compensation expenses, partially offset by higher regulatory and compliance costs and higher legal and related expenses

Note: Totals may not sum due to rounding. NM: Not meaningful.

(1) Adjusted results, which exclude CVA / DVA in all periods. Please refer to Slide 40 for a reconciliation of this information to reported results.

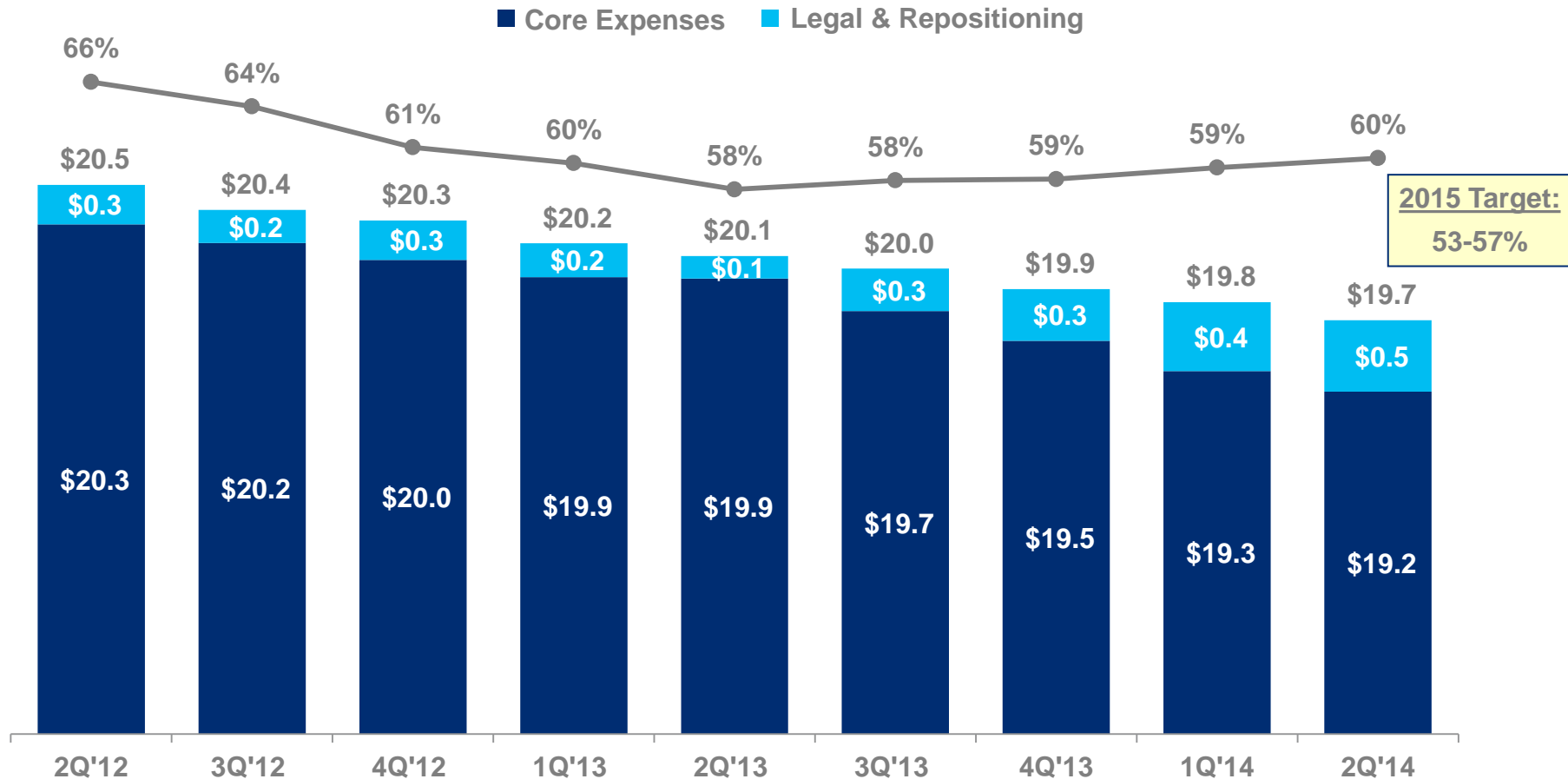
(2) Corporate Lending revenues exclude the impact of gains / losses on hedges related to accrual loans of \$(44)MM in 2Q'14, \$(17)MM in 1Q'14 and \$23MM in 2Q'13. Hedges on accrual loans reflect the mark-to-market on credit derivatives used to hedge the corporate loan accrual portfolio. The fixed premium cost of these hedges is included in (netted against) the core Corporate Lending revenues to reflect the cost of the credit protection.

(3) Legal and related and repositioning expenses were \$140MM in 1Q'14 and \$65MM in 2Q'13.

# Institutional Clients Group<sup>(1)</sup>

(LTM, \$B)

## Expenses and Efficiency Ratio



Note: Totals may not sum due to rounding. LTM: Last twelve months.

(1) Adjusted results, which exclude CVA / DVA in all periods, 4Q'11 and 4Q'12 repositioning charges and the net fraud loss in Mexico in 4Q'13. Please refer to Slide 40 for a reconciliation of this information to reported results.

# Citicorp – Corporate / Other<sup>(1)</sup>

(\$MM)

	2Q'14	1Q'14	%Δ	2Q'13	%Δ	1H'14	%Δ
<b>Revenues</b>	<b>\$35</b>	\$141	(75)%	\$114	(69)%	<b>\$176</b>	47%
Core Operating	297	284	5%	159	87%	581	42%
Legal & Repositioning	358	137	NM	135	NM	495	NM
<b>Expenses</b>	<b>655</b>	421	56%	294	NM	<b>1,076</b>	70%
<b>EBT</b>	<b>(620)</b>	(280)	NM	(180)	NM	<b>(900)</b>	(75)%
<b>Net Income</b>	<b>\$(479)</b>	\$(221)	NM	\$(205)	NM	<b>\$(700)</b>	(62)%
<b>Key Indicators (\$B)</b>							
Average Assets	\$326	\$318	3%	\$275	19%	\$322	19%
EOP Assets	326	323	1%	290	12%	326	12%

- Revenues

- Down YoY mainly driven by hedging activities

- Expenses

- Up YoY reflecting higher legal and related expenses as well as higher regulatory and compliance costs

- Assets

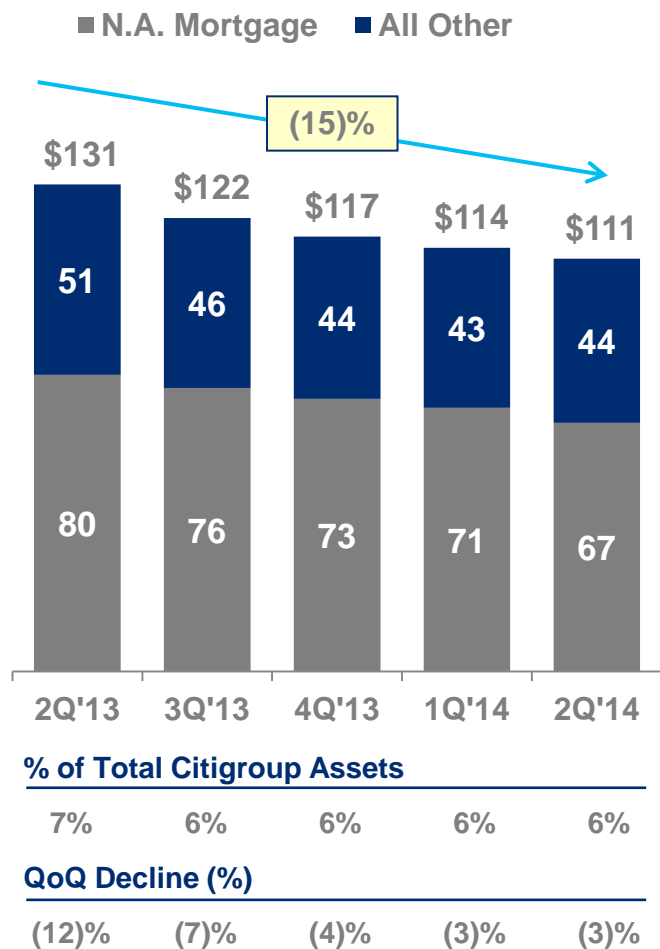
- Cash and deposits with banks plus liquid investments represent 83% of Corporate / Other assets

Note: Totals may not sum due to rounding. NM: Not meaningful.

(1) Adjusted results, which exclude the tax item in 1Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.

# Citi Holdings – Asset Summary

EOP Assets (\$B)



	2Q'14	1Q'14	%Δ
<b>Consumer Assets</b>	<b>\$98</b>	<b>\$101</b>	<b>(3) %</b>
■ North America	92	95	(3)
■ Loans			
– Mortgages	67	71	(6)
– Personal	9	9	2
– Other	2	2	(3)
■ Other Assets	14	13	8
■ International	6	6	(2)
<b>Other Assets</b>	<b>\$12</b>	<b>\$13</b>	<b>(3) %</b>
■ Securities at HTM	3	4	(2)
■ Trading MTM / AFS	5	5	4
■ Other	3	4	(12)
<b>Total</b>	<b>\$111</b>	<b>\$114</b>	<b>(3) %</b>

Note: Totals and percentage changes may not sum due to rounding.

