Barclays Global Financial Services Conference

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Agenda

Operating from a position of strength

- Right sized client-centric balance sheet
- Capital and liquidity positions well above regulatory minimums
- Target client strategy and disciplined firm-wide risk appetite framework
- Operational resiliency with flexibility to shift resources across global footprint

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Well positioned to respond to today's environment

- Preparing for a range of scenarios as crisis continues to unfold
- Refining our strategy, while serving as partner of choice and supporting clients through this crisis
- Investing for the future – and at scale – funded by productivity saves

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Risk & control environment is a strategic priority

- Focusing on creating industry-leading risk and control environment
- Investing in technology, changing our organizational structure and shifting our mindset to improve safety and soundness, as well as serve our clients better and win new business

Entered this Crisis in a Position of Strength

	2009		2019		
Balance Sheet	$1.9T	▶	$2.0T	✓	Right sized and strong balance sheet
Common Equity Tier 1[(1)]	$104B(B1)	▶	$138B(B3)	✓	Robust capital: CET1 Capital Ratio of 11.8% at year-end; ~180bps and ~$21B of capital above binding requirement
High Quality Liquid Assets[(2)]	$402B	▶	$438B	✓	Ample liquidity: 115% US Liquidity Coverage Ratio at year-end
Target Client Focus	Full credit spectrum	▶	Segment-led approach	✓	Sharpened focus: high credit quality consumers and multi-national corporates
Risk Framework	Fragmented	▶	Firm-wide	✓	Disciplined firm-wide risk appetite framework

Transformed financial position and a continued focus on the power of our global network

Note: As of year-end 2009 and 2019.

(1) CET1 capital based on regulatory framework as of December 31, 2009 (Basel I), compared to CET1 capital as of December 31, 2019 under the final U.S. Basel III rules. For additional information, please refer to Slide 13.

(2) HQLA in 2009 represents unencumbered aggregate liquidity resources, including balances of unencumbered cash at major central banks as well as unencumbered highly liquid securities.

YTD Results – Benefit of Diversified, Integrated Model

($MM, except EPS)

	1H'20	1H'19	%△
Revenues	**$40,497**	**$37,334**	8%
▪ Institutional Clients Group	24,621	20,073	23%
▪ Global Consumer Bank	15,513	16,223	(4)%
Operating Expenses	**21,009**	**21,084**	(0)%
Efficiency Ratio	*51.9%*	*56.5%*	
Operating Margin	*19,488*	*16,250*	*20%*
Net Credit Losses	4,314	3,911	10%
Net ACL Build / (Release)[1]	10,496	131	NM
Other Provisions[2]	120	31	NM
Credit Costs	**14,930**	**4,073**	NM
EBT	**4,558**	**12,177**	(63)%
Income Taxes	**707**	**2,648**	(73)%
Effective Tax Rate	*16%*	*22%*	
Net Income	**$3,838**	**$9,509**	(60)%
Return on Assets	*0.36%*	*0.98%*	
Return on Tangible Common Equity[3]	*4.5%*	*11.9%*	
EPS	**$1.56**	**$3.82**	(59)%
Average Diluted Shares	*2,103*	*2,316*	*(9)%*

Note: Totals may not sum due to rounding. NM: Not meaningful. ACL: Allowance for Credit Losses.
(1) Includes credit reserve build for loans and provision for credit losses on unfunded lending commitments.
(2) Includes provisions for credit losses on benefits and claims, HTM debt securities and other assets.
(3) Return on Tangible Common Equity (RoTCE) is a non-GAAP financial measure. For a reconciliation to reported results, please refer to Slide 14.

