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**CITIGROUP -- FINANCIAL SUMMARY**  
(In millions of dollars, except per share amounts)



Citigroup, the most global financial services company, provides some 120 million consumers, corporations, governments and institutions in over 100 countries with a broad range of financial products and services.

	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>Core Income</b>	\$ 2,723	\$ 2,820	\$ 2,804	\$ 2,998	\$ 3,939	\$ 3,341	\$ 3,529	\$ 3,331	11%	\$ 11,345	\$ 14,140	25%
Restructuring and Merger-Related Items	52	(29)	(15)	17	(83)	(2)	(45)	(491)		25	(621)	
Cumulative Effect of Accounting Changes	(127)	-	-	-	-	-	-	-		(127)	-	
<b>Net Income</b>	\$ 2,648	\$ 2,791	\$ 2,789	\$ 3,015	\$ 3,856	\$ 3,339	\$ 3,484	\$ 2,840	(6%)	\$ 11,243	\$ 13,519	20%
<b>Basic Earnings Per Share:</b>												
Core Income	\$ 0.54	\$ 0.56	\$ 0.56	\$ 0.60	\$ 0.79	\$ 0.67	\$ 0.70	\$ 0.66	10%	\$ 2.25	\$ 2.82	25%
Net Income	\$ 0.52	\$ 0.55	\$ 0.55	\$ 0.60	\$ 0.77	\$ 0.67	\$ 0.69	\$ 0.57	(5%)	\$ 2.23	\$ 2.69	21%
Weighted average common shares applicable to Basic EPS	4,987.1	4,977.7	4,976.6	4,975.5	4,975.5	4,977.1	4,978.7	4,976.5		4,979.2	4,977.0	
Preferred Dividends - Basic	\$ 40	\$ 38	\$ 38	\$ 33	\$ 30	\$ 29	\$ 29	\$ 28		\$ 149	\$ 116	
<b>Diluted Earnings Per Share:</b>												
Core Income	\$ 0.52	\$ 0.54	\$ 0.54	\$ 0.58	\$ 0.76	\$ 0.65	\$ 0.68	\$ 0.65	12%	\$ 2.19	\$ 2.74	25%
Net Income	\$ 0.51	\$ 0.54	\$ 0.54	\$ 0.58	\$ 0.75	\$ 0.65	\$ 0.67	\$ 0.55	(5%)	\$ 2.17	\$ 2.62	21%
Core diluted earnings per share excluding goodwill amortization	\$ 0.53	\$ 0.55	\$ 0.55	\$ 0.59	\$ 0.78	\$ 0.67	\$ 0.70	\$ 0.67	14%	\$ 2.23	\$ 2.82	26%
Adjusted weighted average common shares applicable to Diluted EPS	5,123.3	5,137.7	5,123.5	5,126.6	5,115.4	5,121.6	5,134.8	5,116.8		5,127.8	5,122.2	
Preferred Dividends - Diluted	\$ 37	\$ 35	\$ 34	\$ 33	\$ 30	\$ 29	\$ 29	\$ 28		\$ 139	\$ 116	
Common Shares Outstanding, at period end	5,041.0	5,036.4	5,023.1	5,024.1	5,028.4	5,027.2	5,026.2	5,022.2		5,024.1	5,022.2	
Tier 1 Capital Ratio	8.02%	8.45%	8.68%	8.87%	9.00%	8.03%	7.76%	8.38%		8.87%	8.38%	
Total Capital Ratio	10.49%	10.92%	11.14%	11.32%	11.47%	10.34%	9.96%	11.23%		11.32%	11.23%	
Leverage Ratio	5.98%	6.16%	6.39%	6.61%	6.60%	5.99%	5.91%	5.97%		6.61%	5.97%	
Total Assets, at period end (in billions)	\$ 769.7	\$ 771.6	\$ 768.3	\$ 795.6	\$ 821.0	\$ 877.2	\$ 896.6	\$ 902.2		\$ 795.6	\$ 902.2	
Stockholders' Equity, at period end (in billions)	\$ 62.4	\$ 63.7	\$ 65.4	\$ 68.3	\$ 69.9	\$ 61.4	\$ 63.7	\$ 66.2		\$ 68.3	\$ 66.2	
Stockholders' Equity and Trust Securities, at period end (in billions)	\$ 57.3	\$ 58.6	\$ 60.3	\$ 63.2	\$ 64.8	\$ 66.3	\$ 68.6	\$ 71.1		\$ 63.2	\$ 71.1	
Book Value Per Share, at period end	\$ 9.98	\$ 10.25	\$ 10.62	\$ 11.23	\$ 11.57	\$ 11.86	\$ 12.33	\$ 12.84		\$ 11.23	\$ 12.84	
Return on Common Equity (Net Income)	21.5%	21.7%	20.9%	21.8%	26.7%	22.9%	22.7%	17.9%		21.5%	22.4%	
Return on Common Equity (Core Income)	22.1%	21.9%	21.0%	21.6%	27.3%	22.9%	22.9%	21.0%		21.7%	23.5%	

**CITIGROUP – SEGMENT NET REVENUES**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>Global Consumer:</b>												
<b>Banking / Lending</b>												
Citibanking North America	\$ 519	\$ 526	\$ 530	\$ 545	\$ 579	\$ 567	\$ 567	\$ 564	3%	\$ 2,120	\$ 2,277	7%
Mortgage Banking	186	201	217	215	223	226	225	238	11%	819	912	11%
North America Cards	2,410	2,454	2,439	2,561	2,551	2,557	2,737	2,911	14%	9,864	10,756	9%
CitiFinancial	1,134	1,146	1,156	1,164	1,222	1,269	1,262	1,318	13%	4,600	5,071	10%
Total Banking / Lending	4,249	4,327	4,342	4,485	4,575	4,619	4,791	5,031	12%	17,403	19,016	9%
<b>Insurance</b>												
Travelers Life and Annuity	771	867	869	887	1,010	983	899	999	13%	3,394	3,891	15%
Primerica Financial Services	432	443	444	456	472	479	474	490	7%	1,775	1,915	8%
Personal Lines	989	1,012	1,025	1,045	1,034	1,050	1,058	1,088	4%	4,071	4,230	4%
Total Insurance	2,192	2,322	2,338	2,388	2,516	2,512	2,431	2,577	8%	9,240	10,036	9%
<b>International</b>												
Western Europe	600	594	608	622	618	600	579	591	(5%)	2,424	2,388	(1%)
Japan	422	441	510	557	593	664	714	816	46%	1,930	2,787	44%
Asia	432	449	470	496	539	519	521	517	4%	1,847	2,096	13%
Latin America	464	496	499	511	513	466	436	526	3%	1,970	1,941	(1%)
Central & Eastern Europe, Middle East and Africa	71	77	112	91	100	106	110	117	29%	351	433	23%
Total Emerging Markets Consumer Banking	967	1,022	1,081	1,098	1,152	1,091	1,067	1,160	6%	4,168	4,470	7%
Total International	1,989	2,057	2,199	2,277	2,363	2,355	2,360	2,567	13%	8,522	9,645	13%
<b>e-Consumer</b>	24	23	27	34	31	28	76	35	3%	108	170	57%
<b>Other</b>	91	106	52	199	33	(21)	94	33	(83%)	448	139	(69%)
<b>Total Global Consumer</b>	8,545	8,835	8,958	9,383	9,518	9,493	9,752	10,243	9%	35,721	39,006	9%
<b>Global Corporates and Institutions:</b>												
Corporate Finance	2,720	2,516	1,997	2,350	3,086	2,820	2,925	2,752	17%	9,583	11,583	21%
Private Client	1,404	1,458	1,466	1,605	1,916	1,690	1,681	1,628	1%	5,933	6,915	17%
CitiCapital	234	245	246	225	275	288	301	302	34%	950	1,166	23%
Corporate and Investment Bank	4,358	4,219	3,709	4,180	5,277	4,798	4,907	4,682	12%	16,466	19,664	19%
Emerging Markets Corporate Banking and Global Transaction Services	1,453	1,404	1,376	1,381	1,600	1,670	1,669	1,720	25%	5,614	6,659	19%
Commercial Lines	1,659	1,696	1,718	1,742	1,719	1,788	1,928	2,062	18%	6,815	7,497	10%
Total Global Corporates and Institutions	7,470	7,319	6,803	7,303	8,596	8,256	8,504	8,464	16%	28,895	33,820	17%
<b>Global Investment Management &amp; Private Banking:</b>												
Citigroup Asset Management	355	358	371	408	436	479	490	486	19%	1,492	1,891	27%
The Citigroup Private Bank	274	301	305	332	362	338	337	369	11%	1,212	1,406	16%
Total Global Investment Management & Private Banking	629	659	676	740	798	817	827	855	16%	2,704	3,297	22%
<b>Investment Activities</b>	153	274	311	343	1,016	387	495	347	1%	1,081	2,245	108%
<b>Corporate / Other</b>	(2)	61	11	(42)	(89)	(159)	(170)	(256)	NM	28	(674)	NM
<b>Total Adjusted Net Revenues</b>	\$ 16,795	\$ 17,148	\$ 16,759	\$ 17,727	\$ 19,839	\$ 18,794	\$ 19,408	\$ 19,653	11%	\$ 68,429	\$ 77,694	14%

**SUPPLEMENTAL INFORMATION:**

<b>Citigroup Emerging Markets - Excl. Investment Activities</b>	\$ 2,375	\$ 2,465	\$ 2,491	\$ 2,492	\$ 2,838	\$ 2,815	\$ 2,771	\$ 2,897	16%	\$ 9,823	\$ 11,321	15%
<b>Global Wealth Management</b>	\$ 3,334	\$ 3,541	\$ 3,565	\$ 3,829	\$ 4,384	\$ 4,127	\$ 4,039	\$ 4,099	7%	\$ 14,269	\$ 16,649	17%
<b>Global Cards</b>	\$ 2,884	\$ 2,924	\$ 2,933	\$ 3,089	\$ 3,112	\$ 3,157	\$ 3,322	\$ 3,515	14%	\$ 11,830	\$ 13,106	11%

NM Not meaningful.

Reclassified to conform to the current presentation.

**CITIGROUP -- SEGMENT CORE INCOME**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>Global Consumer:</b>												
<b>Banking / Lending</b>												
Citibanking North America	\$ 76	\$ 91	\$ 107	\$ 106	\$ 132	\$ 137	\$ 138	\$ 143	35%	\$ 380	\$ 550	45%
Mortgage Banking	65	58	65	61	66	71	77	84	38%	249	298	20%
North America Cards	330	338	362	406	382	390	494	529	30%	1,436	1,795	25%
Citifinancial	171	185	242	163	179	205	213	213	31%	761	810	6%
Total Banking / Lending	642	672	776	736	759	803	922	969	32%	2,826	3,453	22%
<b>Insurance</b>												
Travelers Life and Annuity	147	173	168	135	187	202	179	209	55%	623	777	25%
Primerica Financial Services	110	113	114	115	119	125	124	124	8%	452	492	9%
Personal Lines	83	79	23	95	74	82	68	83	(13%)	280	307	10%
Total Insurance	340	365	305	345	380	409	371	416	21%	1,355	1,576	16%
<b>International</b>												
Western Europe	50	78	95	89	97	92	95	108	21%	312	392	26%
Japan	105	114	136	153	155	178	209	207	35%	508	749	47%
Asia	80	84	90	98	141	140	140	132	35%	352	553	57%
Latin America	47	41	52	82	66	41	32	69	(16%)	222	208	(6%)
Central & Eastern Europe, Middle East and Africa	1	4	26	8	15	16	16	14	75%	39	61	56%
Total Emerging Markets Consumer Banking	128	129	168	188	222	197	188	215	14%	613	822	34%
Total International	283	321	399	430	474	467	492	530	23%	1,433	1,963	37%
<b>e-Consumer</b>	(23)	(29)	(30)	(35)	(68)	(46)	(43)	(46)	(31%)	(117)	(203)	(74%)
<b>Other</b>	9	(2)	(20)	64	(39)	(36)	(9)	17	(73%)	51	(67)	NM
<b>Total Global Consumer</b>	1,251	1,327	1,430	1,540	1,506	1,597	1,733	1,886	22%	5,548	6,722	21%
<b>Global Corporates and Institutions:</b>												
Corporate Finance	676	586	400	599	862	643	618	523	(13%)	2,261	2,646	17%
Private Client	212	226	216	264	359	254	250	207	(22%)	918	1,070	17%
CitCapital	47	52	53	34	57	9	9	(146)	NM	186	(71)	(138%)
Corporate and Investment Bank	935	864	669	897	1,278	906	877	584	(35%)	3,365	3,645	8%
Emerging Markets Corporate Banking and Global Transaction Services	256	229	256	217	361	371	397	424	95%	958	1,553	62%
Commercial Lines	196	212	265	211	247	272	317	257	22%	884	1,093	24%
Total Global Corporates and Institutions	1,387	1,305	1,190	1,325	1,886	1,549	1,591	1,265	(5%)	5,207	6,291	21%
<b>Global Investment Management &amp; Private Banking:</b>												
Citigroup Asset Management	81	84	84	78	94	92	95	78	-	327	359	10%
The Citigroup Private Bank	55	71	70	73	80	79	80	85	16%	269	324	20%
Total Global Investment Management & Private Banking	136	155	154	151	174	171	175	163	8%	596	683	15%
<b>Investment Activities</b>	89	165	194	204	633	234	292	203	-	652	1,362	109%
<b>Corporate / Other</b>	(140)	(132)	(164)	(222)	(260)	(210)	(262)	(186)	16%	(658)	(918)	(40%)
<b>Total Core Income</b>	\$ 2,723	\$ 2,820	\$ 2,804	\$ 2,998	\$ 3,939	\$ 3,341	\$ 3,529	\$ 3,331	11%	\$ 11,345	\$ 14,140	25%
<b>SUPPLEMENTAL INFORMATION:</b>												
<b>Citigroup Emerging Markets - Excl. Investment Activities</b>	\$ 461	\$ 477	\$ 534	\$ 463	\$ 700	\$ 630	\$ 642	\$ 686	48%	\$ 1,935	\$ 2,658	37%
<b>Global Wealth Management</b>	\$ 603	\$ 680	\$ 660	\$ 680	\$ 882	\$ 772	\$ 756	\$ 717	5%	\$ 2,623	\$ 3,127	19%
<b>Global Cards</b>	\$ 385	\$ 386	\$ 422	\$ 501	\$ 478	\$ 516	\$ 607	\$ 653	30%	\$ 1,694	\$ 2,254	33%

NM Not meaningful.