# Citi Holdings – Financials<sup>(1)</sup>

(\$MM)

	2Q'14	1Q'14	%Δ	2Q'13	%Δ	1H'14	%Δ
<b>Revenues</b>	<b>\$1,464</b>	\$1,442	2%	\$1,081	35%	<b>\$2,906</b>	46%
Core Operating	728	742	(2)%	856	(15)%	1,470	(15)%
Legal & Repositioning	37	802	NM	708	NM	839	(38)%
<b>Operating Expenses</b>	<b>765</b>	1,544	(50)%	1,564	(51)%	<b>2,309</b>	(25)%
Net Credit Losses <sup>(2)</sup>	399	519	(23)%	770	(48)%	918	(46)%
Net LLR Build / (Release)	(254)	(345)	26%	(473)	46%	(599)	27%
PB&C	143	155	(8)%	154	(7)%	298	(7)%
<b>Credit Costs</b>	<b>288</b>	329	(12)%	451	(36)%	<b>617</b>	(48)%
<b>EBT</b>	<b>411</b>	(431)	NM	(934)	NM	<b>(20)</b>	NM
<b>Net Income</b>	<b>\$244</b>	\$(292)	NM	\$(591)	NM	<b>\$(48)</b>	NM

- Revenues

- Up YoY primarily driven by the absence of rep & warranty reserve builds, higher gains on asset sales and lower funding costs

- Expenses

- Core operating expenses down 15% YoY, reflecting the decline in assets

- Credit Costs

- NCLs down 48% YoY to \$399MM, down 41% excluding one-time recovery in 2Q'14<sup>(2)</sup>
- LLR release of \$254MM

Note: Totals may not sum due to rounding.

(1) Adjusted results, which exclude CVA / DVA in all periods and the impact of the mortgage settlement in 2Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.

(2) 2Q'14 NCL included a recovery of approximately \$58MM in residential first mortgages in CitiMortgage, Inc.



# Citi Holdings – Key Financial Metrics

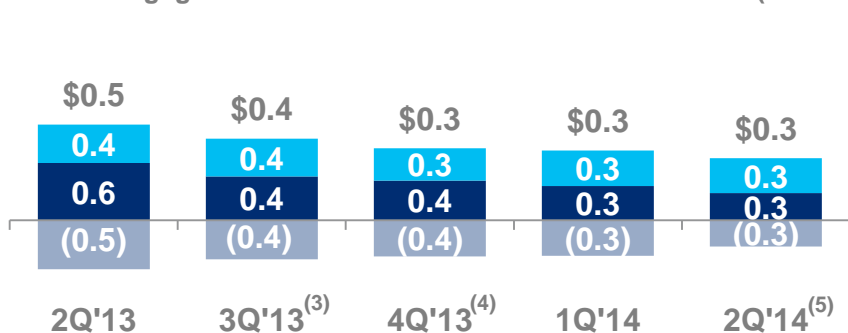
(\$B)

## Adjusted Operating Margin<sup>(1)</sup>



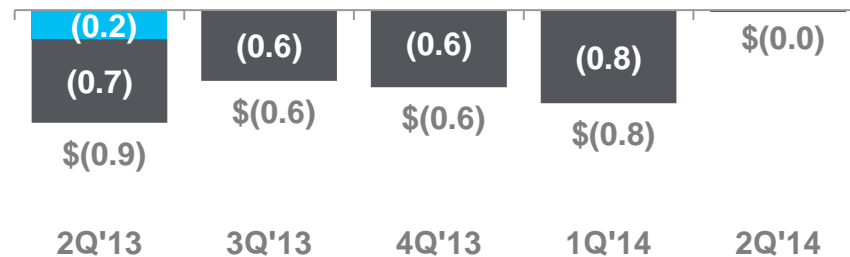
## Credit Costs<sup>(2)</sup>

■ N.A. Mortgage NCLs ■ Other NCLs & PB&C<sup>(2)</sup> ■ LLR Build/(Release)

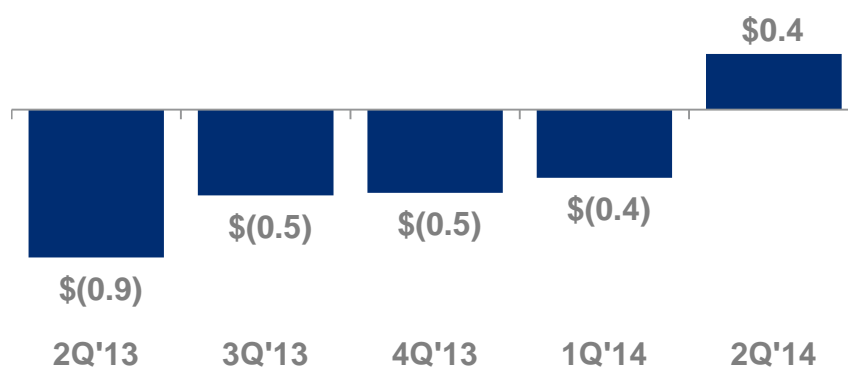


## Adjusted Items

■ Rep & Warranty ■ Legal & Related



## Pre-Tax Earnings<sup>(6)</sup>

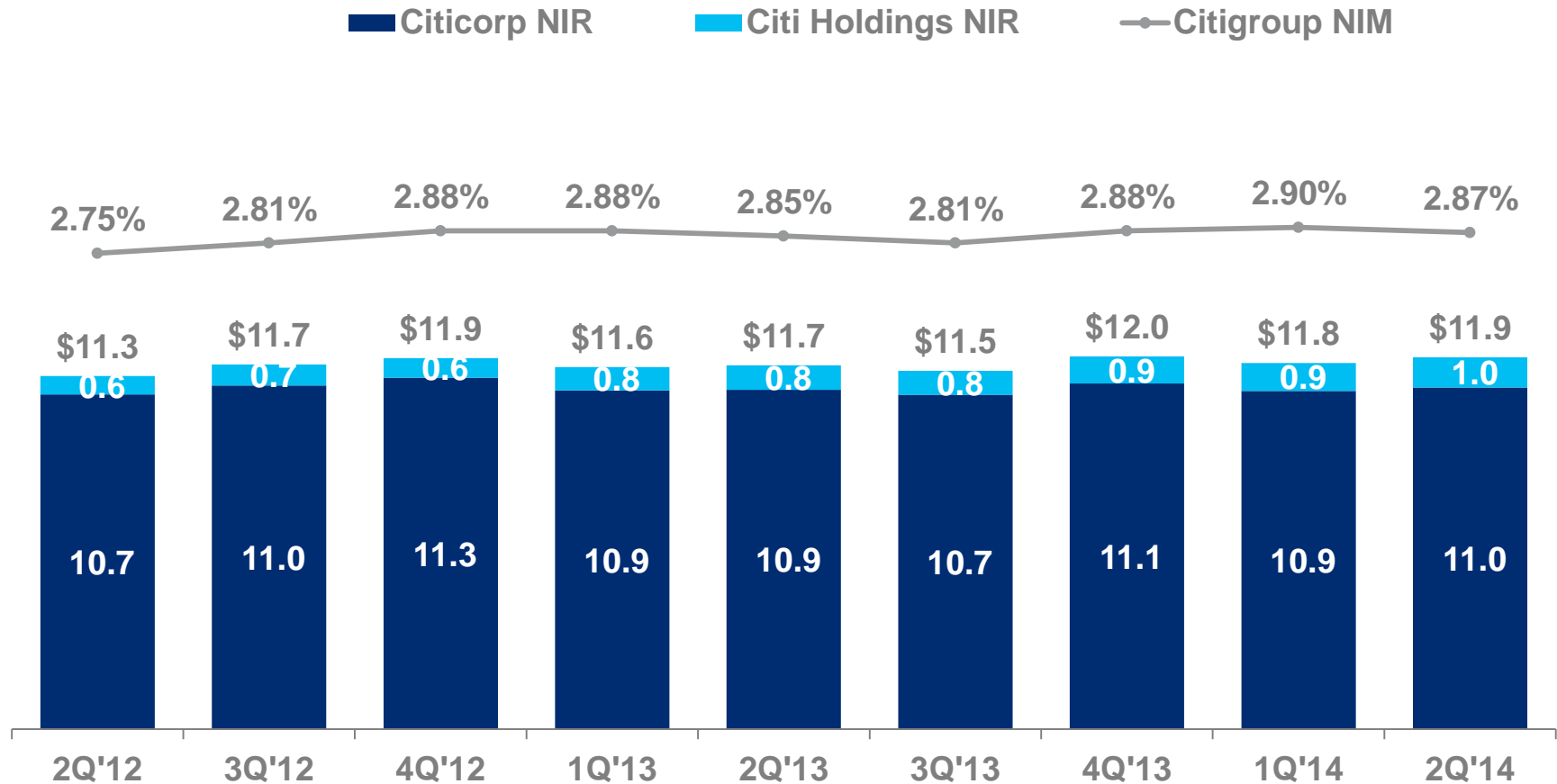


Note: Totals may not sum due to rounding.