…And Well Prepared Today as Crisis Continues to Unfold

Capital

- **As of 2Q'20, CET1 Capital Ratio of 11.6%(1), ~$19 billion of capital above regulatory requirement**
- Temporarily halted share repurchases to provide additional capital to support clients

Liquidity

- **Liquidity Coverage Ratio of 117%, with ~$900 billion of available liquidity(2)**
- Issued $18 billion of benchmark debt YTD
- Raised over $200 billion of deposits YoY in constant dollars – up 20%

Credit Reserves

- **$28.5 billion of Allowance for Credit Losses or ~3.9% of total loans** as of 2Q'20, including $2.3 billion qualitative adjustment for additional economic uncertainty

Operational Resiliency

- **Delivering for employees, clients and communities**
- Maintaining critical investment spend and absorbing incremental COVID-19 related costs, while holding total expenses roughly flat and remaining profitable

Prepared for a range of scenarios while supporting our employees, clients and communities

Note: As of June 30, 2020. Constant dollar excludes the impact of foreign exchange translation into U.S. dollars for reporting purposes and is a non -GAAP financial measure. For a reconciliation of constant dollars to reported results, please refer to Slide 14.

(1) For additional information, please refer to Slide 13.

(2) $900 billion of available liquidity resources including HQLA, additional unencumbered securities and available borrowing capacity at the FHLBs and Federal Reserve Discount Window.

Refining our Strategy as we Manage Through the Crisis

Diversifying Revenues

- Drive more recurring network revenues
- Focus on shift towards fee-based revenues

Capturing Adjacencies

- Capturing linkages within and across GCB and ICG including new markets (e.g. Wealth Management, Commercial, etc.)

Optimizing Resources

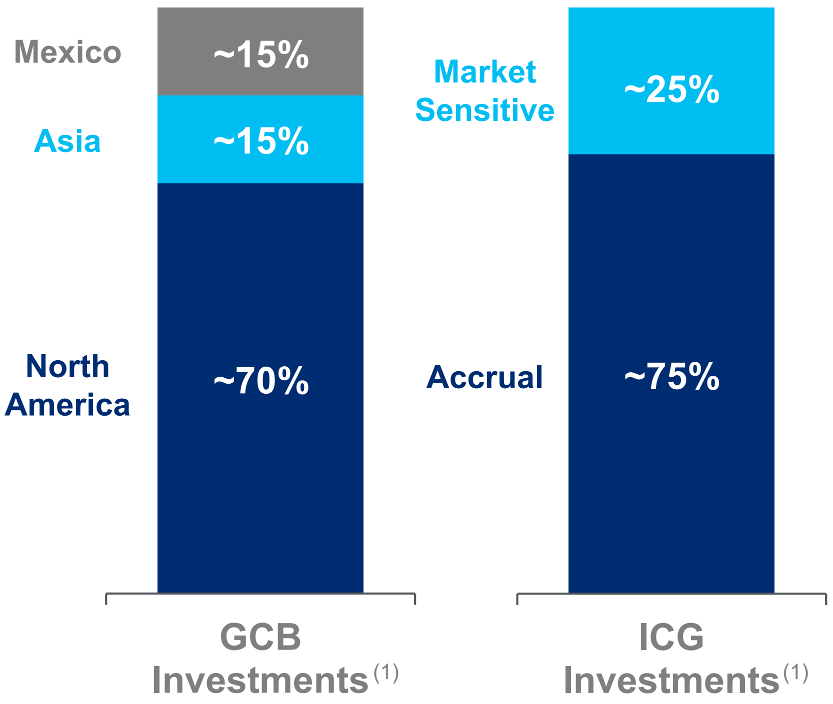
- Continuing to invest in technology - including infrastructure and controls - to improve operational efficiency, funded through productivity saves
- Reducing organizational complexity

Continuing to support clients while building a stronger foundation for future growth