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - Banking/Lending**  
**CITIBANKING NORTH AMERICA**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 519	\$ 526	\$ 530	\$ 545	\$ 579	\$ 567	\$ 567	\$ 564	3%	\$ 2,120	\$ 2,277	7%
Adjusted Operating Expenses	366	354	336	347	348	331	328	328	(5%)	1,403	1,335	(5%)
Provision for Loan Losses	23	15	11	15	9	7	7	6	(60%)	64	29	(55%)
Core Income Before Taxes	130	157	183	183	222	229	232	230	26%	653	913	40%
Income Taxes	54	66	76	77	90	92	94	87	13%	273	363	33%
Core Income	\$ 76	\$ 91	\$ 107	\$ 106	\$ 132	\$ 137	\$ 138	\$ 143	35%	\$ 380	\$ 550	45%
Average Assets (in billions of dollars)	\$ 10	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	-	\$ 9	\$ 9	-
Return on Assets	3.08%	4.06%	4.72%	4.67%	5.90%	6.12%	6.10%	6.32%		4.22%	6.11%	
Average Loans (in billions of dollars)	\$ 7.5	\$ 7.4	\$ 7.3	\$ 7.1	\$ 7.0	\$ 7.0	\$ 7.0	\$ 7.0	(1%)	\$ 7.3	\$ 7.0	(4%)
Average Customer Deposits (in billions of dollars)	\$ 41.6	\$ 42.3	\$ 42.3	\$ 42.4	\$ 43.6	\$ 44.3	\$ 44.8	\$ 46.0	8%	\$ 42.2	\$ 44.7	6%
EOP Accounts (in millions)	5.9	6.0	6.2	6.3	6.3	6.4	6.5	6.7	6%			
Non-Interest Revenue as % of Total Revenues	25.9%	26.3%	25.1%	26.5%	27.2%	26.6%	26.7%	25.0%		25.9%	26.4%	
Net Credit Loss Ratio (1)	1.31%	1.23%	1.06%	1.27%	1.00%	0.88%	0.86%	0.90%				
Proprietary Mutual Funds / UIT	\$ 186	\$ 180	\$ 126	\$ 232	\$ 373	\$ 124	\$ 280	\$ 280	21%	\$ 724	\$ 1,057	46%
Proprietary Money Market Funds	441	394	470	584	1,015	679	748	690	18%	1,889	3,132	66%
Total Proprietary Funds	627	574	596	816	1,388	803	1,028	970	19%	2,613	4,189	60%
Third Party Funds	659	715	540	608	947	599	426	346	(43%)	2,522	2,318	(8%)
Mutual Fund / UIT Sales at NAV (in millions of dollars)	\$ 1,286	\$ 1,289	\$ 1,136	\$ 1,424	\$ 2,335	\$ 1,402	\$ 1,454	\$ 1,316	(8%)	\$ 5,135	\$ 6,507	27%
Variable Annuity Premiums & Deposits (in millions of dollars)	\$ 127	\$ 210	\$ 169	\$ 233	\$ 270	\$ 330	\$ 385	\$ 381	64%	\$ 739	\$ 1,366	85%
Branches	380	372	373	371	371	367	367	367	(1%)			
ATM-only locations	739	462	158	306	114	111	109	108	(65%)			
Proprietary ATMs	2,838	2,477	2,151	2,295	2,092	2,086	2,080	2,080	(9%)			

(1) The 4Q00 net credit loss ratio includes a 10 basis point increase related to the adoption of revised FFIEC write-off policies.

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - Banking/Lending**  
**MORTGAGE BANKING (1)**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 186	\$ 201	\$ 217	\$ 215	\$ 223	\$ 226	\$ 225	\$ 238	11%	\$ 819	\$ 912	11%
Adjusted Operating Expenses	67	90	99	98	99	102	92	101	3%	354	394	11%
Provision for Loan Losses	6	8	4	9	9	(1)	1	(7)	NM	27	2	NM
Core Income Before Taxes and Minority Interest	113	103	114	108	115	125	132	144	33%	438	516	18%
Income Taxes	43	40	45	42	44	48	49	55	31%	170	196	15%
Minority Interest, Net of Tax	5	5	4	5	5	6	6	5	-	19	22	16%
Core Income	\$ 65	\$ 58	\$ 65	\$ 61	\$ 66	\$ 71	\$ 77	\$ 84	38%	\$ 249	\$ 298	20%
Average Assets (in billions of dollars)	\$ 29	\$ 30	\$ 30	\$ 32	\$ 34	\$ 37	\$ 42	\$ 45	41%	\$ 30	\$ 40	33%
Return on Assets	0.91%	0.78%	0.86%	0.76%	0.78%	0.77%	0.73%	0.74%		0.83%	0.75%	
<b>EOP Accounts Owned and Serviced (in millions):</b>												
Student Loans	2.2	2.3	2.5	2.7	2.8	3.0	3.3	3.5	30%			
Mortgages	0.6	0.7	0.7	1.2	0.7	0.9	0.9	0.9	(25%)			
Consumer Finance	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	-			
Total	2.9	3.1	3.3	4.0	3.6	4.0	4.3	4.5	13%			
<b>Total Owned and Serviced Average Loans (in billion of dollars):</b>												
Mortgages (2)	\$ 17.5	\$ 18.1	\$ 18.3	\$ 18.8	\$ 20.1	\$ 21.6	\$ 23.7	\$ 25.8	37%	\$ 18.2	\$ 22.8	25%
Student Loans	9.2	9.2	9.3	10.6	11.6	12.3	14.2	15.3	44%	9.6	13.4	40%
Consumer Finance	1.0	1.1	0.6	0.4	0.4	0.5	0.7	0.9	125%	0.8	0.6	(25%)
Average Loans - On Balance Sheet	27.7	28.4	28.2	29.8	32.1	34.4	38.6	42.0	41%	28.6	36.8	29%
Other Serviced Loans	40.5	46.4	51.0	52.5	54.1	59.9	61.8	62.6	19%	47.6	59.6	25%
Total	\$ 68.2	\$ 74.8	\$ 79.2	\$ 82.3	\$ 86.2	\$ 94.3	\$ 100.4	\$ 104.6	27%	\$ 76.2	\$ 96.4	27%
Mortgage Originations (in billions of dollars)	\$ 4.0	\$ 5.1	\$ 4.9	\$ 5.0	\$ 3.7	\$ 5.1	\$ 6.2	\$ 5.5	10%	\$ 19.0	\$ 20.5	8%
Student Loan Originations	\$ 0.7	\$ 0.3	\$ 0.7	\$ 0.6	\$ 1.0	\$ 0.7	\$ 1.4	\$ 1.3	117%	\$ 2.3	\$ 4.4	91%
Consumer Finance Originations	\$ 0.2	\$ 0.3	\$ 0.2	\$ 0.2	\$ 0.2	\$ 0.3	\$ 0.3	\$ 0.3	50%	\$ 0.9	\$ 1.1	22%
Net Credit Loss Ratio (3)	0.21%	0.20%	0.15%	0.18%	0.19%	0.08%	0.09%	0.27%				

(1) Includes Student Loans.

(2) Includes loans held for sale.

(3) The 4Q00 net credit loss ratio includes a 16 basis point increase related to the adoption of revised FFIEC write-off policies.

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - Banking/Lending  
NORTH AMERICA CARDS (1)**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Adjusted Revenues, Net of Interest Expense	\$ 2,410	\$ 2,454	\$ 2,439	\$ 2,561	\$ 2,551	\$ 2,557	\$ 2,737	\$ 2,911	14%	\$ 9,864	\$ 10,756	9%
Adjusted Operating Expenses	887	905	889	926	954	972	1,002	1,014	10%	3,607	3,942	9%
Adjusted Provision for Loan Losses (2)	999	1,013	975	992	990	961	957	1,065	7%	3,979	3,973	-
Core Income Before Taxes	524	536	575	643	607	624	778	832	29%	2,278	2,841	25%
Income Taxes	194	198	213	237	225	234	284	303	28%	842	1,046	24%
Core Income	\$ 330	\$ 338	\$ 362	\$ 406	\$ 382	\$ 390	\$ 494	\$ 529	30%	\$ 1,436	\$ 1,795	25%
Managed Average Assets (in billions of dollars)	\$ 84	\$ 86	\$ 86	\$ 87	\$ 90	\$ 94	\$ 101	\$ 106	22%	\$ 86	\$ 98	14%
Return on Managed Assets	1.59%	1.58%	1.67%	1.85%	1.71%	1.67%	1.95%	1.99%		1.67%	1.83%	
<b>N.A. CARDS DATA (3)</b>												
(in billions of dollars)												
Net Interest Revenue (in millions of dollars) (4)	\$ 1,906	\$ 1,861	\$ 1,885	\$ 1,922	\$ 1,956	\$ 1,899	\$ 2,055	\$ 2,198	14%	\$ 7,574	\$ 8,108	7%
% of Average Managed Loans	10.03%	9.41%	9.32%	9.41%	9.29%	8.66%	8.62%	8.83%		9.53%	8.84%	
Risk Adjusted Revenue (in millions of dollars) (5)	\$ 1,345	\$ 1,372	\$ 1,399	\$ 1,500	\$ 1,471	\$ 1,516	\$ 1,701	\$ 1,769	18%	\$ 5,616	\$ 6,457	15%
% of Average Managed Loans	7.07%	6.94%	6.92%	7.35%	6.99%	6.91%	7.14%	7.11%		7.06%	7.04%	
Adjusted Operating Expenses as % of Average Managed Loans	4.29%	4.22%	4.05%	4.22%	4.18%	4.13%	3.92%	3.77%		4.20%	3.99%	
End of Period Managed Receivables	\$ 79.1	\$ 80.6	\$ 81.4	\$ 85.6	\$ 86.1	\$ 92.3	\$ 97.7	\$ 103.2	21%			
Total EOP Open Accounts (in millions)	69.8	70.1	73.3	76.7	78.5	83.9	89.4	90.8	18%			
Total Sales	\$ 41.1	\$ 45.5	\$ 46.5	\$ 50.0	\$ 48.4	\$ 55.3	\$ 55.2	\$ 56.8	14%	\$ 183.1	\$ 215.7	18%
<b>End of Period Loans:</b>												
On Balance Sheet	\$ 25.7	\$ 25.3	\$ 25.0	\$ 27.4	\$ 27.9	\$ 33.5	\$ 37.9	\$ 37.0	35%			
Securitized	50.0	51.4	52.5	55.6	54.5	51.6	53.3	57.2	3%			
Held for Sale	2.9	3.5	3.4	2.1	3.4	6.5	5.8	8.1	286%			
Total	\$ 78.6	\$ 80.2	\$ 80.9	\$ 85.1	\$ 85.8	\$ 91.6	\$ 97.0	\$ 102.3	20%			
<b>Average Loans:</b>												
On Balance Sheet	\$ 26.6	\$ 26.3	\$ 25.0	\$ 25.2	\$ 26.9	\$ 32.1	\$ 36.9	\$ 36.9	46%	\$ 25.8	\$ 33.2	29%
Securitized	47.6	50.1	51.9	53.0	54.7	51.7	51.1	55.4	5%	50.7	53.2	5%
Held for Sale	2.9	2.9	3.3	2.8	3.1	4.4	6.8	6.7	139%	3.0	5.3	77%
Total	\$ 77.1	\$ 79.3	\$ 80.2	\$ 81.0	\$ 84.7	\$ 88.2	\$ 94.8	\$ 99.0	22%	\$ 79.5	\$ 91.7	15%
<b>Net Credit Losses (in millions of dollars):</b>												
On Balance Sheet	\$ 315	\$ 355	\$ 328	\$ 324	\$ 328	\$ 347	\$ 362	\$ 398	23%	\$ 1,322	\$ 1,435	9%
Securitized	628	610	589	625	631	561	524	592	(5)%	2,452	2,308	(6)%
Held for Sale	32	29	38	30	21	40	56	61	103%	129	178	38%
Total	\$ 975	\$ 994	\$ 955	\$ 979	\$ 980	\$ 948	\$ 942	\$ 1,051	7%	\$ 3,903	\$ 3,921	-
Coincident Net Credit Loss Ratio	5.13%	5.03%	4.72%	4.80%	4.65%	4.32%	3.95%	4.22%				
12 Month Lagged Net Credit Loss Ratio	7.24%	5.84%	5.43%	5.27%	5.11%	4.81%	4.67%	5.16%				

(1) Includes N.A. Bankcards, Associates Cards and Diners Club.