- (1) Operating margin is defined as revenues less expenses, excluding CVA / DVA, the impact of the mortgage settlement in 2Q'14, rep and warranty reserve builds, and other legal and related costs.
- (2) PBC: Provision for Benefits and Claims, totaling approximately \$150MM in each period.
- (3) 3Q'13 excluded approximately \$300MM of incremental mortgage-related LLR release.
- (4) 4Q'13 excluded approximately \$184MM of net credit losses and related loan loss reserve releases. For additional information, please see Citi's Fourth Quarter 2013 earnings presentation published on January 16, 2014.
- (5) 2Q'14 NCL excluded a recovery of approximately \$58MM in residential first mortgages in CitiMortgage, Inc.
- (6) Pre-tax earnings, excluding CVA / DVA, the impact of the mortgage settlement in 2Q'14, the incremental LLR release of approximately \$300MM in 3Q'13 and the NCL recovery of approximately \$58MM in 2Q'14.

# Citigroup – Net Interest Revenue & Margin

(\$B)

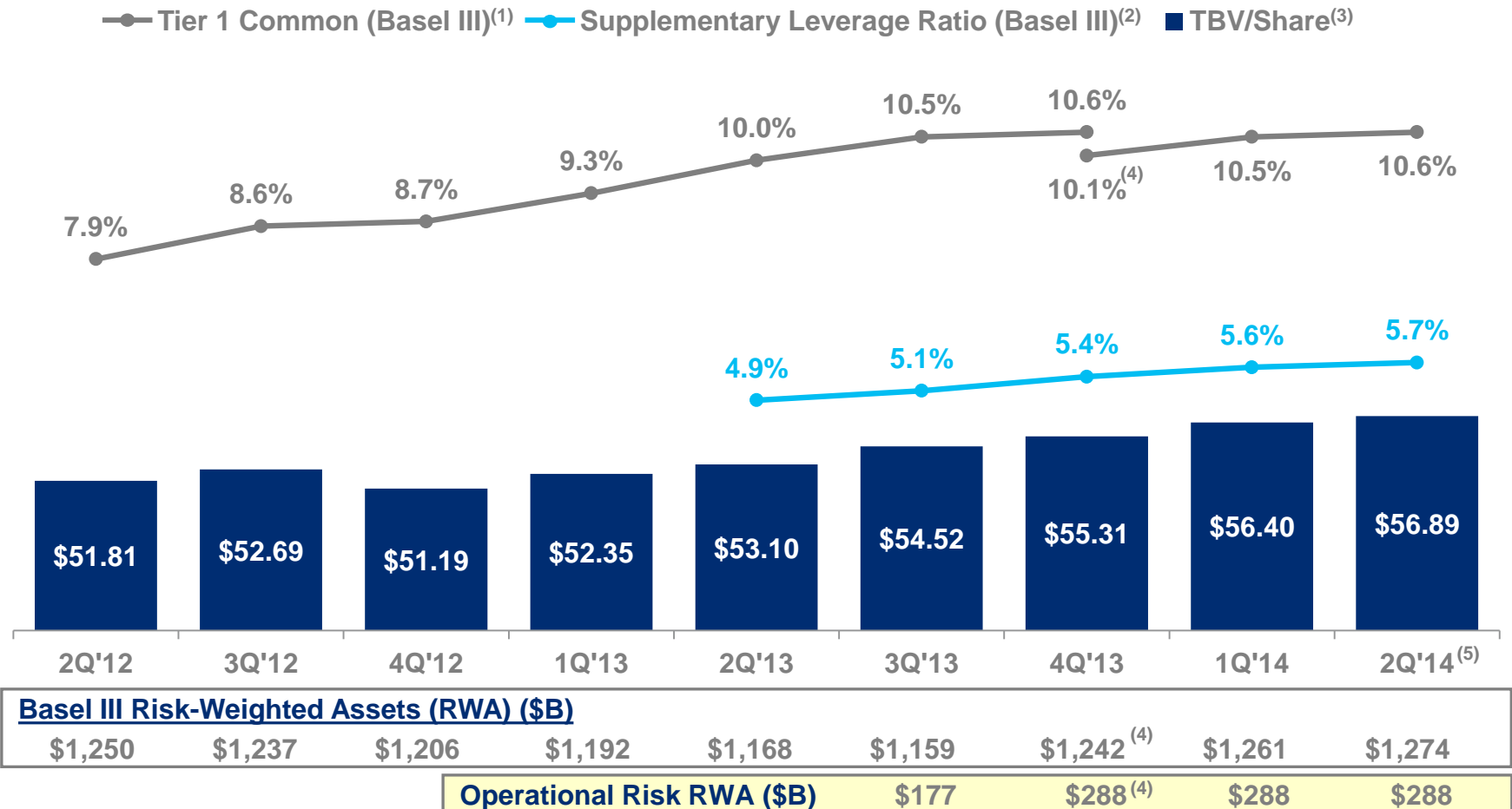


Note: Totals may not sum due to rounding.

NIM (%) includes the taxable equivalent adjustment (based on the U.S. federal statutory tax rate of 35%).

NIR (\$) excludes the taxable equivalent adjustment (based on the U.S. federal statutory tax rate of 35%).

# Citigroup – Key Capital Metrics



Note:

- (1) Citigroup's estimated Basel III Tier 1 Common ratio is a non-GAAP financial measure. For additional information, please refer to Slides 38.
- (2) Citigroup's estimated Basel III Supplementary Leverage Ratio is a non-GAAP financial measure. For additional information, please refer to Slides 39.
- (3) Tangible Book Value (TBV) per share is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 39.
- (4) 4Q'13 estimated Basel III Tier 1 Common ratio was adjusted to include, on a pro forma basis, approximately \$56B of additional operational risk risk-weighted assets related to Citigroup's approved exit from Basel III parallel reporting, effective in 2Q'14. For more information, please see Citigroup's press release dated February 21, 2014 on its Investor Relations website.
- (5) Preliminary. Citi Holdings comprised approximately 16% of estimated Basel III risk-weighted assets as of 2Q'14.

# Conclusions

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## **Results show progress despite difficult operating environment**

- Markets revenues impacted by low volatility and ongoing macro-uncertainty
- Strong Banking performance, driven by debt and equity underwriting
- Continued underlying growth in Treasury & Trade Solutions
- Headwinds abating in Global Consumer Banking
- Citi Holdings generated its first net profit, excluding the settlement

## **Strong capital and liquidity position**

- Reduced deferred tax assets by approximately \$2.2 billion in first half 2014
- Estimated Basel III Tier 1 Common Ratio increased to 10.6%
- Estimated Basel III Supplementary Leverage Ratio increased to 5.7%

## **Key execution priorities**

- Grow Citicorp while improving operating efficiency
- Focus on achieving 2015 financial targets
- Continue to utilize deferred tax assets
- Bring capital planning process to highest standards

Certain statements in this document are “forward-looking statements” within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. 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 the precautionary statements included in this document 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 2013 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.

The Citi logo is centered on a blue gradient background. It features a red semi-circular arc above the word "citi" in a white, lowercase, sans-serif font. A registered trademark symbol (®) is located to the right of the word.

citi®

# Appendix

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# Citigroup – LTM Returns Analysis

(\$B)

	Net Income to Common <sup>(1)</sup>	Average GAAP Assets	ROA <sup>(3)</sup> (bps)	Average Allocated TCE <sup>(4)</sup>	RoTCE
GCB	\$6.4	\$397	161	\$36	18%
ICG	9.2	1,057	87	67	14%
Corp / Other	(1.5) <sup>(2)</sup>	314	(34)	42	(4)%
<b>Citicorp</b>	<b>\$14.1<sup>(2)</sup></b>	<b>\$1,767</b>	<b>82</b>	<b>\$145</b>	<b>10%</b>
Citi Holdings	(0.6)	118	(50)	23	(3)%
<b>Citigroup</b>	<b>\$13.5<sup>(2)</sup></b>	<b>\$1,885</b>	<b>74</b>	<b>\$168</b>	<b>8%</b>