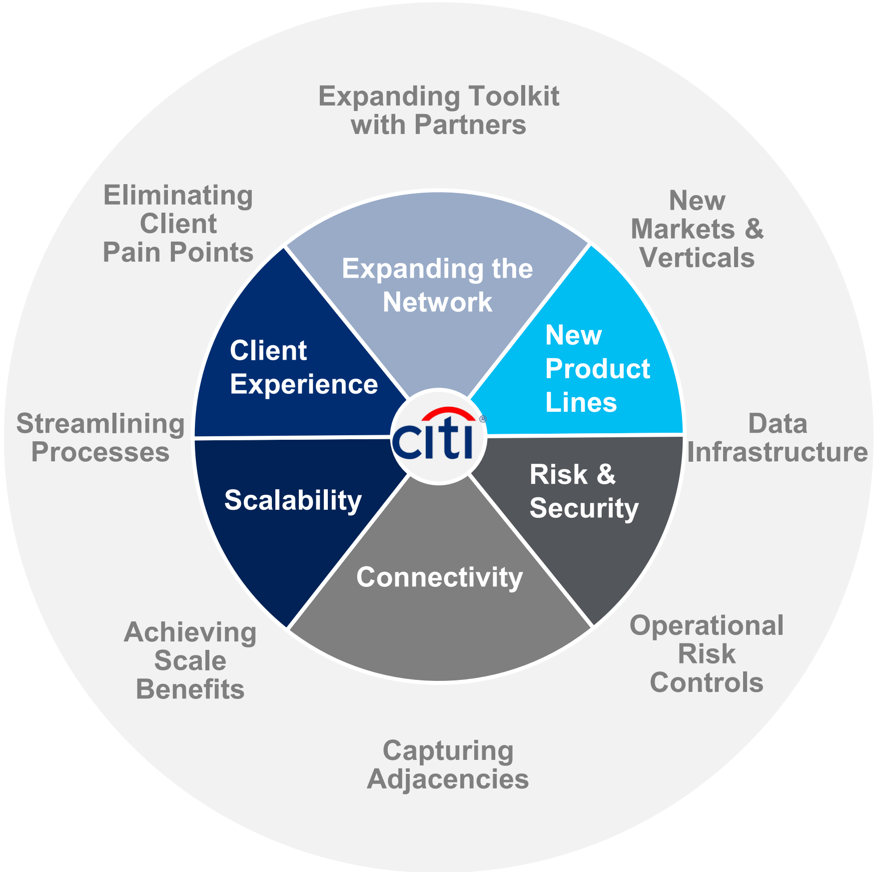
Incremental strategic actions based on what we are learning today

Investing at Scale

Targeted investments to higher-growth and higher-return areas



Annual ~$9B in tech spend to enhance client experience, productivity & control environment



Investing for the future, leveraging global, scalable platform funded through productivity saves

Note:
(1) Based on investments made since Investor Day 2017.

Risk & Control Environment is a Strategic Priority

Organizational Changes

- New governance design with centralized program management and regulatory affairs under newly created Chief Administrative Officer position
- Instilling a culture of risk management across all businesses, regions and functions
- Proactive approach to control environment with a focus on coordination to ensure tight linkages across all areas of the company
- Remediation programs tagged to key issues and deliverables to strengthen our controls, infrastructure and governance

Investments in Infrastructure and Controls

Infrastructure	• Unified data architecture throughout organization • Using quality data to build innovative solutions / products for clients and employees • Upgrading operations platform with focus on straight-through-processing
Controls	• Expansion of compliance guidelines and governance • Enhanced risk management capabilities and transparency to drive decision making • Horizontal alignment of organization and process

$1B+ in Additional Investments in 2020

Strengthening controls, infrastructure and governance to better serve clients

Productivity Funding Investments

Technology Architecture	• Continued expansion of **mobile** and **cloud** architecture across the franchise • Elimination of costly **legacy infrastructure**
Digitally-led Client Engagement	• Lowering the client **cost-to-serve** through **self-service capabilities** • Increase our **electronic payment** and statement penetration • Reduce agent contact rates through **IVR containment**
Infrastructure & Process Reengineering	• **Straight-through-processing** automation and streamlining to eliminate manual touchpoints • Process-led review of all organizations to improve **horizontal connectivity** and **leverage synergies**
Resource Optimization	• Continued focus and **rationalization of organizational structure** across the franchise • Further consolidation of global **real estate footprint** • Move people away from **high cost locations to low cost locations**

Productivity savings continue to more than fund investment spend

Key Takeaways

YTD Results

- Entered the year on a path of improved returns
- While COVID-19 altered the landscape and our results dramatically, Citi generated strong PPNR and maintained robust capital and liquidity metrics
- Supported employees, clients and communities through this crisis while maintaining profitability

Execution Priorities

- Diversify revenue streams towards fee-based revenues
- Capture adjacencies within and across ICG and GCB
- Invest in technology to improve operational efficiency and enhance offerings
- Deliver on infrastructure and control transformation

Looking Ahead

- Prepared for further downside as crisis continues to unfold
- Longer term focus on leveraging unique strengths including existing global network, strong client franchises, unique partnerships and ability to invest in and deliver capabilities at scale

Managing well through today's crisis and positioned to deliver improved returns longer term as we execute against our strategy

Note: PPNR: Pre-Provision Net Revenue.