(2) On a managed basis.

(3) Excludes Diners Club

(4) Includes delinquency and other risk-based charges.

(5) Risk Adjusted Revenue is adjusted revenues less net credit losses.

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - Banking/Lending**  
**CITIFINANCIAL**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense*	\$ 1,134	\$ 1,146	\$ 1,156	\$ 1,164	\$ 1,222	\$ 1,269	\$ 1,262	\$ 1,318	13%	\$ 4,600	\$ 5,071	10%
Adjusted Operating Expenses	499	485	453	543	536	571	568	581	7%	1,980	2,256	14%
Provision for Benefits, Claims, and Credit Losses	362	367	322	363	404	373	362	407	12%	1,414	1,546	9%
Core Income Before Taxes	273	294	381	258	282	325	332	330	28%	1,206	1,269	5%
Income Taxes	102	109	139	95	103	120	119	117	23%	445	459	3%
Core Income	\$ 171	\$ 185	\$ 242	\$ 163	\$ 179	\$ 205	\$ 213	\$ 213	31%	\$ 761	\$ 810	6%
Average Assets (in billions of dollars)	\$ 47	\$ 48	\$ 48	\$ 50	\$ 51	\$ 55	\$ 58	\$ 61	22%	\$ 48	\$ 56	17%
Return on Assets	1.48%	1.55%	2.00%	1.29%	1.41%	1.50%	1.46%	1.39%		1.59%	1.45%	
<b>Net receivables (in billions of dollars):</b>												
Real estate-secured loans (1)	\$ 28.7	\$ 29.6	\$ 31.2	\$ 32.7	\$ 33.7	\$ 35.5	\$ 36.7	\$ 38.1	17%			
Personal loans (2)	9.8	10.0	10.0	10.0	9.8	9.7	9.7	9.9	(1%)			
Auto	1.6	1.7	1.8	2.5	3.0	3.8	4.2	4.6	84%			
Sales finance and other	3.5	3.1	2.9	2.9	2.8	2.6	2.6	2.7	(7%)			
Total	\$ 43.6	\$ 44.4	\$ 45.9	\$ 48.1	\$ 49.3	\$ 51.6	\$ 53.2	\$ 55.3	15%			
Number of offices	3,317	3,174	3,005	2,876	2,767	2,738	2,699	2,720	(5%)			
Average yield (3)	14.54%	14.41%	14.28%	14.05%	14.26%	14.16%	14.11%	14.03%		14.32%	14.14%	
Average net interest margin (3)	8.64%	8.49%	8.29%	7.94%	8.21%	7.84%	7.61%	7.55%		8.33%	7.79%	
Net credit loss ratio (3)	2.76%	2.57%	2.50%	2.78%	2.92%	2.49%	2.33%	2.57%		2.66%	2.57%	

(1) Includes fully secured S.M.A.R.T. receivables, as follows:

(2) Includes S.A.F.E. and partially secured S.M.A.R.T. receivables, as follows:

(3) Includes loans held for sale

\* Excludes realized gains on investments



**GLOBAL CONSUMER - Insurance**  
**TRAVELERS LIFE AND ANNUITY**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense*	\$ 771	\$ 867	\$ 869	\$ 887	\$ 1,010	\$ 983	\$ 899	\$ 999	13%	\$ 3,394	\$ 3,891	15%
Total Operating Expenses	107	110	107	127	126	97	103	83	(35%)	451	409	(9%)
Provision for Benefits and Claims	442	494	509	552	603	586	531	605	10%	1,997	2,325	16%
Core Income Before Taxes	222	263	253	208	281	300	265	311	50%	946	1,157	22%
Income Taxes	75	90	85	73	94	98	86	102	40%	323	380	18%
Core Income	\$ 147	\$ 173	\$ 168	\$ 135	\$ 187	\$ 202	\$ 179	\$ 209	55%	\$ 623	\$ 777	25%
<b>Pre-tax contribution by source:</b>												
Individual annuities	\$ 89	\$ 106	\$ 93	\$ 86	\$ 108	\$ 118	\$ 117	\$ 122	42%	\$ 374	\$ 465	24%
Group annuities	60	77	77	65	92	114	91	123	89%	279	420	51%
Life and long term care insurance	40	51	44	40	60	55	40	46	15%	175	201	15%
Other (includes run-off and return on excess capital)	33	29	39	17	21	13	17	20	18%	118	71	(40%)
Total	\$ 222	\$ 263	\$ 253	\$ 208	\$ 281	\$ 300	\$ 265	\$ 311	50%	\$ 946	\$ 1,157	22%
<b>Individual annuities:</b>												
Net written premiums & deposits:												
Fixed	\$ 194.2	\$ 249.7	\$ 271.0	\$ 292.6	\$ 293.5	\$ 302.6	\$ 320.3	\$ 350.0	20%	\$ 1,007.5	\$ 1,266.4	26%
Variable	975.7	1,048.3	1,089.8	1,151.3	1,245.0	1,258.5	1,273.6	1,247.7	8%	4,265.1	5,024.8	18%
Individual Payout	20.6	15.9	20.9	21.4	20.5	21.7	20.6	17.0	(21%)	78.8	79.8	1%
Total	\$ 1,190.5	\$ 1,313.9	\$ 1,381.7	\$ 1,465.3	\$ 1,559.0	\$ 1,582.8	\$ 1,614.5	\$ 1,614.7	10%	\$ 5,351.4	\$ 6,371.0	19%
Policyholder account balances & benefit reserves: (1)												
Fixed	\$ 7,839.3	\$ 7,874.2	\$ 7,958.5	\$ 7,993.6	\$ 7,911.3	\$ 7,904.0	\$ 7,939.8	\$ 8,050.0	1%			
Variable	14,172.9	15,770.8	15,897.0	19,310.6	21,072.7	21,013.2	21,678.1	20,704.0	7%			
Individual Payout	599.6	604.4	611.8	617.3	619.6	626.2	630.0	630.3	2%			
Total	\$ 22,611.8	\$ 24,249.4	\$ 24,467.3	\$ 27,921.5	\$ 29,603.6	\$ 29,543.4	\$ 30,247.9	\$ 29,384.3	5%			
<b>Group annuities:</b>												
Net written premiums & deposits (2)	\$ 1,859.6	\$ 1,609.2	\$ 1,212.3	\$ 937.5	\$ 1,456.9	\$ 1,439.1	\$ 1,481.8	\$ 1,149.9	23%	\$ 5,618.6	\$ 5,527.7	(2%)
Policyholder account balances & benefit reserves: (1)												
GICs and other investment contracts	\$ 9,766.4	\$ 10,982.9	\$ 10,917.7	\$ 10,753.8	\$ 11,087.0	\$ 11,204.2	\$ 11,966.9	\$ 12,598.6	17%			
Payout group annuities	4,175.1	4,236.9	4,284.9	4,362.7	4,514.9	4,624.0	4,713.8	4,861.5	11%			
Total	\$ 13,941.5	\$ 15,219.8	\$ 15,202.6	\$ 15,116.5	\$ 15,601.9	\$ 15,828.2	\$ 16,680.7	\$ 17,460.1	16%			
<b>Individual life insurance:</b>												
Net written premiums and deposits:												
Direct periodic premiums and deposits	\$ 84.5	\$ 86.7	\$ 88.3	\$ 149.2	\$ 116.7	\$ 113.4	\$ 135.8	\$ 144.7	(3%)	\$ 408.7	\$ 510.6	25%
Single premium deposits	16.2	20.8	17.2	30.0	18.3	21.0	22.3	37.6	25%	84.2	99.2	18%
Reinsurance	(16.8)	(17.8)	(17.9)	(18.5)	(19.1)	(20.3)	(21.4)	(23.0)	24%	(71.0)	(83.8)	18%
Total	\$ 83.9	\$ 89.7	\$ 87.6	\$ 160.7	\$ 115.9	\$ 114.1	\$ 136.7	\$ 159.3	(1%)	\$ 421.9	\$ 526.0	25%
Policyholder account balances & benefit reserves	\$ 2,468.3	\$ 2,511.0	\$ 2,535.3	\$ 2,682.0	\$ 2,755.3	\$ 2,801.9	\$ 2,911.0	\$ 2,983.3	11%			
Life insurance in force (in billions, face amt.)	\$ 56.6	\$ 57.7	\$ 58.4	\$ 60.6	\$ 61.7	\$ 63.2	\$ 65.2	\$ 66.9	10%			
Life insurance issued (in billions, face amt.)	\$ 2.5	\$ 2.4	\$ 2.0	\$ 3.8	\$ 2.7	\$ 3.0	\$ 3.1	\$ 2.9	(24%)	\$ 10.7	\$ 11.7	9%
<b>All businesses:</b>												
Net investment income (pretax)	\$ 525.4	\$ 578.8	\$ 593.2	\$ 579.1	\$ 594.9	\$ 639.1	\$ 609.1	\$ 655.9	13%	\$ 2,276.5	\$ 2,499.0	10%
Interest credited to contractholders	\$ 225.7	\$ 230.9	\$ 239.0	\$ 241.4	\$ 244.7	\$ 248.7	\$ 266.7	\$ 290.4	20%	\$ 937.0	\$ 1,050.5	12%
<b>Statutory data:</b>												
Travelers Insurance Company												
Statutory capital and surplus	\$ 4,955.9	\$ 4,976.9	\$ 5,010.2	\$ 5,027.3	\$ 5,011.2	\$ 4,977.4	\$ 5,355.1	\$ 5,123.4	2%			
Surplus to liabilities ratio	19.8%	19.5%	20.2%	21.2%	20.5%	20.3%	21.3%	20.2%				

(1) Includes general account, separate accounts and managed funds.

(2) Excludes deposits of \$24.0, \$45.0 and \$251.0 in the first, second and fourth quarters of 2000 and \$23.2, \$416.0, \$70.0 and \$71.0 in the 1999 first, second, third and fourth quarters, related to Travelers plans previously managed externally.

\* Excludes realized gains on investments

**GLOBAL CONSUMER - Insurance  
PRIMERICA FINANCIAL SERVICES**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense*	\$ 432	\$ 443	\$ 444	\$ 456	\$ 472	\$ 479	\$ 474	\$ 490	7%	\$ 1,775	\$ 1,915	8%
Total Operating Expenses	142	146	146	152	162	159	177	161	6%	586	659	12%
Provision for Benefits and Claims	120	121	121	125	125	126	106	139	11%	487	496	2%
Core Income Before Taxes	170	176	177	179	185	194	191	190	6%	702	760	8%
Income Taxes	60	63	63	64	66	69	67	66	3%	250	268	7%
Core Income	\$ 110	\$ 113	\$ 114	\$ 115	\$ 119	\$ 125	\$ 124	\$ 124	8%	\$ 452	\$ 492	9%
<b>Life Insurance</b>												
Face value (in billions) of:												
Life insurance issued	\$ 13.6	\$ 15.5	\$ 12.4	\$ 14.7	\$ 15.0	\$ 18.5	\$ 16.8	\$ 17.1	16%	\$ 56.2	\$ 67.4	20%
Life insurance in force	\$ 386.3	\$ 391.7	\$ 392.8	\$ 394.9	\$ 397.8	\$ 403.6	\$ 408.4	\$ 412.7	5%			
Annualized issued premiums	\$ 42.4	\$ 48.4	\$ 39.3	\$ 43.4	\$ 44.1	\$ 54.1	\$ 49.5	\$ 50.0	15%	\$ 173.5	\$ 197.7	14%
Direct premiums	\$ 315.2	\$ 321.0	\$ 320.5	\$ 322.9	\$ 324.5	\$ 330.9	\$ 333.3	\$ 337.6	5%	\$ 1,279.6	\$ 1,326.3	4%
Earned premiums	\$ 267.1	\$ 268.6	\$ 264.8	\$ 270.8	\$ 270.6	\$ 277.4	\$ 275.0	\$ 282.6	4%	\$ 1,071.3	\$ 1,105.6	3%
<b>Other Products</b>												
Mutual fund sales at NAV:												
Proprietary	\$ 407.7	\$ 453.1	\$ 393.7	\$ 389.3	\$ 465.0	\$ 468.7	\$ 448.5	\$ 428.9	10%	\$ 1,643.8	\$ 1,811.1	10%
Other funds	233.5	277.3	257.6	307.6	497.1	552.5	397.8	368.5	20%	1,076.0	1,815.9	69%
Total U.S. mutual fund sales	641.2	730.4	651.3	696.9	962.1	1,021.2	846.3	797.4	14%	2,719.8	3,627.0	33%
Mutual fund sales - Canada	143.2	76.2	86.2	98.2	228.8	128.1	117.4	119.0	21%	403.8	593.3	47%
Total mutual fund sales	\$ 784.4	\$ 806.6	\$ 737.5	\$ 795.1	\$ 1,190.9	\$ 1,149.3	\$ 963.7	\$ 916.4	15%	\$ 3,123.6	\$ 4,220.3	35%
Cash advanced on \$.M.A.R.T. and \$.A.F.E. loans (1)	\$ 419.2	\$ 492.7	\$ 488.3	\$ 519.8	\$ 492.0	\$ 475.6	\$ 457.2	\$ 667.5	28%	\$ 1,920.0	\$ 2,092.3	9%
Variable annuity net written premiums and deposits	\$ 223.4	\$ 278.6	\$ 247.6	\$ 240.5	\$ 249.9	\$ 248.0	\$ 270.6	\$ 288.2	20%	\$ 990.1	\$ 1,056.7	7%
<b>Agents licensed for:</b>												
Life insurance	79,738	79,251	77,259	79,809	79,818	82,288	85,183	86,900	9%			
Mutual funds	27,129	27,053	26,873	24,566	25,570	25,968	27,300	27,961	14%			
\$.M.A.R.T. / \$.A.F.E. loans	129,556	118,762	108,377	95,816	93,055	99,481	105,640	116,491	22%			
Variable annuities	13,816	14,497	16,042	16,424	16,453	16,692	17,281	17,777	8%			
Long term care	-	-	3,419	6,540	8,010	7,785	9,612	10,134	55%			
Home & auto insurance	15,102	14,734	15,425	14,284	13,238	13,038	12,194	11,647	(18%)			
Financial Needs Analyses submitted	142,451	122,958	111,136	113,748	110,900	109,451	108,838	108,705	(4%)	490,293	437,894	(11%)

(1) The \$.M.A.R.T. and \$.A.F.E. loan products are marketed by PFS; the receivables are reflected in the assets of CitiFinancial.