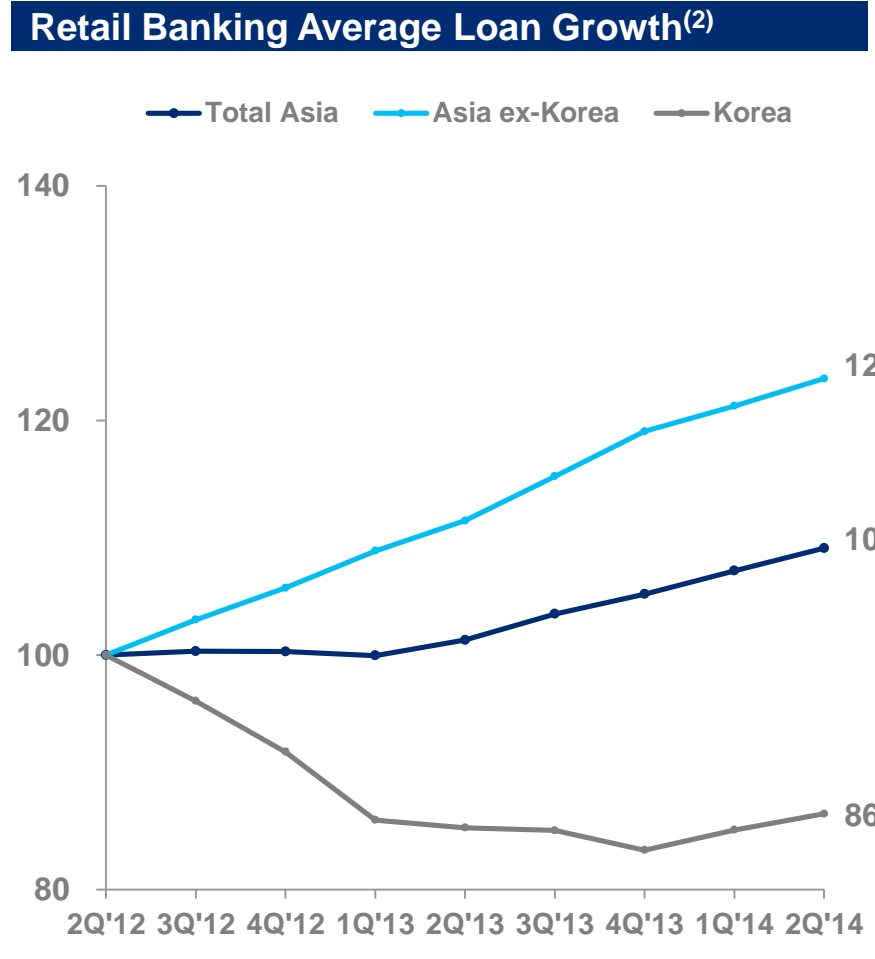
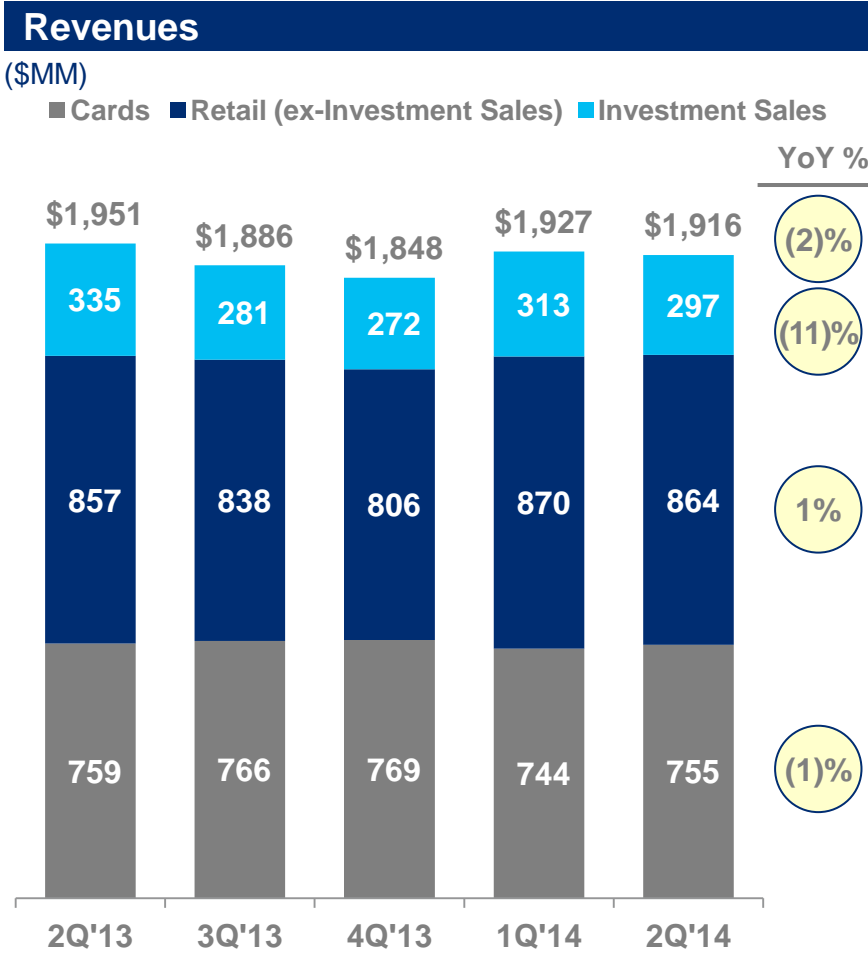
Citicorp  
RoTCE  
excluding  
DTA =  
13%<sup>(5)</sup>

Note: Totals may not sum due to rounding. LTM'14: Last twelve months ended June 30, 2014.

- (1) Adjusted LTM results, which exclude CVA / DVA in all periods, the impact of the mortgage settlement in 2Q'14, tax items in 3Q'13 and 1Q'14, the impact of the Credicard divestiture in 4Q'13 and the net fraud loss in Mexico in 4Q'13. For a reconciliation of the adjusted results to the reported results, please refer to Slide 40.
- (2) Represents LTM net income less LTM preferred dividends of \$405MM.
- (3) Return on Assets (ROA) defined as net income (before preferred dividends) divided by average assets.
- (4) Tangible common equity allocated to GCB, ICG and Citi Holdings based on estimated full year 2014 capital allocations. Tangible common equity is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 39.
- (5) Average TCE supporting DTA in Citicorp for LTM'14 equaled approximately \$38 billion.



# Citicorp – Asia Consumer Banking<sup>(1)</sup>



Note: Totals may not sum due to rounding. Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes. Results presented excluding the impact of foreign exchange translation are non-GAAP financial metrics. For a reconciliation of constant dollars to reported results, please refer to Slide 41.

25 (1) All data shown in constant dollars.

(2) Index 2Q'12 = 100



# Other P&L Items – Legal & Repositioning Expenses

(\$MM)

	2Q'14 <sup>(1)</sup>	1Q'14	2Q'13
<b>Legal and Related Costs</b>			
Citicorp	\$387	\$162	\$128
Citi Holdings	15	784	705
<b>Total</b>	<b>\$402</b>	<b>\$945</b>	<b>\$832</b>
<b>Repositioning Costs</b>			
Citicorp	\$376	\$192	\$72
Citi Holdings	21	18	3
<b>Total</b>	<b>\$397</b>	<b>\$211</b>	<b>\$75</b>

Note: Totals may not sum due to rounding. All items are pre-tax.

(1) Adjusted results exclude the impact of the mortgage settlement in 2Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.

# Citigroup – Loan Loss Reserve Build / (Release)<sup>(1)</sup>

(\$MM)

	2Q'14 <sup>(2)</sup>	1Q'14	2Q'13	\$ Change	
				QoQ	YoY
NA Consumer	\$(396)	\$(269)	\$(351)	\$(127)	\$(45)
International Consumer	75	48	123	27	(48)
Global Consumer	\$(321)	\$(221)	\$(228)	\$(100)	\$(93)
ICG	(121)	(107)	(83)	(14)	(38)
Citicorp	\$(442)	\$(328)	\$(311)	\$(114)	\$(131)
Citi Holdings	(254)	(345)	(473)	91	219
<b>Citigroup</b>	<b>\$(696)</b>	<b>\$(673)</b>	<b>\$(784)</b>	<b>\$(23)</b>	<b>\$88</b>

Note: Totals may not sum due to rounding.

(1) Includes provision for unfunded lending commitments.

(2) Adjusted results exclude the impact of the mortgage settlement in 2Q'14. Please refer to Slide 40 for a reconciliation of this information to reported results.

# Citigroup – Estimated FX<sup>(1)</sup> Impact on Key P&L Metrics

Year-over-Year Impact (\$B)	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14
Revenues	\$(0.0)	\$(0.2)	\$(0.3)	\$(0.4)	\$(0.2)
Expenses	(0.1)	(0.2)	(0.2)	(0.2)	0.0
Cost of Credit	0.0	(0.0)	(0.0)	(0.1)	(0.0)
<b>Earnings Before Taxes</b>	<b>\$0.0</b>	<b>\$(0.0)</b>	<b>\$(0.1)</b>	<b>\$(0.1)</b>	<b>\$(0.2)</b>

Note: Totals may not sum due to rounding.

(1) Impact of foreign exchange translation into U.S. dollars. Please also refer to Slide 41.