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Common Equity Tier 1 Capital Ratio and Components

($MM)

Common Equity Tier 1 Capital Ratio and Components[1]

	2Q'20	4Q'19
Citigroup Common Stockholders' Equity[2]	**$173,793**	**$175,414**
Add: Qualifying noncontrolling interests	145	154
Regulatory Capital Adjustments and Deductions:		
Add: CECL transition and 25% provision deferral[3]	5,606	-
Less:		
Accumulated net unrealized gains (losses) on cash flow hedges, net of tax[4]	2,094	123
Cumulative unrealized net gain (loss) related to changes in fair value of financial liabilities attributable to own creditworthiness, net of tax[5]	393	(679)
Intangible Assets:		
Goodwill, net of related deferred tax liabilities (DTLs)[6]	20,275	21,066
Identifiable intangible assets other than mortgage servicing rights (MSRs), net of related DTLs	3,866	4,087
Defined benefit pension plan net assets	960	803
Deferred tax assets (DTAs) arising from net operating loss, foreign tax credit and general business credit carry-forwards	12,313	12,370
Common Equity Tier 1 Capital (CET1)	**$139,643**	**$137,798**
Risk-Weighted Assets (RWA)[3][7]	**$1,205,123**	**$1,166,523**
Common Equity Tier 1 Capital Ratio (CET1 / RWA)	**11.6%**	**11.8%**

Note:

(1) Citi's reportable CET1 Capital ratios were derived under the U.S. Basel III Advanced Approaches framework as of June 30, 2020, and the U.S. Basel III Standardized Approach framework as of 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.

(2) Excludes issuance costs related to outstanding preferred stock in accordance with Federal Reserve Board regulatory reporting requirements.

(3) Citi has elected to apply the modified transition provision related to the impact of the CECL accounting standard on regulatory capital, as provided by the US banking agencies' March 2020 interim final rule. For additional information, please refer to the "Capital Resources" section of Citigroup's First Quarter 2020 Form 10-Q.

(4) Common Equity Tier 1 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.

(5) 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 Common Equity Tier 1 Capital, in accordance with the U.S. Basel III rules.

(6) Includes goodwill "embedded" in the valuation of significant common stock investments in unconsolidated financial institutions.

(7) RWA excludes assets acquired pursuant to a non-recourse loan provided under the Money Market Mutual Fund Liquidity Facility. Additionally, loans originated under the Paycheck Protection Program receive a 0% risk weight.

TCE Reconciliation; Adjusted Results Reconciliation

($MM)

Tangible Common Equity

	2Q'20	1Q'20	4Q'19	3Q'19	2Q'19
Common Stockholders' Equity	**$173,642**	**$174,351**	**$175,262**	**$176,893**	**$179,379**
Less:					
Goodwill	21,399	21,264	22,126	21,822	22,065
Intangible Assets (other than Mortgage Servicing Rights)	4,106	4,193	4,327	4,372	4,518
Tangible Common Equity (TCE)	**$148,137**	**$148,894**	**$148,809**	**$150,699**	**$152,796**

Return on Tangible Common Equity

	1H'20	1H'19
Reported Net Income	**$3,838**	**$9,509**
Less: Preferred Dividends	544	558
Net Income to Common Shareholders	**$3,294**	**$8,951**
Average TCE	**$148,613**	**$151,821**
RoTCE[(1)]	**4.5%**	**11.9%**

EOP Deposits

	2Q'20	2Q'19
Reported EOP Deposits	**$1,234**	**$1,046**
Impact of FX Translation	-	(16)
EOP Deposits in Constant Dollars	**$1,234**	**$1,030**

Note: Totals may not sum due to rounding.
(1) RoTCE represents annualized net income available to common shareholders as a percentage of average TCE.