\* Excludes realized gains on investments

**GLOBAL CONSUMER - Insurance**  
**PERSONAL LINES**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense*	\$ 989	\$ 1,012	\$ 1,025	\$ 1,045	\$ 1,034	\$ 1,050	\$ 1,058	\$ 1,088	4%	\$ 4,071	\$ 4,230	4%
Total Operating Expenses	248	244	273	256	250	256	246	250	(2%)	1,021	1,002	(2%)
Claims and Claim Adjustment Expenses	598	632	719	623	659	673	717	718	15%	2,572	2,767	8%
Core Income Before Taxes and Minority Interest	143	136	33	166	125	121	95	120	(28%)	478	461	(4%)
Income Taxes	44	41	5	54	38	36	27	37	(31%)	144	138	(4%)
Minority Interest, Net of Tax	16	16	5	17	13	3	-	-	(100%)	54	16	(70%)
Core Income (1)	\$ 83	\$ 79	\$ 23	\$ 95	\$ 74	\$ 82	\$ 68	\$ 83	(13%)	\$ 280	\$ 307	10%
<b>Net written premiums by product line: (2)</b>												
Auto	\$ 623.9	\$ 602.0	\$ 585.9	\$ 576.0	\$ 588.7	\$ 614.7	\$ 608.7	\$ 596.1	3%	\$ 2,387.8	\$ 2,408.2	1%
Homeowners and other	365.1	356.4	373.3	349.5	307.9	378.6	397.1	372.5	7%	1,444.3	1,456.1	1%
Total net written premiums (a)	\$ 989.0	\$ 958.4	\$ 959.2	\$ 925.5	\$ 896.6	\$ 993.3	\$ 1,005.8	\$ 968.6	5%	\$ 3,832.1	\$ 3,864.3	1%
<b>Net written premiums by distribution channel: (2)</b>												
Independent agents	\$ 549.0	\$ 568.2	\$ 579.5	\$ 548.2	\$ 523.0	\$ 592.8	\$ 612.3	\$ 578.8	6%	\$ 2,244.9	\$ 2,306.9	3%
Strategic Distribution Group	136.8	138.6	152.0	154.6	147.3	165.1	176.2	172.2	11%	582.0	660.8	14%
Domestics	221.6	159.6	145.7	151.9	168.9	177.0	166.9	171.3	13%	678.8	684.1	1%
Other	81.6	92.0	82.0	70.8	57.4	58.4	50.4	46.3	(35%)	326.4	212.5	(35%)
Total net written premiums (a)	\$ 989.0	\$ 958.4	\$ 959.2	\$ 925.5	\$ 896.6	\$ 993.3	\$ 1,005.8	\$ 968.6	5%	\$ 3,832.1	\$ 3,864.3	1%
<b>Statutory ratio development:</b>												
Earned premiums (b)	\$ 897.7	\$ 911.5	\$ 922.2	\$ 928.3	\$ 917.2	\$ 927.7	\$ 937.8	\$ 972.5	5%	\$ 3,659.7	\$ 3,755.2	3%
Losses and loss adjustment expenses (c)	598.2	631.6	708.0	624.1	661.5	674.0	719.3	721.0	16%	2,561.9	2,775.8	8%
Other underwriting expenses (d)	271.8	244.9	260.7	246.7	242.1	254.3	260.3	245.3	(1%)	1,024.1	1,002.0	(2%)
Total deductions	870.0	876.5	968.7	870.8	903.6	928.3	979.6	966.3	11%	3,586.0	3,777.8	5%
Statutory underwriting gain/(loss)	\$ 27.7	\$ 35.0	\$ (46.5)	\$ 57.5	\$ 13.6	\$ (0.6)	\$ (41.8)	\$ 6.2	(89%)	\$ 73.7	\$ (22.6)	NM
<b>Statutory combined ratio: (2)</b>												
Loss and loss adjustment expense ratio (c / b)	66.6%	69.3%	76.8%	67.2%	72.1%	72.7%	76.7%	74.1%		70.0%	73.9%	
Other underwriting expense ratio (d / a)	27.5%	25.6%	27.2%	26.7%	27.0%	25.6%	25.9%	25.3%		26.7%	25.9%	
Combined ratio	94.1%	94.9%	104.0%	93.9%	99.1%	98.3%	102.6%	99.4%		96.7%	99.8%	
Net investment income (pre-tax)	\$ 90.8	\$ 99.4	\$ 102.5	\$ 109.6	\$ 113.1	\$ 115.2	\$ 113.0	\$ 107.7	(2%)	\$ 402.3	\$ 449.0	12%
Effective tax rate on net investment income	27.2%	27.7%	28.4%	28.9%	29.3%	29.5%	29.4%	29.2%		28.1%	29.4%	
Catastrophe losses, net of reinsurance (after-tax)	\$ 8.1	\$ 23.2	\$ 48.2	\$ -	\$ 30.4	\$ 17.2	\$ 1.9	\$ 4.1	NM	\$ 79.5	\$ 53.6	(33%)

(1) During April 2000, Travelers Insurance Group Inc. completed a cash tender offer to purchase all the outstanding shares of Class A Common Stock of Travelers Property Casualty Corp. at a price of \$41.95 per share. Results for the periods prior to April 20, 2000 are net of minority interest.

(2) The 1999 first quarter and full year net written premiums include an adjustment associated with a reinsurance transaction, which increased homeowners premiums written by independent agents by \$71.7 million. Excluding this transaction, the statutory loss and loss adjustment expense ratio, other underwriting expense ratio, and combined ratio for the 1999 first quarter were 66.6%, 26.7% and 93.3%, respectively, and for the 1999 full year were 70.0%, 26.5%, and 96.5%, respectively.

\* Excludes realized gains/(losses) on investments  
Reclassified to conform to the current presentation.  
NM - Not meaningful

**GLOBAL CONSUMER - International**  
**WESTERN EUROPE**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 600	\$ 594	\$ 608	\$ 622	\$ 618	\$ 600	\$ 579	\$ 591	(5%)	\$ 2,424	\$ 2,388	(1%)
Adjusted Operating Expenses	373	362	367	372	360	363	331	333	(10%)	1,474	1,387	(6%)
Provision for Benefits, Claims, and Credit Losses	147	107	90	108	104	92	97	97	(10%)	452	390	(14%)
Core Income Before Taxes	80	125	151	142	154	145	151	161	13%	498	611	23%
Income Taxes	30	47	56	53	57	53	56	53	-	186	219	18%
Core Income	\$ 50	\$ 78	\$ 95	\$ 89	\$ 97	\$ 92	\$ 95	\$ 108	21%	\$ 312	\$ 392	26%
Average Assets (in billions of dollars)	\$ 23	\$ 23	\$ 23	\$ 22	\$ 22	\$ 21	\$ 21	\$ 21	(5%)	\$ 23	\$ 21	(9%)
Return on Assets	0.88%	1.36%	1.64%	1.60%	1.77%	1.76%	1.80%	2.05%		1.36%	1.87%	
<b>Average Loans (in billions of dollars)</b>												
Cards	\$ 2.2	\$ 2.2	\$ 2.3	\$ 2.3	\$ 2.3	\$ 2.2	\$ 2.2	\$ 2.2	(4%)	\$ 2.3	\$ 2.2	(4%)
Mortgages	2.3	2.1	2.2	2.2	2.1	2.1	2.1	2.1	(5%)	2.2	2.1	(5%)
Auto	1.2	1.2	1.3	1.3	1.3	1.4	1.4	1.5	15%	1.3	1.4	8%
Personal	10.3	10.1	10.7	10.5	10.1	10.0	9.9	9.9	(6%)	10.4	10.0	(4%)
Other	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	(9%)	1.1	1.1	0%
Total	\$ 17.1	\$ 16.7	\$ 17.6	\$ 17.4	\$ 16.9	\$ 16.8	\$ 16.7	\$ 16.7	(4%)	\$ 17.3	\$ 16.8	(3%)
Average Customer Deposits (in billions of dollars)	\$ 14.5	\$ 13.6	\$ 13.5	\$ 13.1	\$ 13.0	\$ 12.5	\$ 12.1	\$ 12.0	(8%)	\$ 13.7	\$ 12.4	(9%)
EOP Accounts (in millions)	9.5	9.6	9.6	9.6	9.8	9.9	10.0	10.1	5%			
EOP Card Accounts (in millions)	2.4	2.4	2.4	2.4	2.4	2.5	2.5	2.6	8%			
Non-Interest Revenue as % of Total Revenues	31.8%	30.8%	29.5%	34.7%	32.3%	30.7%	30.8%	31.5%		31.7%	31.3%	
Net Credit Loss Ratio (1)	2.06%	2.02%	1.94%	1.99%	1.88%	1.84%	2.01%	2.40%				
Proprietary Mutual Funds / UIT	\$ 260	\$ 747	\$ 386	\$ 397	\$ 356	\$ 367	\$ 225	\$ 228	(43%)	\$ 1,790	\$ 1,176	(34%)
Proprietary Money Market Funds	471	431	252	174	193	109	98	104	(40%)	1,328	504	(62%)
Total Proprietary Funds	731	1,178	638	571	549	476	323	332	(42%)	3,118	1,680	(46%)
Third Party Funds	195	77	124	232	469	326	436	337	45%	628	1,568	150%
Mutual Fund / UIT Sales at NAV (in millions of dollars)	\$ 926	\$ 1,255	\$ 762	\$ 803	\$ 1,018	\$ 802	\$ 759	\$ 669	(17%)	\$ 3,746	\$ 3,248	(13%)
Branches	442	436	433	434	434	434	437	436	-			
Consumer Finance Offices	179	130	132	126	128	131	132	130	3%			
ATM-only locations	31	34	35	33	33	34	36	33	-			
Proprietary ATMs	826	828	828	832	839	859	875	883	6%			

(1) The 4Q00 net credit loss ratio includes a 24 basis point increase related to the adoption of revised FFIEC write-off policies.

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - International  
JAPAN**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 422	\$ 441	\$ 510	\$ 557	\$ 593	\$ 664	\$ 714	\$ 816	46%	\$ 1,930	\$ 2,787	44%
Adjusted Operating Expenses	180	187	208	220	243	261	268	355	61%	795	1,127	42%
Provision for Benefits, Claims, and Credit Losses	71	70	82	92	105	121	127	147	60%	315	500	59%
Core Income Before Taxes	171	184	220	245	245	282	319	314	28%	820	1,160	41%
Income Taxes	66	70	84	92	90	104	110	107	16%	312	411	32%
Core Income	\$ 105	\$ 114	\$ 136	\$ 153	\$ 155	\$ 178	\$ 209	\$ 207	35%	\$ 508	\$ 749	47%
Average Assets (in billions of dollars)	\$ 11	\$ 12	\$ 13	\$ 15	\$ 15	\$ 16	\$ 18	\$ 20	33%	\$ 13	\$ 17	31%
Return on Assets	3.87%	3.81%	4.15%	4.05%	4.16%	4.47%	4.62%	4.12%		3.91%	4.41%	
<b>Average Loans (in billions of dollars)</b>												
Mortgages	\$ 2.2	\$ 2.4	\$ 2.9	\$ 3.3	\$ 3.4	\$ 3.8	\$ 4.2	\$ 4.2	27%	\$ 2.7	\$ 3.9	44%
Cards	0.4	0.4	0.4	0.5	0.8	1.1	1.1	1.1	120%	0.4	1.0	150%
Personal	4.0	4.1	4.7	5.2	5.2	6.0	6.9	8.0	54%	4.5	6.5	44%
Other	0.1	0.1	0.1	0.2	0.2	0.2	0.2	0.3	50%	0.1	0.2	100%
Total	\$ 6.7	\$ 7.0	\$ 8.1	\$ 9.2	\$ 9.6	\$ 11.1	\$ 12.4	\$ 13.6	48%	\$ 7.7	\$ 11.6	51%
Average Customer Deposits (in billions of dollars)	\$ 10.4	\$ 10.5	\$ 11.7	\$ 12.9	\$ 13.1	\$ 13.5	\$ 13.9	\$ 13.9	8%	\$ 11.4	\$ 13.6	19%
EOP Accounts (in millions)	2.8	3.1	3.2	3.3	4.0	4.2	4.7	4.8	45%			
EOP Card Accounts (in millions)	0.4	0.4	0.4	0.4	0.9	0.9	1.0	1.0	150%			
Non-Interest Revenue as % of Total Revenues	6.4%	8.5%	9.5%	6.7%	11.0%	12.0%	11.0%	10.4%		7.8%	11.1%	
Net Credit Loss Ratio	3.53%	3.39%	3.37%	3.64%	3.68%	3.19%	3.15%	3.81%				
Proprietary Mutual Funds / UIT	\$ 31	\$ 59	\$ 69	\$ 96	\$ 67	\$ 78	\$ 178	\$ 75	(22%)	\$ 255	\$ 398	56%
Proprietary Money Market Funds	164	166	306	258	273	246	207	71	(72%)	894	797	(11%)
Total Proprietary Funds	195	225	375	354	340	324	385	146	(59%)	1,149	1,195	4%
Third Party Funds	-	-	29	82	113	104	36	110	34%	111	363	227%
Mutual Fund / UIT Sales at NAV (in millions of dollars)	\$ 195	\$ 225	\$ 404	\$ 436	\$ 453	\$ 428	\$ 421	\$ 256	(41%)	\$ 1,260	\$ 1,558	24%
Branches	20	20	22	22	22	22	22	22	-			
Consumer Finance Offices	666	687	668	676	685	751	878	902	33%			
ATM-only locations/Unmanned Kiosks	47	49	52	68	78	110	139	161	137%			
Proprietary ATMs	54	54	60	60	61	61	61	61	2%			