# Citicorp – Consumer Credit

(in Constant \$B)

	2Q'14 Loans		Growth	90+ DPD Ratio			NCL Ratio		
	(\$B)	(%)	YoY %	2Q'13	1Q'14	2Q'14	2Q'13	1Q'14	2Q'14
Korea	25.1	8.3%	(1.9)%	0.4%	0.4%	0.4%	0.9%	1.4%	0.9%
Singapore	14.8	4.9%	10.3%	0.1%	0.1%	0.1%	0.2%	0.3%	0.3%
Hong Kong	10.6	3.5%	6.8%	0.1%	0.1%	0.0%	0.4%	0.3%	0.4%
Taiwan	7.2	2.4%	8.8%	0.1%	0.1%	0.1%	(0.3)%	0.1%	(0.1)%
India	6.1	2.0%	5.9%	0.6%	0.6%	0.6%	0.7%	1.0%	1.0%
Malaysia	5.8	1.9%	9.4%	1.2%	1.1%	1.0%	0.7%	0.7%	0.7%
China	4.9	1.6%	27.7%	0.1%	0.1%	0.1%	(0.0)%	(0.2)%	0.8%
Thailand	2.1	0.7%	2.9%	1.4%	1.6%	1.8%	1.8%	2.1%	2.2%
All Other	2.5	0.8%	1.3%	1.2%	1.3%	1.3%	3.2%	3.0%	3.0%
<b>Emerging Asia</b>	<b>79.0</b>	<b>26.1%</b>	<b>5.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.6%</b>	<b>0.8%</b>	<b>0.7%</b>
Australia	13.5	4.5%	3.4%	0.9%	0.7%	0.8%	1.8%	1.4%	1.7%
Japan	2.3	0.7%	5.2%	0.6%	0.3%	0.3%	1.5%	1.1%	0.8%
<b>Developed Asia</b>	<b>15.8</b>	<b>5.2%</b>	<b>3.6%</b>	<b>0.9%</b>	<b>0.6%</b>	<b>0.7%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.5%</b>
<b>Asia</b>	<b>94.9</b>	<b>31.4%</b>	<b>5.3%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>0.8%</b>
Mexico	31.2	10.3%	4.3%	1.4%	2.2%	2.3%	4.0%	4.6%	4.7%
Brazil	4.4	1.4%	7.9%	2.4%	1.9%	2.1%	5.4%	5.7%	5.5%
Colombia	2.6	0.9%	3.2%	1.6%	1.3%	1.3%	5.3%	4.4%	3.5%
All Other	4.4	1.4%	2.9%	1.9%	1.8%	1.8%	2.8%	3.8%	4.0%
<b>Latam</b>	<b>42.5</b>	<b>14.1%</b>	<b>4.5%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.2%</b>	<b>4.1%</b>	<b>4.6%</b>	<b>4.6%</b>
Poland	3.1	1.0%	15.6%	1.1%	0.8%	0.6%	(0.5)%	(0.4)%	0.2%
All Other	5.4	1.8%	(2.1)%	1.0%	0.7%	0.7%	0.2%	1.1%	1.4%
<b>EMEA</b>	<b>8.5</b>	<b>2.8%</b>	<b>3.7%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>0.0%</b>	<b>0.6%</b>	<b>1.0%</b>
<b>Total International</b>	<b>146.0</b>	<b>48.3%</b>	<b>5.0%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.0%</b>
<b>North America</b>	<b>156.6</b>	<b>51.8%</b>	<b>6.5%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>0.9%</b>	<b>3.3%</b>	<b>2.9%</b>	<b>2.8%</b>
<b>Total Consumer Loans</b>	<b>\$302.5</b>	<b>100.0%</b>	<b>5.7%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>0.9%</b>	<b>2.5%</b>	<b>2.5%</b>	<b>2.4%</b>

# Citicorp – Drivers in Constant Dollars

(\$B)

Asia	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14	YoY	QoQ
Cards Purchase Sales	19.1	19.4	20.7	19.4	20.1	5%	3%
Cards Average Loans	18.5	18.6	18.8	19.0	18.9	3%	(1%)
Cards EOP Loans	19.0	18.9	19.7	18.9	19.3	2%	2%
RB Average Loans	69.4	71.0	72.1	73.5	74.8	8%	2%
RB EOP Loans	71.1	71.7	73.2	74.9	75.6	6%	1%
RB Average Deposits	101.7	101.3	101.3	102.4	103.3	2%	1%
RB Investment Sales	11.1	8.6	8.3	10.5	9.1	(18%)	(13%)
RB Investment AUMs	51.7	55.0	55.2	56.7	58.3	13%	3%

Latam	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14	YoY	QoQ
Cards Purchase Sales	8.0	8.5	9.3	7.8	8.1	1%	4%
Cards Average Loans	11.0	11.3	11.9	11.8	11.9	8%	0%
Cards EOP Loans	11.4	11.8	12.1	11.9	11.7	3%	(1%)
RB Average Loans	28.4	29.0	29.9	30.3	30.6	8%	1%
RB EOP Loans	29.3	29.2	30.5	30.5	30.8	5%	1%
RB Average Deposits	43.5	44.6	46.5	46.4	47.1	8%	2%
RB Investment Sales	11.5	11.5	10.9	12.2	13.0	13%	7%
RB Investment AUMs	67.5	68.6	72.6	71.8	75.6	12%	5%

Note: Totals and percentage changes may not sum due to rounding.

# Citicorp – Drivers in Constant Dollars

(\$B)

EMEA <sup>(1)</sup>	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14	YoY	QoQ
Cards Purchase Sales	3.0	2.4	2.5	2.4	2.6	(11%)	8%
Cards Average Loans	2.7	2.3	2.3	2.3	2.4	(11%)	5%
Cards EOP Loans	2.8	2.3	2.4	2.4	2.5	(9%)	5%
RB Average Loans	5.3	5.4	5.5	5.6	5.9	11%	6%
RB EOP Loans	5.4	5.5	5.5	5.8	6.0	10%	3%
RB Average Deposits	13.2	12.2	12.6	12.9	13.5	2%	4%
RB Investment Sales	1.0	0.7	0.9	1.0	1.1	7%	8%
RB Investment AUMs	6.4	6.2	6.5	7.0	7.4	16%	6%

ICG	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14	YoY	QoQ
<b>TTS<sup>(2)</sup> EOP Deposits:</b>	<b>346</b>	<b>371</b>	<b>380</b>	<b>382</b>	<b>384</b>	<b>11%</b>	<b>1%</b>
NA	81	97	98	102	101	24%	(0%)
EMEA	115	120	127	128	126	9%	(1%)
Latin America	40	44	44	47	48	22%	3%
Asia	110	110	111	106	108	(1%)	2%
<b>ICG Average Loans:</b>	<b>252</b>	<b>260</b>	<b>268</b>	<b>272</b>	<b>279</b>	<b>10%</b>	<b>2%</b>
NA	96	100	105	107	109	13%	2%
EMEA	56	54	56	57	59	6%	4%
Latin America	37	37	39	40	41	11%	2%
Asia	63	67	68	68	70	10%	3%

Note: Totals and percentage changes may not sum due to rounding.

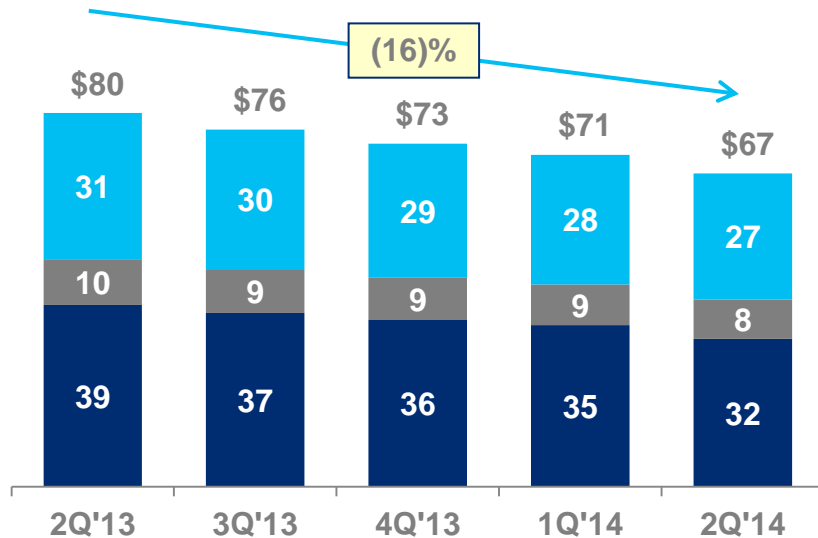
(1) Not adjusted to exclude market exits in Romania and Turkey in 3Q'13.

(2) TTS: Treasury and Trade Solutions.

# Citi Holdings – N.A. Mortgage Details

## EOP Loans (\$B)

■ CMI<sup>(1)</sup> Residential First ■ CFNA<sup>(1)</sup> Residential First  
■ Home Equity

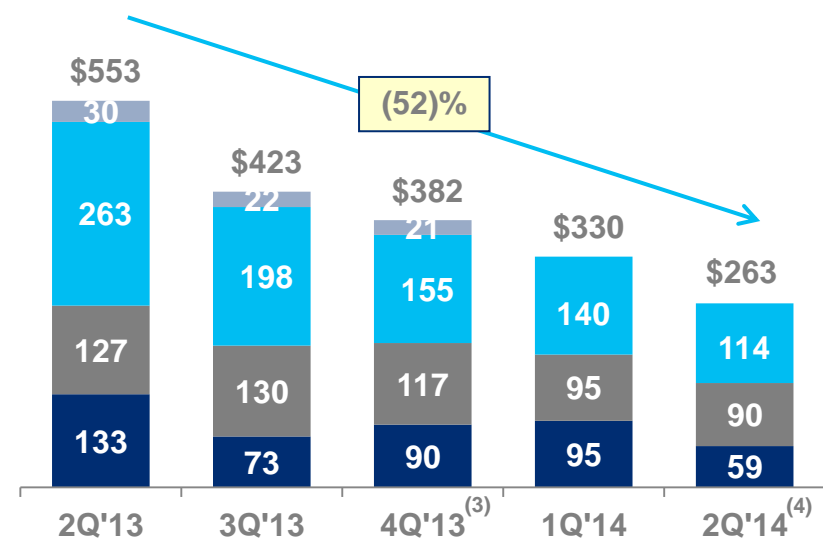


## N.A. Mortgage LLR (\$B) & Months of NCL Coverage

\$6.4	\$5.7	\$4.9	\$4.6	\$4.4
35	40	39	42	50 <sup>(4)</sup>

## Net Credit Losses (\$MM)

■ CMI<sup>(1)</sup> Residential First ■ CFNA<sup>(1)</sup> Residential First  
■ Home Equity ■ IFR / NMS<sup>(2)</sup>



### Total NCL

Total NCL	2.6%	2.1%	2.0%	1.9%	1.5%
CMI Resi 1 <sup>st</sup>	1.4%	0.8%	1.0%	1.1%	0.7%
CFNA Resi 1 <sup>st</sup>	5.0%	5.3%	5.0%	4.4%	4.2%
Home Equity	3.4%	2.7%	2.3%	2.0%	1.7%

Note: Totals may not sum due to rounding.