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - International**  
**ASIA (Excluding Japan)**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 432	\$ 449	\$ 470	\$ 496	\$ 539	\$ 519	\$ 521	\$ 517	4%	\$ 1,847	\$ 2,096	13%
Adjusted Operating Expenses	219	229	251	245	245	240	233	246	-	944	964	2%
Provision for Benefits, Claims, and Credit Losses	85	86	74	96	74	62	71	66	(31%)	341	273	(20%)
Core Income Before Taxes	128	134	145	155	220	217	217	205	32%	562	859	53%
Income Taxes	48	50	55	57	79	77	77	73	28%	210	306	46%
Core Income	\$ 80	\$ 84	\$ 90	\$ 98	\$ 141	\$ 140	\$ 140	\$ 132	35%	\$ 352	\$ 553	57%
Average Assets (in billions of dollars)	\$ 25	\$ 25	\$ 26	\$ 27	\$ 27	\$ 26	\$ 27	\$ 26	(4%)	\$ 26	\$ 27	4%
Return on Assets	1.30%	1.35%	1.37%	1.44%	2.10%	2.17%	2.06%	2.02%		1.35%	2.05%	
<b>Average Loans (in billions of dollars)</b>												
Mortgages	\$ 11.8	\$ 12.1	\$ 12.3	\$ 12.5	\$ 12.5	\$ 12.2	\$ 12.0	\$ 11.6	(7%)	\$ 12.2	\$ 12.1	(1%)
Cards	4.2	4.3	4.5	4.6	4.7	4.7	4.8	4.8	4%	4.4	4.8	9%
Auto	2.1	2.2	2.2	2.2	2.3	2.3	2.4	2.4	9%	2.2	2.4	9%
Personal	1.2	1.2	1.3	1.2	1.2	1.2	1.3	1.3	8%	1.2	1.3	8%
Other	1.6	1.7	1.6	1.9	1.9	1.8	1.8	1.7	(11%)	1.7	1.6	(6%)
Total	\$ 20.9	\$ 21.5	\$ 21.9	\$ 22.4	\$ 22.6	\$ 22.2	\$ 22.3	\$ 21.8	(3%)	\$ 21.7	\$ 22.2	2%
Average Customer Deposits (in billions of dollars)	\$ 29.5	\$ 30.2	\$ 30.6	\$ 32.3	\$ 33.3	\$ 33.5	\$ 34.2	\$ 34.2	6%	\$ 30.7	\$ 33.8	10%
EOP Accounts (in millions)	6.4	6.8	7.1	7.2	7.3	7.5	7.8	8.1	13%			
EOP Card Accounts (in millions)	4.0	4.1	4.2	4.1	4.4	4.5	4.7	4.9	20%			
Non-Interest Revenue as % of Total Revenues	29.2%	29.1%	27.1%	28.6%	34.5%	31.1%	32.4%	30.7%		28.4%	32.0%	
Net Credit Loss Ratio	1.46%	1.36%	1.27%	1.20%	1.24%	1.07%	1.14%	1.18%				
Proprietary Mutual Funds / UIT	\$ 154	\$ 141	\$ 106	\$ 184	\$ 115	\$ 126	\$ 149	\$ 215	17%	\$ 585	\$ 605	3%
Proprietary Money Market Funds	109	85	128	106	67	60	49	97	(8%)	428	273	(36%)
Total Proprietary Funds	263	226	234	290	182	186	198	312	8%	1,013	878	(13%)
Third Party Funds	414	691	758	968	1,823	825	953	970	-	2,831	4,571	61%
Mutual Fund / UIT Sales at NAV (in millions of dollars)	\$ 677	\$ 917	\$ 992	\$ 1,258	\$ 2,005	\$ 1,011	\$ 1,151	\$ 1,282	2%	\$ 3,844	\$ 5,449	42%
Branches	68	68	69	72	71	73	76	77	7%			
ATM-only locations	62	62	63	78	79	75	74	73	(6%)			
Proprietary ATMs	278	287	284	293	300	300	301	303	3%			

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - International  
LATIN AMERICA**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense (1)	\$ 464	\$ 496	\$ 499	\$ 511	\$ 513	\$ 466	\$ 436	\$ 526	3%	\$ 1,970	\$ 1,941	(1%)
Adjusted Operating Expenses	291	299	302	302	323	327	318	339	12%	1,194	1,307	9%
Provision for Benefits, Claims, and Credit Losses (1)	101	135	117	94	90	76	69	100	6%	447	335	(25%)
Core Income Before Taxes	72	62	80	115	100	63	49	87	(24%)	329	299	(9%)
Income Taxes	25	21	28	33	34	22	17	18	(45%)	107	91	(15%)
Core Income	\$ 47	\$ 41	\$ 52	\$ 82	\$ 66	\$ 41	\$ 32	\$ 69	(16%)	\$ 222	\$ 208	(6%)
Average Assets (in billions of dollars)	\$ 14	\$ 15	\$ 14	\$ 14	\$ 14	\$ 12	\$ 11	\$ 11	(21%)	\$ 14	\$ 12	(14%)
Return on Assets	1.36%	1.10%	1.47%	2.32%	1.90%	1.37%	1.16%	2.50%		1.59%	1.73%	
<b>Average Loans (in billions of dollars)</b>												
Cards	\$ 1.8	\$ 1.8	\$ 1.7	\$ 1.7	\$ 1.8	\$ 1.8	\$ 1.7	\$ 1.7	-	1.8	1.7	(6%)
Mortgages	2.0	1.9	2.0	2.0	2.0	2.0	2.1	2.1	5%	2.0	2.1	5%
Auto	1.9	1.7	1.7	1.7	1.4	1.0	0.9	0.9	(47%)	1.8	1.1	(39%)
Personal	1.6	1.6	1.8	1.8	1.8	1.8	1.8	1.8	-	1.7	1.7	-
Other	0.5	1.0	0.7	0.7	0.6	0.6	0.5	0.5	(29%)	0.6	0.6	-
Total	\$ 7.8	\$ 8.0	\$ 7.9	\$ 7.9	\$ 7.6	\$ 7.2	\$ 7.0	\$ 7.0	(11%)	\$ 7.9	\$ 7.2	(9%)
Average Customer Deposits (in billions of dollars)	\$ 12.9	\$ 13.7	\$ 13.6	\$ 13.6	\$ 13.8	\$ 13.7	\$ 13.6	\$ 13.5	(1%)	\$ 13.5	\$ 13.7	1%
EOP Accounts (in millions)	8.5	8.1	9.0	8.9	8.9	9.3	9.3	9.3	4%			
EOP Card Accounts (in millions)	2.1	2.1	2.0	1.9	2.0	1.9	1.9	2.0	5%			
Non-Interest Revenue as % of Total Revenues	30.5%	35.9%	32.7%	33.7%	36.7%	37.4%	39.8%	45.9%		33.2%	40.0%	
Net Credit Loss Ratio (2)	4.74%	6.17%	5.55%	4.71%	4.77%	4.25%	3.89%	5.58%				
Proprietary Mutual Funds/UIT Funds	\$ 197	\$ 240	\$ 204	\$ 268	\$ 357	\$ 193	\$ 294	\$ 185	(31%)	\$ 909	\$ 1,029	13%
Proprietary Money Market Funds	1,075	1,200	1,165	1,087	1,174	1,167	939	996	(8%)	4,527	4,276	(6%)
Total Proprietary Funds	\$ 1,272	\$ 1,440	\$ 1,369	\$ 1,355	\$ 1,531	\$ 1,360	\$ 1,233	\$ 1,181	(13%)	\$ 5,436	\$ 5,305	(2%)
Third Party Funds	143	232	282	278	218	146	126	129	(54%)	935	619	(34%)
Mutual Fund / UIT Sales at NAV (in millions of dollars)	\$ 1,415	\$ 1,672	\$ 1,651	\$ 1,633	\$ 1,749	\$ 1,506	\$ 1,359	\$ 1,310	(20%)	\$ 6,371	\$ 5,924	(7%)
Branches	466	447	450	447	453	447	404	406	(9%)			
Consumer Finance Offices	43	43	99	100	101	101	101	110	10%			
ATM-only locations	69	73	84	85	84	84	89	85	-			
Proprietary ATMs	649	660	745	747	749	753	730	718	(4%)			

(1) Includes a fourth quarter 2000 year-to-date reclassification which increased both Revenues and Provision for Benefits, Claims, and Credit Losses by \$26 million.

(2) The 4Q00 net credit loss ratio includes a 232 basis point increase related to the adoption of revised FFIEC write-off policies.

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER - International**  
**CENTRAL & EASTERN EUROPE, MIDDLE EAST & AFRICA**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 71	\$ 77	\$ 112	\$ 91	\$ 100	\$ 106	\$ 110	\$ 117	29%	\$ 351	\$ 433	23%
Adjusted Operating Expenses	60	63	62	69	67	72	78	88	28%	254	305	20%
Provision for Benefits, Claims, and Credit Losses	9	7	8	8	10	8	7	8		32	33	3%
Core Income Before Taxes	2	7	42	14	23	26	25	21	50%	65	95	46%
Income Taxes	1	3	16	6	8	10	9	7	17%	26	34	31%
Core Income	\$ 1	\$ 4	\$ 26	\$ 8	\$ 15	\$ 16	\$ 16	\$ 14	75%	\$ 39	\$ 61	56%
Average Assets (in billions of dollars)	\$ 3	\$ 3	\$ 3	\$ 3	\$ 3	\$ 3	\$ 3	\$ 4	33%	\$ 3	\$ 3	-
Return on Assets	0.14%	0.53%	3.44%	1.06%	2.01%	2.15%	2.12%	1.39%		1.30%	2.03%	
<b>Average Loans (in billions of dollars)</b>												
Cards	\$ 0.5	\$ 0.5	\$ 0.5	\$ 0.5	\$ 0.5	\$ 0.5	\$ 0.6	\$ 0.6	20%	\$ 0.5	\$ 0.6	20%
Mortgages	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	-	0.2	0.2	-
Auto	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	-	0.3	0.3	-
Personal	0.2	0.3	0.3	0.3	0.4	0.4	0.4	0.5	67%	0.3	0.4	33%
Other	0.3	0.3	0.4	0.5	0.5	0.5	0.4	0.4	(20%)	0.3	0.5	67%
Total	\$ 1.5	\$ 1.6	\$ 1.7	\$ 1.8	\$ 1.9	\$ 1.9	\$ 1.9	\$ 2.0	11%	\$ 1.6	\$ 2.0	25%
Average Customer Deposits (in billions of dollars)	\$ 3.6	\$ 3.5	\$ 3.6	\$ 3.5	\$ 3.6	\$ 3.7	\$ 3.9	\$ 4.2	20%	\$ 3.6	\$ 3.9	8%
EOP Accounts (in millions)	1.7	1.8	2.0	2.1	2.2	2.4	2.7	2.8	33%			
EOP Card Accounts (in millions)	1.2	1.3	1.4	1.4	1.5	1.6	1.7	1.8	29%			
Non-Interest Revenue as % of Total Revenues	45.1%	39.9%	54.9%	41.6%	42.3%	42.5%	40.1%	40.8%		46.2%	41.4%	
Net Credit Loss Ratio (1)	2.33%	1.89%	1.93%	1.76%	2.60%	1.66%	1.45%	2.10%				
Proprietary Mutual Funds / UIT	\$ 18	\$ 24	\$ 8	\$ 47	\$ 8	\$ 19	\$ 11	\$ 9	(81%)	\$ 97	\$ 47	(52%)
Proprietary Money Market Funds	2	2	1	2	-	-	1	-	(100%)	7	1	(86%)
Total Proprietary Funds	20	26	9	49	8	19	12	9	(82%)	104	48	(54%)
Third Party Funds	32	56	79	75	154	118	72	36	(52%)	242	380	57%
Mutual Fund / UIT Sales at NAV (in millions of dollars)	\$ 52	\$ 82	\$ 88	\$ 124	\$ 162	\$ 137	\$ 84	\$ 45	(64%)	\$ 346	\$ 428	24%
Branches	29	30	31	32	36	41	55	58	81%			
ATM-only locations	43	44	43	43	50	53	57	65	51%			
Proprietary ATMs	97	99	102	103	112	113	119	129	25%			

(1) The 4Q00 net credit loss ratio includes a 59 basis point increase related to the adoption of revised FFIEC write-off policies.

Reclassified to conform to the current presentation.



**GLOBAL CONSUMER**
**OTHER CONSUMER (1)**

(In millions of dollars)

	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 91	\$ 106	\$ 52	\$ 199	\$ 33	\$ (21)	\$ 94	\$ 33	(83%)	\$ 448	\$ 139	(69%)
Adjusted Operating Expenses	107	139	108	113	101	49	84	17	(85%)	467	251	(46%)
Provision for Loan Losses	(32)	(31)	(22)	(12)	(4)	(8)	26	(9)	25%	(97)	5	NM
Core Income (Loss) Before Taxes (Benefits)	16	(2)	(34)	98	(64)	(62)	(16)	25	(74%)	78	(117)	NM
Income Taxes (Benefits)	7	-	(14)	34	(25)	(26)	(7)	8	(76%)	27	(50)	NM
Core Income (Loss)	\$ 9	\$ (2)	\$ (20)	\$ 64	\$ (39)	\$ (36)	\$ (9)	\$ 17	(73%)	\$ 51	\$ (67)	NM

(1) Includes unallocated marketing, staff expenses, and certain treasury functions.

NM Not meaningful

Reclassified to conform to the current presentation.

**GLOBAL CORPORATES AND INSTITUTIONS**  
**CORPORATE AND INVESTMENT BANK**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Revenues:												
Commissions & Fees	\$ 923	\$ 923	\$ 838	\$ 1,041	\$ 1,339	\$ 1,049	\$ 1,021	\$ 1,074	3%	\$ 3,725	\$ 4,483	20%
Asset Management and Administration Fees	377	401	432	431	500	546	551	572	33%	1,641	2,169	32%
Investment Banking	705	862	861	921	999	964	1,123	1,001	9%	3,349	4,087	22%
Principal Transactions	1,312	859	602	838	1,289	996	1,115	841	-	3,611	4,241	17%
Other Income	147	175	114	140	299	315	196	219	56%	576	1,029	79%
Total Non-Interest Revenues	3,464	3,220	2,847	3,371	4,426	3,870	4,006	3,707	10%	12,902	16,009	24%
Net Interest and Dividends	894	999	862	809	851	928	901	975	21%	3,564	3,655	3%
Total Revenues, Net of Interest Expense	4,358	4,219	3,709	4,180	5,277	4,798	4,907	4,682	12%	16,466	19,664	19%
Non-Interest Expenses:												
Compensation and Benefits	2,195	2,097	1,951	1,970	2,412	2,415	2,542	2,462	25%	8,213	9,831	20%
Communications	196	189	204	220	223	242	254	276	25%	809	995	23%
Occupancy and Equipment	162	157	163	161	166	176	182	194	20%	643	718	12%
Floor Brokerage and Other Production	103	133	117	131	162	161	184	182	39%	484	689	42%
Other Operating and Administrative Expenses	203	235	161	217	198	283	252	265	22%	816	998	22%
Total Non-Interest Expenses	2,859	2,811	2,596	2,699	3,161	3,277	3,414	3,379	25%	10,965	13,231	21%
Provision for Credit Losses	41	46	53	53	90	160	113	392	NM	193	755	291%
Core Income Before Income Taxes	1,458	1,362	1,060	1,428	2,026	1,361	1,380	911	(36%)	5,308	5,678	7%
Income Taxes and Minority Interest, After Tax	523	498	391	531	748	455	503	327	(38%)	1,943	2,033	5%
Core Income	\$ 935	\$ 864	\$ 669	\$ 897	\$ 1,278	\$ 906	\$ 877	\$ 584	(35%)	\$ 3,365	\$ 3,645	8%
Pre-tax profit margin	33.5%	32.3%	28.6%	34.2%	38.4%	28.4%	28.1%	19.5%		32.2%	28.9%	
Non-Compensation Expenses as a Percent of Net Revenues	15.2%	16.9%	17.4%	17.4%	14.2%	18.0%	17.8%	19.6%		16.7%	17.3%	

Reclassified to conform to the current presentation.

**GLOBAL CORPORATES AND INSTITUTIONS**  
**EMERGING MARKETS CORPORATE BANKING AND GLOBAL TRANSACTION SERVICES**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 1,453	\$ 1,404	\$ 1,376	\$ 1,381	\$ 1,600	\$ 1,670	\$ 1,669	\$ 1,720	25%	\$ 5,614	\$ 6,659	19%
Adjusted Operating Expenses	924	922	928	938	944	1,000	1,008	1,050	12%	3,712	4,002	8%
Provision for Loan Losses	115	110	32	91	87	80	24	1	(99%)	348	192	(45%)
Core Income Before Taxes and Minority Interest	414	372	416	352	569	590	637	669	90%	1,554	2,465	59%
Income Taxes	157	141	158	134	208	216	232	240	79%	590	896	52%
Minority Interest, Net of Tax	1	2	2	1	-	3	8	5	400%	6	16	167%
Core Income	\$ 256	\$ 229	\$ 256	\$ 217	\$ 361	\$ 371	\$ 397	\$ 424	95%	\$ 958	\$ 1,553	62%
Average Assets (in billions of dollars)	\$ 97	\$ 98	\$ 96	\$ 96	\$ 98	\$ 102	\$ 107	\$ 112	17%	\$ 97	\$ 105	8%
Return on Assets	1.07%	0.94%	1.06%	0.90%	1.48%	1.46%	1.48%	1.51%		0.99%	1.48%	

Reclassified to conform to the current presentation.

**GLOBAL CORPORATES AND INSTITUTIONS**
**COMMERCIAL LINES**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense*	\$ 1,659	\$ 1,696	\$ 1,718	\$ 1,742	\$ 1,719	\$ 1,788	\$ 1,928	\$ 2,062	18%	\$ 6,815	\$ 7,497	10%
Total Operating Expenses	426	419	338	448	397	403	380	519	16%	1,631	1,699	4%
Claims and Claim Adjustment Expenses	929	946	951	969	931	1,009	1,114	1,200	24%	3,795	4,254	12%
Core Income Before Taxes and Minority Interest	304	331	429	325	391	376	434	343	6%	1,389	1,544	11%
Income Taxes	72	80	115	77	102	96	117	86	12%	344	401	17%
Minority Interest, Net of Tax	36	39	49	37	42	8	-	-	(100%)	161	50	(69%)
Core Income (1)	\$ 196	\$ 212	\$ 265	\$ 211	\$ 247	\$ 272	\$ 317	\$ 257	22%	\$ 884	\$ 1,093	24%
<b>Net written premiums by market: (2)</b>												
Commercial accounts	\$ 443.6	\$ 440.1	\$ 469.9	\$ 462.7	\$ 487.4	\$ 457.4	\$ 563.1	\$ 591.0	28%	\$ 1,816.3	\$ 2,098.9	16%
Select accounts	372.3	393.4	355.4	373.0	387.3	406.8	382.4	398.9	7%	1,494.1	1,575.4	5%
Specialty accounts	263.0	299.8	318.8	285.0	332.5	481.0	463.6	478.3	68%	1,166.6	1,755.4	50%
National accounts	149.9	101.4	148.8	88.3	92.0	58.5	131.4	70.4	(20%)	488.4	352.3	(28%)
Total net written premiums (a)	\$ 1,228.8	\$ 1,234.7	\$ 1,292.9	\$ 1,209.0	\$ 1,299.2	\$ 1,403.7	\$ 1,540.5	\$ 1,538.6	27%	\$ 4,965.4	\$ 5,782.0	16%
<b>Statutory ratio development:</b>												
Earned premiums (b)	\$ 1,189.6	\$ 1,226.1	\$ 1,240.0	\$ 1,229.0	\$ 1,220.2	\$ 1,275.0	\$ 1,402.8	\$ 1,471.4	20%	\$ 4,884.7	\$ 5,369.4	10%
Losses and loss adjustment expenses (3) (c)	880.6	899.8	1,000.7	910.2	880.0	959.9	1,079.7	1,152.5	27%	3,691.3	4,072.1	10%
Other underwriting expenses (d)	358.1	380.7	401.9	408.4	367.1	424.8	409.4	432.3	6%	1,549.1	1,633.6	5%
Total deductions	1,238.7	1,280.5	1,402.6	1,318.6	1,247.1	1,384.7	1,489.1	1,584.8	20%	5,240.4	5,705.7	9%
Statutory underwriting loss	\$ (49.1)	\$ (54.4)	\$ (162.6)	\$ (89.6)	\$ (26.9)	\$ (109.7)	\$ (86.3)	\$ (113.4)	(27%)	\$ (355.7)	\$ (336.3)	5%
<b>Statutory combined ratio: (2), (3), (4)</b>												
Loss and loss adjustment expense ratio (c / b)	74.0%	73.4%	80.7%	74.1%	72.1%	75.3%	77.0%	78.3%		75.6%	75.8%	
Other underwriting expense ratio (d / a)	29.1%	30.8%	31.1%	33.8%	28.3%	30.3%	26.6%	28.1%		31.2%	28.3%	
Combined ratio	103.1%	104.2%	111.8%	107.9%	100.4%	105.6%	103.6%	106.4%		106.8%	104.1%	
Net investment income (pre-tax)	\$ 424.9	\$ 423.8	\$ 435.0	\$ 461.3	\$ 451.3	\$ 454.6	\$ 435.6	\$ 440.7	(4%)	\$ 1,745.0	\$ 1,782.2	2%
Effective tax rate on net investment income	26.6%	26.5%	26.7%	27.0%	26.8%	26.8%	26.5%	26.5%		26.0%	26.7%	
Catastrophe losses, net of reinsurance (after-tax)	\$ -	\$ 9.9	\$ 17.4	\$ -	\$ -	\$ -	\$ -	\$ -	-	\$ 27.3	\$ -	(100%)

(1) During April 2000, Travelers Insurance Group Inc. completed a cash tender offer to purchase all the outstanding shares of Class A Common Stock of Travelers Property Casualty Corp. at a price of \$41.95 per share. Results for the periods prior to April 20, 2000 are net of minority interest.

(2) The 2000 second quarter and full year net written premiums include a \$130.7 million adjustment associated with the acquisition of the Reliance Surety business. Excluding this transaction, the loss and loss adjustment expense ratio, other underwriting expense ratio, and combined ratio for the 2000 second quarter were 75.3%, 29.2% and 104.5%, respectively, and for the 2000 full year were 75.8%, 28.0% and 103.8%, respectively.

(3) The 1999 third quarter and full year include the effects of a settlement of an asbestos liability, which increased losses and loss adjustment expenses, for statutory purposes only, by \$105.2 million. Excluding this transaction, the statutory loss and loss adjustment expense ratio, other underwriting expense ratio, and combined ratio for the 1999 third quarter were 72.2%, 31.1% and 103.3%, respectively, and for the 1999 full year were 73.4%, 31.2% and 104.6%, respectively.

(4) Before policyholder dividends.

\* Excludes realized gains/(losses) on investments

NM - Not meaningful

Reclassified to conform to the current presentation.