(1) CMI refers to loans originated by CitiMortgage. CFNA refers to loans originated by CitiFinancial.

(2) IFR: Independent Foreclosure Review. NMS: National Mortgage Settlement.

(3) 4Q'13 excluded approximately \$184MM of net credit losses. For additional information, please see Citi's Fourth Quarter 2013 earnings presentation published on January 16, 2014.

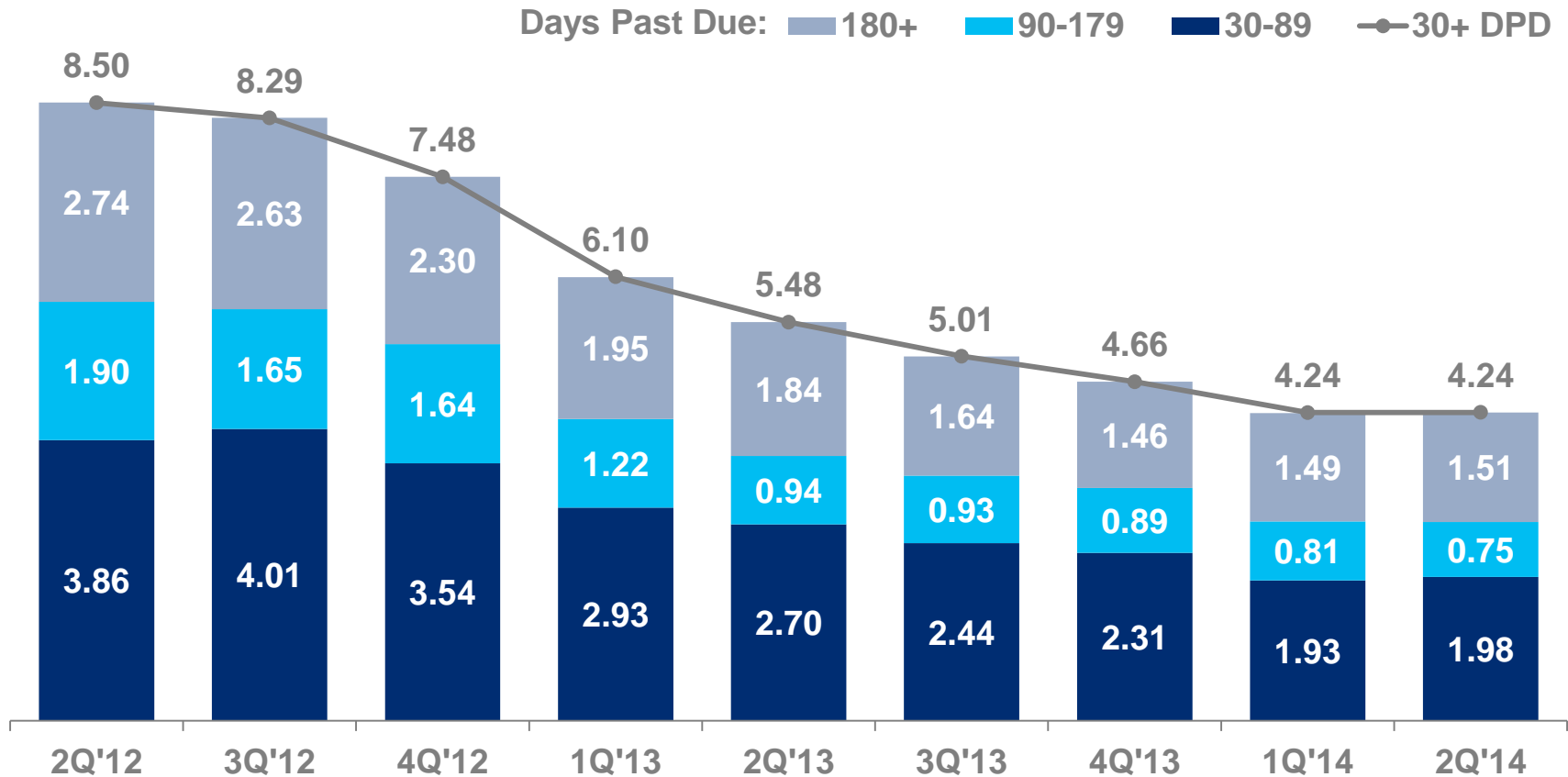
(4) 2Q'14 NCL excluded a recovery of approximately \$58MM in residential first mortgages in CMI.



# Citi Holdings – N.A. Mortgage Delinquencies

(\$B)

## Residential First Mortgage and Home Equity Loan Delinquencies<sup>(1)</sup>



Note: Totals may not sum due to rounding.

(1) Days past due exclude U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies, because the potential loss predominantly resides with the U.S. agencies, and loans that are recorded at fair value.

# Citi Holdings – Other Assets

(\$B)

	EOP Assets				2Q'14	
	3Q'13	4Q'13	1Q'14	2Q'14	Face Value	EOP Assets (% of Face)
<b>Securities at AFS</b>	\$0.9	\$1.0	\$0.9	\$0.8	\$1.0	82%
<b>Securities at HTM</b>	\$4.0	\$3.6	\$3.5	\$3.5	\$4.6	75%
Prime and Non-U.S. MBS	1.2	1.1	1.1	1.1	1.3	84%
Alt-A Mortgages	1.4	1.2	1.1	1.1	1.8	61%
Other Securities	1.3	1.3	1.3	1.3	1.6	83%
<b>Loan, Leases &amp; LC at HFI/HFS</b>	\$1.1	\$1.0	\$0.8	\$0.6	\$1.1	58%
<b>Trading Mark-to-Market</b>	\$5.0	\$4.3	\$4.3	\$4.6	NM	NM
Derivatives	3.2	2.6	2.7	2.9	NM	NM
Repurchase Agreements	0.9	0.9	0.8	1.0	NM	NM
Other Securities	0.9	0.8	0.8	0.7	NM	NM
<b>Other</b>	3.6	3.5	3.1	2.8	NM	NM
<b>Total</b>	\$14.6	\$13.4	\$12.7	\$12.4		

Note: Totals may not sum due to rounding. NM: Not meaningful.

# Citigroup – Preferred Stock Dividend Schedule

(\$MM)

	2013	2014	2015
1Q	\$4	\$124	\$128
2Q	9	100	155
3Q	110	128	128
4Q	71	159	155
Total	<u>\$193</u>	<u>\$511<sup>(1)</sup></u>	<u>\$565<sup>(1)</sup></u>

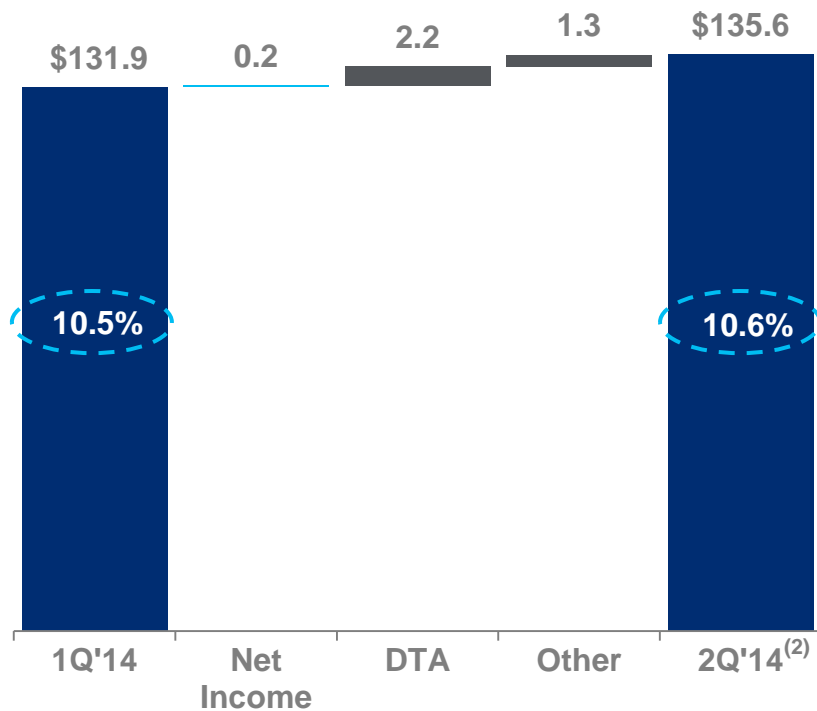
Note: Totals may not sum due to rounding.

(1) Based on existing outstanding preferred stock as of July 14, 2014.

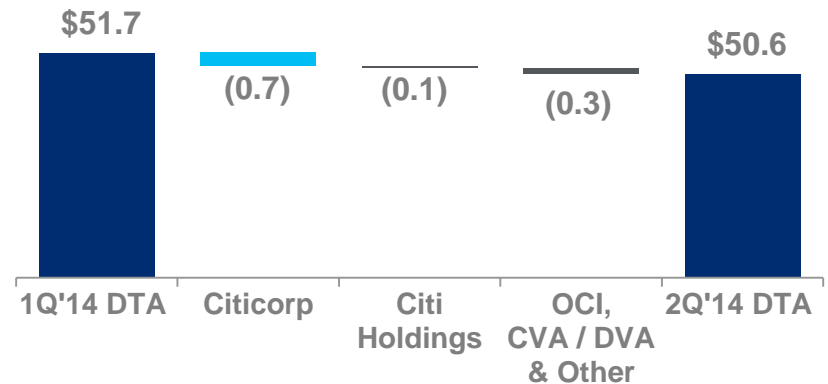
# Citigroup – Capital Management & DTA Utilization (QoQ)

(\$B)

## Basel III Tier 1 Common Capital and Ratio<sup>(1)</sup>



## DTA Balance Drivers



Note:

- (1) Citigroup's estimated Basel III Tier 1 Common Capital and ratio are non-GAAP financial measures. For additional information, please refer to Slide 38.
- (2) Preliminary.

# Citigroup – Equity & Capital Drivers (YTD)

(\$B, except basis points)

	Common Equity	Tangible Common Equity <sup>(1)</sup>	Basel III T1C Capital <sup>(2)</sup>	Basel III T1C Ratio <sup>(2)</sup> (bps)
4Q'13 <sup>(3)</sup>	\$197.6	\$167.5	\$125.6	10.1%
<b>Impact of:</b>				
Net Earnings	4.1	4.1	4.1	33
DTA	N/A	N/A	4.3	35
Net Share Repurchases / Dividends	(1.0)	(1.0)	(1.0)	(8)
Unrealized AFS gains	1.4	1.4	1.4	12
FX Translation <sup>(4)</sup>	(0.5)	(0.7)	(0.7)	(7)
Other <sup>(5)</sup>	0.8	1.2	1.9	11
RWA	N/A	N/A	N/A	(26)
2Q'14	\$202.4	\$172.5	\$135.6	10.6%

Note:

- (1) Tangible Common Equity is a non-GAAP financial measure. For a reconciliation of this metric to the most directly comparable GAAP measure, please refer to Slide 39.
- (2) Citigroup's estimated Basel III Tier 1 Common (T1C) Capital and ratio are non-GAAP financial measures. For additional information, please refer to Slide 38.
- (3) 4Q'13 estimated Basel III Tier 1 Common ratio was adjusted to include, on a pro forma basis, approximately \$56B of additional operational risk risk-weighted assets related to Citigroup's approved exit from Basel III parallel reporting, effective in 2Q'14.
- (4) Estimated Basel III Tier 1 Common ratio (bps) also reflects changes in estimated Basel III risk-weighted assets due to foreign currency movements during the first half of 2014. Please refer to Slide 38.
- (5) Other includes other changes in OCI (including changes in cash flow hedges and pension liabilities).

# Non-GAAP Financial Measures – Reconciliations<sup>(1)</sup>

(\$MM)

## Basel III Tier 1 Common Capital and Ratio<sup>(2)</sup>

	6/30/2013	9/30/2013	12/31/2013	3/31/2014	6/30/2014 <sup>(3)</sup>
<b>Citigroup Common Stockholders' Equity<sup>(4)</sup></b>	<b>\$191,672</b>	<b>\$195,662</b>	<b>\$197,694</b>	<b>\$201,350</b>	<b>\$202,511</b>
Add: Qualifying noncontrolling interests	161	172	182	177	183
<b>Regulatory Capital Adjustments and Deductions:</b>					
Less:					
Accumulated net unrealized losses on cash flow hedges, net of tax <sup>(5)</sup>	(1,671)	(1,341)	(1,245)	(1,127)	(1,007)
Cumulative unrealized net gain related to changes in fair value of financial liabilities attributable to the change in own creditworthiness, net of tax <sup>(6)</sup>	524	339	177	170	118
Intangible Assets:					
Goodwill, net of related deferred tax liabilities <sup>(7)</sup>	24,553	24,721	24,518	24,314	24,465
Identifiable intangible assets other than mortgage servicing rights (MSRs), net of related deferred tax liabilities	5,057	4,966	4,950	4,692	4,506
Defined benefit pension plan net assets	876	954	1,125	1,178	1,066
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, and other <sup>(8)</sup>	45,347	44,504	42,754	40,375	37,981
<b>Basel III Tier 1 Common Capital</b>	<b>\$117,147</b>	<b>\$121,691</b>	<b>\$125,597</b>	<b>\$131,925</b>	<b>\$135,565</b>
<b>Basel III Risk-Weighted Assets (RWA)</b>	<b>\$1,168,000</b>	<b>\$1,159,000</b>	<b>\$1,242,000<sup>(9)</sup></b>	<b>\$1,261,000</b>	<b>\$1,274,000</b>
<b>Basel III Tier 1 Common ratio</b>	<b>10.0%</b>	<b>10.5%</b>	<b>10.1%<sup>(9)</sup></b>	<b>10.5%</b>	<b>10.6%</b>

Note:

- (1) Certain reclassifications have been made to prior period presentation to conform to the current period.
- (2) Citi's estimated Basel III Tier 1 Common ratio and related components as of June 30, 2013 are based on the proposed U.S. Basel III rules, and with full implementation assumed for capital components; whereas September 30, 2013 and after are based on the final U.S. Basel III rules, and with full implementation assumed for capital components. Estimated Basel III risk-weighted assets are based on the "advanced approaches" for determining total risk-weighted assets for all periods.
- (3) Preliminary.
- (4) Excludes issuance costs related to preferred stock outstanding in accordance with Federal Reserve Board regulatory reporting requirements.
- (5) Tier 1 Common 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.
- (6) The cumulative impact of changes 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 Tier 1 Common Capital, in accordance with the final U.S. Basel III rules.
- (7) Includes goodwill "embedded" in the valuation of significant common stock investments in unconsolidated financial institutions.
- (8) Aside from MSRs, reflects other DTAs arising from temporary differences and significant common stock investments in unconsolidated financial institutions.
- (9) Please refer to footnote 4 on Slide 19.

# Non-GAAP Financial Measures – Reconciliations

(\$MM, except per share amounts)

<b>Tangible Book Value Per Share</b>									
	2Q'12	3Q'12	4Q'12	1Q'13	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14
<b>Citigroup Total Stockholders' Equity</b>	<b>\$183,911</b>	<b>\$186,777</b>	<b>\$189,049</b>	<b>\$193,359</b>	<b>\$195,926</b>	<b>\$200,846</b>	<b>\$204,339</b>	<b>\$208,462</b>	<b>\$211,362</b>
Less: Preferred Stock	312	312	2,562	3,137	4,293	5,243	6,738	7,218	8,968
<b>Common Equity</b>	<b>\$183,599</b>	<b>\$186,465</b>	<b>\$186,487</b>	<b>\$190,222</b>	<b>\$191,633</b>	<b>\$195,603</b>	<b>\$197,601</b>	<b>\$201,244</b>	<b>\$202,394</b>
Less:									
Goodwill	25,483	25,915	25,673	25,474	24,896	25,098	25,009	25,008	25,087
Other Intangible Assets (other than Mortgage Servicing Rights)	6,156	5,963	5,697	5,457	4,981	4,888	5,056	4,891	4,702
Goodwill and Intangible Assets - Recorded as Assets Held for Sale / Assets of Discont. Operations Held for Sale	-	37	32	2	267	267	-	-	116
Net Deferred Tax Assets Related to Goodwill and Intangible Assets	38	35	32	-	-	-	-	-	-
<b>Tangible Common Equity (TCE)</b>	<b>\$ 151,922</b>	<b>\$ 154,515</b>	<b>\$ 155,053</b>	<b>\$ 159,289</b>	<b>\$ 161,489</b>	<b>\$ 165,350</b>	<b>\$ 167,536</b>	<b>\$ 171,345</b>	<b>\$ 172,489</b>
Common Shares Outstanding at Quarter-end	2,933	2,933	3,029	3,043	3,041	3,033	3,029	3,038	3,032
<b>Tangible Book Value Per Share</b>	<b>\$51.81</b>	<b>\$52.69</b>	<b>\$51.19</b>	<b>\$52.35</b>	<b>\$53.10</b>	<b>\$54.52</b>	<b>\$55.31</b>	<b>\$56.40</b>	<b>\$56.89</b>

## Basel III Supplementary Leverage Ratio

Citi's estimated Basel III Supplementary Leverage Ratio, as calculated under the final U.S. Basel III rules, represents the average for the quarter of the three monthly ratios of Tier 1 Capital to Total Leverage Exposure (i.e., the sum of the ratios calculated for April, May and June, divided by three). Total Leverage Exposure is the sum of: (1) the carrying value of all on-balance sheet assets less applicable Tier 1 Capital deductions; (2) the potential future exposure on derivative contracts; (3) 10% of the notional amount of unconditionally cancellable commitments; and (4) the full notional amount of certain other off-balance sheet exposures (e.g., other commitments and contingencies).