**GLOBAL INVESTMENT MANAGEMENT & PRIVATE BANKING**  
**CITIGROUP ASSET MANAGEMENT**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>Revenues:</b>												
Investment advisory, admin. & distribution fees	\$ 340	\$ 338	\$ 344	\$ 387	\$ 413	\$ 468	\$ 472	\$ 485	25%	\$ 1,409	\$ 1,838	30%
Unit Investment Trust revenues - net	9	10	21	8	12	7	16	4	(50%)	48	39	(19%)
Other revenues, net interest expense	6	10	6	13	11	4	2	(3)	(123%)	35	14	(60%)
Total revenues	355	358	371	408	436	479	490	486	19%	1,492	1,891	27%
<b>Expenses:</b>												
Employee compensation and benefits	107	100	111	124	135	144	150	166	34%	442	595	35%
Mutual fund commission expense	30	28	34	28	29	34	26	29	4%	120	118	(2%)
Other expenses	85	90	86	126	114	148	153	158	25%	387	573	48%
Total expenses	222	218	231	278	278	326	329	353	27%	949	1,286	36%
Core income before income taxes	133	140	140	130	158	153	161	133	2%	543	605	11%
Provision for income taxes	52	56	56	52	64	61	66	55	6%	216	246	14%
Core income	\$ 81	\$ 84	\$ 84	\$ 78	\$ 94	\$ 92	\$ 95	\$ 78	-	\$ 327	\$ 359	10%
Pre-tax profit margin	37.5%	39.1%	37.7%	31.9%	36.2%	31.9%	32.9%	27.4%		36.4%	32.0%	
<b>Assets Under Management by Product Type (in billions of dollars):</b>												
Money market and institutional liquidity funds:												
Retail	\$ 73.6	\$ 72.8	\$ 74.2	\$ 77.5	\$ 86.5	\$ 82.6	\$ 86.8	\$ 90.6	17%			
Institutional	17.3	15.6	17.0	19.3	17.4	18.6	20.4	23.9	24%			
Total money market and institutional liquidity funds	90.9	88.4	91.2	96.8	103.9	101.2	107.2	114.5	18%			
Long-term mutual funds:												
Equity / Balanced	44.9	46.9	45.5	51.5	54.7	54.6	55.9	53.8	4%			
Taxable Fixed Income	24.7	25.5	24.1	18.1	16.4	16.5	15.1	14.4	(20%)			
Tax Exempt Fixed Income	10.9	10.2	9.7	8.8	8.5	8.3	8.5	8.9	1%			
Annuities	4.1	4.5	4.6	5.4	5.8	5.8	6.1	6.0	11%			
Total long-term mutual funds	84.6	87.1	83.9	83.8	85.4	85.2	85.6	83.1	(1%)			
Managed accounts:												
Private client	43.2	46.3	47.5	51.1	54.4	55.5	59.5	61.2	20%			
Institutional	91.4	95.6	96.2	100.0	97.8	96.7	94.0	91.7	(8%)			
Emerging Markets Pension Administration	-	-	-	-	1.1	4.5	4.9	5.4	NM			
Total managed accounts	134.6	141.9	143.7	151.1	153.3	156.7	158.4	158.3	5%			
Unit Investment Trusts held in client accounts	12.8	12.9	12.3	12.9	12.3	11.2	10.9	9.4	(27%)			
Alternative Investment Strategies	28.1	30.0	32.6	32.7	33.0	34.3	34.4	35.8	9%			
Total assets under management (1)	\$ 351.0	\$ 360.3	\$ 363.7	\$ 377.3	\$ 387.9	\$ 388.6	\$ 396.5	\$ 401.1	6%			
<b>Assets Under Management by Client Type (in billions of dollars):</b>												
Retail	\$ 210.9	\$ 215.4	\$ 214.8	\$ 222.6	\$ 236.2	\$ 231.2	\$ 240.6	\$ 242.2	9%			
Emerging Markets Pension Administration	-	-	-	-	1.1	4.5	4.9	5.4	NM			
Institutional (including Alternate Investment Strategies)	140.1	144.9	148.9	154.7	150.6	152.9	151.0	153.5	(1%)			
Total assets under management	\$ 351.0	\$ 360.3	\$ 363.7	\$ 377.3	\$ 387.9	\$ 388.6	\$ 396.5	\$ 401.1	6%			
Number of Morningstar 4- and 5-star funds	22	17	20	20	20	19	22	22	10%			
<b>Global Retirement Services (in billions of dollars):</b>												
Emerging Markets Pension Administration -												
Assets Under Management (2)	\$ 10.6	\$ 11.5	\$ 11.8	\$ 12.3	\$ 13.9	\$ 13.7	\$ 13.8	\$ 14.3	16%			
Number of Participants / Affiliates (in millions)	5.2	5.3	5.5	5.7	5.9	6.1	6.2	6.5	14%			
CitiStreet Joint Venture - Assets Under Administration	-	-	-	-	-	189.2	196.4	180.7	NM			

(1) Includes \$29, \$35, \$36 and \$31 billion for the 1999 first, second, third and fourth quarters, respectively, and \$31 billion for the 2000 first, second and third quarters, and \$30 billion for the fourth quarter for Citigroup Private Bank clients.

(2) Includes assets under management for both majority- and minority-owned pension fund administration businesses in Latin America.

NM - Not meaningful

Reclassified to conform to the current presentation.

**GLOBAL INVESTMENT MANAGEMENT & PRIVATE BANKING**  
**THE CITIGROUP PRIVATE BANK**  
(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Total Revenues, Net of Interest Expense	\$ 274	\$ 301	\$ 305	\$ 332	\$ 362	\$ 338	\$ 337	\$ 369	11%	\$ 1,212	\$ 1,406	16%
Adjusted Operating Expenses	179	186	190	215	213	210	214	233	8%	770	870	13%
Provision for Loan Losses	8	2	2	-	22	3	(3)	2	NM	12	24	100%
Core Income Before Taxes	87	113	113	117	127	125	126	134	15%	430	512	19%
Income Taxes	32	42	43	44	47	46	46	49	11%	161	188	17%
Core Income	\$ 55	\$ 71	\$ 70	\$ 73	\$ 80	\$ 79	\$ 80	\$ 85	16%	\$ 269	\$ 324	20%
Average Assets (in billions of dollars)	\$ 18	\$ 19	\$ 21	\$ 23	\$ 23	\$ 25	\$ 26	\$ 27	17%	\$ 20	\$ 25	25%
Return on Assets	1.24%	1.50%	1.32%	1.26%	1.40%	1.27%	1.22%	1.25%		1.35%	1.30%	
Client Business Volumes (in billions of dollars)	\$ 119	\$ 125	\$ 128	\$ 140	\$ 144	\$ 149	\$ 154	\$ 153	9%			
<b>Client Business Volumes (in billions of dollars):</b>												
Proprietary Managed Assets	\$ 28	\$ 28	\$ 28	\$ 30	\$ 30	\$ 31	\$ 32	\$ 32	7%			
Other Assets under Fee based Management	2	2	2	2	4	4	4	4	100%			
Banking and Fiduciary Deposits	27	27	27	27	28	28	28	31	15%			
Loans	17	20	23	24	25	27	27	28	17%			
Other, Principally Custody Accounts	45	48	48	57	57	59	63	58	2%			
Total Client Business Volumes	\$ 119	\$ 125	\$ 128	\$ 140	\$ 144	\$ 149	\$ 154	\$ 153	9%			
<b>Revenues:</b>												
Customer Revenues												
Net Interest Spread and Recurring												
Fee Based Revenues	\$ 197	\$ 200	\$ 205	\$ 224	\$ 229	\$ 237	\$ 239	\$ 252	13%	\$ 826	\$ 957	16%
Transaction Revenues	39	57	62	69	84	65	63	74	7%	227	286	26%
Total Customer Revenues	236	257	267	293	313	302	302	326	11%	1,053	1,243	18%
Other Revenues (Principally Allocated Equity and Treasury Revenues)	38	44	38	39	49	36	35	43	10%	159	163	3%
Total Revenues	\$ 274	\$ 301	\$ 305	\$ 332	\$ 362	\$ 338	\$ 337	\$ 369	11%	\$ 1,212	\$ 1,406	16%
United States	\$ 101	\$ 109	\$ 107	\$ 112	\$ 121	\$ 120	\$ 124	\$ 128	14%	\$ 429	\$ 493	15%
International	173	192	198	220	241	218	213	241	10%	783	913	17%
	\$ 274	\$ 301	\$ 305	\$ 332	\$ 362	\$ 338	\$ 337	\$ 369	11%	\$ 1,212	\$ 1,406	16%
Net Credit Loss Ratio (1)	0.18%	0.05%	0.05%	0.13%	0.18%	0.05%	0.03%	0.13%				

(1) The net credit loss ratio increased 8 basis points in the 2000 fourth quarter due to ICERC mandated write-offs.

NM - Not meaningful

Reclassified to conform to the current presentation.

## INVESTMENT ACTIVITIES

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>Revenues:</b>												
Proprietary Investments (1)	\$ 103	\$ 219	\$ 289	\$ 191	\$ 1,363	\$ 294	\$ 92	\$ 228	19%	\$ 802	\$ 1,977	147%
LDC Debt Sales/Refinancing	20	18	19	21	(112)	69	354	20	(5%)	78	331	324%
Insurance Portfolio Gains (Losses) (2)	30	37	3	131	(235)	24	49	99	(24%)	201	(63)	NM
Total Revenues	\$ 153	\$ 274	\$ 311	\$ 343	\$ 1,016	\$ 387	\$ 495	\$ 347	1%	\$ 1,081	\$ 2,245	108%
<b>Core Income:</b>												
Proprietary Investments (1)	\$ 59	\$ 133	\$ 179	\$ 115	\$ 850	\$ 175	\$ 39	\$ 126	10%	\$ 486	\$ 1,190	145%
LDC Debt Sales/Refinancing	13	11	11	12	(69)	42	222	12	-	47	207	340%
Insurance Portfolio Gains (Losses) (2)	17	21	4	77	(148)	17	31	65	(16%)	119	(35)	NM
Total Core Income	\$ 89	\$ 165	\$ 194	\$ 204	\$ 633	\$ 234	\$ 292	\$ 203	-	\$ 652	\$ 1,362	109%
<b>Period End Assets:</b>												
Proprietary Investments	\$ 5,200	\$ 5,429	\$ 6,194	\$ 7,081	\$ 7,804	\$ 8,170	\$ 7,997	\$ 8,186	16%			
LDC Debt Sales/Refinancing	3,377	3,358	3,304	3,371	3,285	3,002	2,651	2,118	(37%)			
Total Period End Assets	\$ 8,577	\$ 8,787	\$ 9,498	\$ 10,452	\$ 11,089	\$ 11,172	\$ 10,648	\$ 10,304	(1%)			

(1) Includes Venture Capital Activities and certain other corporate investments.

(2) Represents gains (losses) on investments held by insurance companies managed by The Travelers Insurance business.

NM - Not meaningful

Reclassified to conform to the current presentation.

**GLOBAL CONSUMER**  
**GLOBAL CARDS SUPPLEMENTAL DATA**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
Adjusted Revenues, Net of Interest Expense	\$ 2,884	\$ 2,924	\$ 2,933	\$ 3,089	\$ 3,112	\$ 3,157	\$ 3,322	\$ 3,515	14%	\$ 11,830	\$ 13,106	11%
Adjusted Operating Expenses	1,148	1,163	1,167	1,203	1,258	1,283	1,314	1,343	12%	4,681	5,198	11%
Adjusted Provision for Loan Losses (1)	1,125	1,147	1,096	1,098	1,098	1,058	1,055	1,162	6%	4,466	4,373	(2%)
Core Income Before Taxes	611	614	670	788	756	816	953	1,010	28%	2,683	3,535	32%
Income Taxes	226	228	248	287	278	300	346	357	24%	989	1,281	30%
Core Income	\$ 385	\$ 386	\$ 422	\$ 501	\$ 478	\$ 516	\$ 607	\$ 653	30%	\$ 1,694	\$ 2,254	33%
Managed Average Assets (in billions of dollars)	\$ 92	\$ 93	\$ 95	\$ 96	\$ 100	\$ 104	\$ 111	\$ 115	20%	\$ 94	\$ 108	15%
Return on Managed Assets	1.70%	1.66%	1.76%	2.07%	1.92%	2.00%	2.18%	2.26%		1.80%	2.09%	
<b>KEY INDICATORS</b>												
(in billions of dollars)												
End of Period Managed Receivables	\$ 90.1	\$ 91.7	\$ 92.7	\$ 97.0	\$ 98.4	\$ 104.9	\$ 110.2	\$ 115.8	19%			
Total EOP Open Accounts (in millions)	80.8	81.3	84.7	87.9	90.6	96.3	102.3	104.0	18%			
Total Sales	\$ 50.7	\$ 56.0	\$ 57.1	\$ 60.6	\$ 60.0	\$ 67.8	\$ 67.8	\$ 69.4	15%			
Coincident Net Credit Loss Ratio %	5.12%	5.05%	4.72%	4.68%	4.57%	4.22%	3.90%	4.19%				
<b>GEOGRAPHIC DISTRIBUTION</b>												
<b>Core Income</b>												
North America	\$ 330	\$ 338	\$ 362	\$ 406	\$ 382	\$ 390	\$ 494	\$ 529	30%	\$ 1,436	\$ 1,795	25%
International	55	48	60	95	96	126	113	124	31%	258	459	78%
Total	\$ 385	\$ 386	\$ 422	\$ 501	\$ 478	\$ 516	\$ 607	\$ 653	30%	\$ 1,694	\$ 2,254	33%
<b>Average Loans</b>												
North America	\$ 78.6	\$ 81.0	\$ 81.8	\$ 82.8	\$ 86.3	\$ 90.1	\$ 96.6	\$ 100.8	22%	\$ 81.1	\$ 93.5	15%
International	9.0	9.2	9.4	9.6	10.1	10.3	10.5	10.5	9%	9.3	10.4	12%
Total	\$ 87.6	\$ 90.2	\$ 91.2	\$ 92.4	\$ 96.4	\$ 100.4	\$ 107.1	\$ 111.3	20%	\$ 90.4	\$ 103.9	15%
<b>Total EOP Open Accounts (in millions)</b>												
North America	70.8	71.1	74.3	77.7	79.5	84.9	90.5	91.8	18%			
International	10.0	10.2	10.4	10.2	11.1	11.4	11.8	12.2	20%			
Total	80.8	81.3	84.7	87.9	90.6	96.3	102.3	104.0	18%			
<b>Total Sales</b>												
North America	\$ 43.7	\$ 48.6	\$ 49.5	\$ 53.0	\$ 51.6	\$ 58.7	\$ 58.5	\$ 60.0	13%	\$ 194.8	\$ 228.8	17%
International	7.0	7.4	7.6	7.6	8.4	9.1	9.3	9.4	24%	29.6	36.2	22%
Total	\$ 50.7	\$ 56.0	\$ 57.1	\$ 60.6	\$ 60.0	\$ 67.8	\$ 67.8	\$ 69.4	15%	\$ 224.4	\$ 265.0	18%
<b>Net Credit Losses (in millions of dollars):</b>												
North America	\$ 986	\$ 1,006	\$ 968	\$ 992	\$ 990	\$ 961	\$ 956	\$ 1,080	9%	\$ 3,952	\$ 3,987	1%
International	120	129	118	99	105	93	94	93	(6%)	466	385	(17%)
Total	\$ 1,106	\$ 1,135	\$ 1,086	\$ 1,091	\$ 1,095	\$ 1,054	\$ 1,050	\$ 1,173	8%	\$ 4,418	\$ 4,372	(1%)

(1) On a managed basis.