# Non-GAAP Financial Measures – Reconciliations

(\$MM)

Citigroup	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues (GAAP)	\$19,342	\$20,124	\$20,488	\$39,466	\$40,736
Impact of:					
CVA/DVA	(33)	7	477	(26)	158
<b>Adjusted Revenues</b>	<b>\$19,375</b>	<b>\$20,117</b>	<b>\$20,011</b>	<b>\$39,492</b>	<b>\$40,578</b>
Reported Expenses (GAAP)	\$15,521	\$12,149	\$12,149	\$27,670	\$24,437
Impact of:					
Mortgage Settlement	(3,749)	-	-	(3,749)	-
<b>Adjusted Expenses</b>	<b>\$11,772</b>	<b>\$12,149</b>	<b>\$12,149</b>	<b>\$23,921</b>	<b>\$24,437</b>
Reported Cost of Credit (GAAP)	\$1,730	\$1,974	\$2,024	\$3,704	\$4,483
Impact of:					
Mortgage Settlement	(55)	-	-	(55)	-
<b>Adjusted Cost of Credit</b>	<b>\$1,675</b>	<b>\$1,974</b>	<b>\$2,024</b>	<b>\$3,649</b>	<b>\$4,483</b>
Reported Net Income (GAAP)	\$181	\$3,943	\$4,182	\$4,124	\$7,990
Impact of:					
CVA / DVA	(20)	4	293	(16)	95
Tax Item	-	(210)	-	(210)	-
Mortgage Settlement	(3,726)	-	-	(3,726)	-
<b>Adjusted Net Income</b>	<b>\$3,927</b>	<b>\$4,149</b>	<b>\$3,889</b>	<b>\$8,076</b>	<b>\$7,895</b>
Preferred Dividends	100	124	9	224	13
<b>Adjusted Net Income to Common</b>	<b>\$3,827</b>	<b>\$4,025</b>	<b>\$3,880</b>	<b>\$7,852</b>	<b>\$7,882</b>
Average Assets (\$B)	\$1,903	\$1,888	\$1,899	\$1,896	\$1,893
Adjusted ROA	0.83%	0.89%	0.82%	0.86%	0.84%
Average TCE	\$171,917	\$169,441	\$160,389	\$170,457	\$158,610
Adjusted ROTCE	8.9%	9.6%	9.7%	9.3%	10.0%

Citicorp	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues (GAAP)	\$17,879	\$18,668	\$19,392	\$36,547	\$38,735
Impact of:					
CVA/DVA	(32)	(7)	462	(39)	152
<b>Adjusted Revenues</b>	<b>\$17,911</b>	<b>\$18,675</b>	<b>\$18,930</b>	<b>\$36,586</b>	<b>\$38,583</b>
Reported Net Income (GAAP)	\$3,663	\$4,227	\$4,764	\$7,890	\$9,376
Impact of:					
CVA/DVA	(20)	(4)	284	(24)	92
Tax Item	-	(210)	-	(210)	-
<b>Adjusted Net Income</b>	<b>\$3,683</b>	<b>\$4,441</b>	<b>\$4,480</b>	<b>\$8,124</b>	<b>\$9,284</b>

Institutional Clients Group	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues (GAAP)	\$8,463	\$9,234	\$9,560	\$17,697	\$19,151
Impact of:					
CVA/DVA	(32)	(7)	462	(39)	152
<b>Adjusted Revenues</b>	<b>\$8,495</b>	<b>\$9,241</b>	<b>\$9,098</b>	<b>\$17,736</b>	<b>\$18,999</b>
Reported Net Income (GAAP)	\$2,543	\$2,939	\$3,113	\$5,482	\$6,133
Impact of:					
CVA/DVA	(20)	(4)	284	(24)	92
<b>Adjusted Net Income</b>	<b>\$2,563</b>	<b>\$2,943</b>	<b>\$2,829</b>	<b>\$5,506</b>	<b>\$6,041</b>

Corp / Other	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Net Income (GAAP)	\$(479)	\$(431)	\$(205)	\$(910)	\$(433)
Impact of:					
Tax Item	-	(210)	-	(210)	-
<b>Adjusted Net Income</b>	<b>\$(479)</b>	<b>\$(221)</b>	<b>\$(205)</b>	<b>\$(700)</b>	<b>\$(433)</b>

Citi Holdings	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues (GAAP)	\$1,463	\$1,456	\$1,096	\$2,919	\$2,001
Impact of:					
CVA/DVA	(1)	14	15	13	6
<b>Adjusted Revenues</b>	<b>\$1,464</b>	<b>\$1,442</b>	<b>\$1,081</b>	<b>\$2,906</b>	<b>\$1,995</b>
Reported Expenses (GAAP)	\$4,514	\$1,544	\$1,564	\$6,058	\$3,081
Impact of:					
Mortgage Settlement	(3,749)	-	-	(3,749)	-
<b>Adjusted Expenses</b>	<b>\$765</b>	<b>\$1,544</b>	<b>\$1,564</b>	<b>\$2,309</b>	<b>\$3,081</b>
Reported Cost of Credit (GAAP)	\$343	\$329	\$451	\$672	\$1,198
Impact of:					
Mortgage Settlement	(55)	-	-	(55)	-
<b>Adjusted Cost of Credit</b>	<b>\$288</b>	<b>\$329</b>	<b>\$451</b>	<b>\$617</b>	<b>\$1,198</b>
Reported Net Income (GAAP)	\$(3,482)	\$(284)	\$(582)	\$(3,766)	\$(1,386)
Impact of:					
CVA / DVA	-	8	9	8	3
Mortgage Settlement	(3,726)	-	-	(3,726)	-
<b>Adjusted Net Income</b>	<b>\$244</b>	<b>\$(292)</b>	<b>\$(591)</b>	<b>\$(48)</b>	<b>\$(1,389)</b>



# Non-GAAP Financial Measures – Reconciliations

(\$MM)

Global Consumer Banking	2Q'13	3Q'13	4Q'13	1Q'14	2Q'14
Reported Expenses	\$5,285	\$5,189	\$5,361	\$5,190	\$5,461
Impact of FX Translation	(45)	11	4	43	-
Expenses in Constant Dollars	\$5,240	\$5,200	\$5,365	\$5,233	\$5,461

Int'l Consumer Banking	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues	\$4,599	\$4,510	\$4,665	\$9,109	\$9,301
Impact of FX Translation	-	74	(99)	-	(346)
Revenues in Constant Dollars	\$4,599	\$4,584	\$4,566	\$9,109	\$8,955
Reported Expenses	\$3,119	\$2,759	\$2,835	\$5,878	\$5,692
Impact of FX Translation	-	43	(45)	-	(186)
Expenses in Constant Dollars	\$3,119	\$2,802	\$2,790	\$5,878	\$5,506
Reported Credit Costs	\$813	\$778	\$751	\$1,591	\$1,499
Impact of FX Translation	-	19	(13)	-	(65)
Credit Costs in Constant Dollars	\$813	\$797	\$738	\$1,591	\$1,434
Reported EBT	\$667	\$973	\$1,079	\$1,640	\$2,110
Impact of FX Translation	-	12	(41)	-	(95)
EBT in Constant Dollars	\$667	\$985	\$1,038	\$1,640	\$2,015
Reported Net Income	\$521	\$700	\$773	\$1,221	\$1,519
Impact of FX Translation	-	4	(28)	-	(58)
Net Income in Constant Dollars	\$521	\$704	\$745	\$1,221	\$1,461

EMEA Consumer Banking	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues	\$359	\$347	\$364	\$706	\$732
Impact of FX Translation	-	3	(2)	-	(15)
Revenues in Constant Dollars	\$359	\$350	\$362	\$706	\$717
Reported Expenses	\$313	\$315	\$342	\$628	\$695
Impact of FX Translation	-	4	-	-	(11)
Expenses in Constant Dollars	\$313	\$319	\$342	\$628	\$684

Latam Consumer Banking	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues	\$2,324	\$2,268	\$2,333	\$4,592	\$4,641
Impact of FX Translation	-	39	(80)	-	(225)
Revenues in Constant Dollars	\$2,324	\$2,307	\$2,253	\$4,592	\$4,416
Reported Expenses	\$1,360	\$1,314	\$1,351	\$2,674	\$2,692
Impact of FX Translation	-	21	(43)	-	(128)
Expenses in Constant Dollars	\$1,360	\$1,335	\$1,308	\$2,674	\$2,564

Asia Consumer Banking	2Q'14	1Q'14	2Q'13	1H'14	1H'13
Reported Revenues	\$1,916	\$1,895	\$1,968	\$3,811	\$3,928
Impact of FX Translation	-	32	(17)	-	(106)
Revenues in Constant Dollars	\$1,916	\$1,927	\$1,951	\$3,811	\$3,822
Reported Expenses	\$1,446	\$1,130	\$1,142	\$2,576	\$2,305
Impact of FX Translation	-	18	(2)	-	(47)
Expenses in Constant Dollars	\$1,446	\$1,148	\$1,140	\$2,576	\$2,258