Reclassified to conform to the current presentation.



**GLOBAL CORPORATES AND INSTITUTIONS  
SUPPLEMENTAL PRODUCT AND REGIONAL RESULTS**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>Product View</b>												
<b>Total Revenue</b>												
Global Corporate Finance (1)	\$ 3,474	\$ 3,206	\$ 2,624	\$ 2,961	\$ 3,861	\$ 3,612	\$ 3,683	\$ 3,548	20%	\$ 12,265	\$ 14,704	20%
Transaction Services (2)	699	714	749	770	825	878	911	924	20%	2,932	3,538	21%
Private Client	1,404	1,458	1,466	1,605	1,916	1,690	1,681	1,628	1%	5,933	6,915	17%
CitiCapital	234	245	246	225	275	288	301	302	34%	950	1,166	23%
Commercial Lines	1,659	1,696	1,718	1,742	1,719	1,788	1,928	2,062	18%	6,815	7,497	10%
<b>Total Corporates and Institutions</b>	<b>\$ 7,470</b>	<b>\$ 7,319</b>	<b>\$ 6,803</b>	<b>\$ 7,303</b>	<b>\$ 8,596</b>	<b>\$ 8,256</b>	<b>\$ 8,504</b>	<b>\$ 8,464</b>	<b>16%</b>	<b>\$ 28,895</b>	<b>\$ 33,820</b>	<b>17%</b>
<b>Core Income</b>												
Global Corporate Finance (1)	\$ 888	\$ 771	\$ 601	\$ 757	\$ 1,119	\$ 872	\$ 867	\$ 817	8%	\$ 3,017	\$ 3,675	22%
Transaction Services (2)	44	44	55	59	104	142	148	130	120%	202	524	159%
Private Client	212	226	216	264	359	254	250	207	(22%)	918	1,070	17%
CitiCapital	47	52	53	34	57	9	9	(146)	NM	186	(71)	NM
Commercial Lines	196	212	265	211	247	272	317	257	22%	884	1,093	24%
<b>Total Corporates and Institutions</b>	<b>\$ 1,387</b>	<b>\$ 1,305</b>	<b>\$ 1,190</b>	<b>\$ 1,325</b>	<b>\$ 1,886</b>	<b>\$ 1,549</b>	<b>\$ 1,591</b>	<b>\$ 1,265</b>	<b>(5%)</b>	<b>\$ 5,207</b>	<b>\$ 6,291</b>	<b>21%</b>
<b>Regional View</b>												
<b>Total Revenue</b>												
JENA (3)	\$ 6,247	\$ 6,082	\$ 5,600	\$ 6,140	\$ 7,170	\$ 6,826	\$ 7,085	\$ 7,040	15%	\$ 24,069	\$ 28,121	17%
Emerging Markets	1,223	1,237	1,203	1,163	1,426	1,430	1,419	1,424	22%	4,826	5,699	18%
<b>Total Corporates and Institutions</b>	<b>\$ 7,470</b>	<b>\$ 7,319</b>	<b>\$ 6,803</b>	<b>\$ 7,303</b>	<b>\$ 8,596</b>	<b>\$ 8,256</b>	<b>\$ 8,504</b>	<b>\$ 8,464</b>	<b>16%</b>	<b>\$ 28,895</b>	<b>\$ 33,820</b>	<b>17%</b>
<b>Core Income</b>												
JENA (3)	\$ 1,074	\$ 990	\$ 854	\$ 1,064	\$ 1,465	\$ 1,168	\$ 1,184	\$ 845	(21%)	\$ 3,982	\$ 4,662	17%
Emerging Markets	313	315	336	261	421	381	407	420	61%	1,225	1,629	33%
<b>Total Corporates and Institutions</b>	<b>\$ 1,387</b>	<b>\$ 1,305</b>	<b>\$ 1,190</b>	<b>\$ 1,325</b>	<b>\$ 1,886</b>	<b>\$ 1,549</b>	<b>\$ 1,591</b>	<b>\$ 1,265</b>	<b>(5%)</b>	<b>\$ 5,207</b>	<b>\$ 6,291</b>	<b>21%</b>
<b>Trading Related Revenue by Product</b>												
Fixed Income	\$ 851	\$ 582	\$ 443	\$ 434	\$ 695	\$ 533	\$ 716	\$ 425	(2%)	\$ 2,310	\$ 2,369	3%
Equities	292	395	292	312	508	436	391	394	26%	1,291	1,729	34%
Foreign Exchange	440	313	316	336	339	352	220	332	(1%)	1,405	1,243	(12%)
All Other	305	134	(51)	94	104	63	82	52	(45%)	482	301	(38%)
<b>Total Trading Related Revenue</b>	<b>\$ 1,888</b>	<b>\$ 1,424</b>	<b>\$ 1,000</b>	<b>\$ 1,176</b>	<b>\$ 1,646</b>	<b>\$ 1,384</b>	<b>\$ 1,409</b>	<b>\$ 1,203</b>	<b>2%</b>	<b>\$ 5,488</b>	<b>\$ 5,642</b>	<b>3%</b>
<b>Trading Related Revenue by Income Statement Line</b>												
Principal Transactions	1,647	1,114	816	986	1,512	1,250	1,394	1,119	13%	4,563	5,275	16%
Net Interest Revenue	241	310	184	190	134	134	15	84	(56%)	925	367	(60%)
<b>Total Trading Related Revenue</b>	<b>\$ 1,888</b>	<b>\$ 1,424</b>	<b>\$ 1,000</b>	<b>\$ 1,176</b>	<b>\$ 1,646</b>	<b>\$ 1,384</b>	<b>\$ 1,409</b>	<b>\$ 1,203</b>	<b>2%</b>	<b>\$ 5,488</b>	<b>\$ 5,642</b>	<b>3%</b>

(1) Global Corporate Finance includes Global Fixed Income, FX and Structured Products, Global Equities, Global Investment Banking, Emerging Markets (EM) Sales & Trading,

EM Local Finance, Loan Portfolio, Phibro, Robinson Humphrey, Municipals & Stock Loans.

(2) Transaction Services includes e-Business, Cash Management, Trade Finance and Worldwide Securities Services.

(3) JENA includes Japan, Western Europe and North America.

NM Not meaningful

Reclassified to conform to the current presentation.

**CITIGROUP EMERGING MARKETS - EXCLUDING INVESTMENT ACTIVITIES**

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>REVENUE</b>												
Asia	\$ 960	\$ 1,048	\$ 1,033	\$ 1,021	\$ 1,196	\$ 1,150	\$ 1,110	\$ 1,114	9%	\$ 4,062	\$ 4,570	13%
Latin America	1,105	1,044	1,009	1,046	1,163	1,148	1,087	1,170	12%	4,204	4,568	9%
CEEMEA	312	367	442	401	450	485	540	579	44%	1,522	2,054	35%
Other	(2)	6	7	24	29	32	34	34	42%	35	129	269%
<b>Total</b>	<b>\$ 2,375</b>	<b>\$ 2,465</b>	<b>\$ 2,491</b>	<b>\$ 2,492</b>	<b>\$ 2,838</b>	<b>\$ 2,815</b>	<b>\$ 2,771</b>	<b>\$ 2,897</b>	<b>16%</b>	<b>\$ 9,823</b>	<b>\$ 11,321</b>	<b>15%</b>
<b>CORE INCOME</b>												
Asia	\$ 172	\$ 226	\$ 227	\$ 164	\$ 309	\$ 297	\$ 281	\$ 268	63%	\$ 789	\$ 1,155	46%
Latin America	264	196	177	215	269	228	212	239	11%	852	948	11%
CEEMEA	48	65	106	77	115	110	128	138	79%	296	491	66%
Other	(23)	(10)	24	7	7	(5)	21	41	486%	(2)	64	NM
<b>Total</b>	<b>\$ 461</b>	<b>\$ 477</b>	<b>\$ 534</b>	<b>\$ 463</b>	<b>\$ 700</b>	<b>\$ 630</b>	<b>\$ 642</b>	<b>\$ 686</b>	<b>48%</b>	<b>\$ 1,935</b>	<b>\$ 2,658</b>	<b>37%</b>
<b>CORE INCOME</b>												
<b>Asia:</b>												
Global Consumer (1)	\$ 81	\$ 83	\$ 83	\$ 80	\$ 140	\$ 138	\$ 138	\$ 133	66%	\$ 327	\$ 549	68%
Corporates & Institutions	87	132	132	76	148	145	133	127	67%	427	553	30%
Global Investment Management & Private Banking	4	11	12	8	21	14	10	8	-	35	53	51%
<b>Total Asia</b>	<b>\$ 172</b>	<b>\$ 226</b>	<b>\$ 227</b>	<b>\$ 164</b>	<b>\$ 309</b>	<b>\$ 297</b>	<b>\$ 281</b>	<b>\$ 268</b>	<b>63%</b>	<b>\$ 789</b>	<b>\$ 1,155</b>	<b>46%</b>
<b>Latin America:</b>												
Global Consumer (1)	\$ 46	\$ 40	\$ 52	\$ 81	\$ 67	\$ 43	\$ 35	\$ 72	(11%)	\$ 219	\$ 217	(1%)
Corporates & Institutions	202	132	103	108	173	147	145	136	26%	545	601	10%
Global Investment Management & Private Banking	16	24	22	26	29	38	32	31	19%	88	130	48%
<b>Total Latin America</b>	<b>\$ 264</b>	<b>\$ 196</b>	<b>\$ 177</b>	<b>\$ 215</b>	<b>\$ 269</b>	<b>\$ 228</b>	<b>\$ 212</b>	<b>\$ 239</b>	<b>11%</b>	<b>\$ 852</b>	<b>\$ 948</b>	<b>11%</b>
<b>CEEMEA:</b>												
Global Consumer (1)	\$ 1	\$ 4	\$ 26	\$ 8	\$ 15	\$ 16	\$ 16	\$ 13	63%	\$ 39	\$ 60	54%
Corporates & Institutions	47	61	77	70	93	94	108	116	66%	255	411	61%
Global Investment Management & Private Banking	-	-	3	(1)	7	-	4	9	NM	2	20	NM
<b>Total CEEMEA</b>	<b>\$ 48</b>	<b>\$ 65</b>	<b>\$ 106</b>	<b>\$ 77</b>	<b>\$ 115</b>	<b>\$ 110</b>	<b>\$ 128</b>	<b>\$ 138</b>	<b>79%</b>	<b>\$ 296</b>	<b>\$ 491</b>	<b>66%</b>
<b>Other</b>	<b>\$ (23)</b>	<b>\$ (10)</b>	<b>\$ 24</b>	<b>\$ 7</b>	<b>\$ 7</b>	<b>\$ (5)</b>	<b>\$ 21</b>	<b>\$ 41</b>	<b>486%</b>	<b>\$ (2)</b>	<b>\$ 64</b>	<b>NM</b>
<b>Emerging Markets:</b>												
Global Consumer (1)	\$ 128	\$ 127	\$ 161	\$ 169	\$ 222	\$ 197	\$ 189	\$ 218	29%	\$ 585	\$ 826	41%
Corporates & Institutions	313	315	336	261	421	381	407	420	61%	1,225	1,629	33%
Global Investment Management & Private Banking	20	35	37	33	57	52	46	48	45%	125	203	62%
<b>Total Emerging Markets</b>	<b>\$ 461</b>	<b>\$ 477</b>	<b>\$ 534</b>	<b>\$ 463</b>	<b>\$ 700</b>	<b>\$ 630</b>	<b>\$ 642</b>	<b>\$ 686</b>	<b>48%</b>	<b>\$ 1,935</b>	<b>\$ 2,658</b>	<b>37%</b>

(1) Includes Associates.

NM - Not meaningful

Reclassified to conform to the current presentation.

**GLOBAL WEALTH MANAGEMENT**  
Supplemental Data

(In millions of dollars)



	1Q 1999	2Q 1999	3Q 1999	4Q 1999	1Q 2000	2Q 2000	3Q 2000	4Q 2000	4Q 2000 vs. 4Q 1999 Increase/ (Decrease)	YTD 4Q 1999	YTD 4Q 2000	YTD 4Q 2000 vs. YTD 4Q 1999 Increase/ (Decrease)
<b>REVENUES</b>												
Private Client	\$ 1,404	\$ 1,458	\$ 1,466	\$ 1,605	\$ 1,916	\$ 1,690	\$ 1,681	\$ 1,628	1%	\$ 5,933	\$ 6,915	17%
Citigroup Asset Management	355	358	371	408	436	479	490	486	19%	1,492	1,891	27%
The Citigroup Private Bank	274	301	305	332	362	338	337	369	11%	1,212	1,406	16%
Global Consumer Investment, Life Insurance & Annuity Products	1,301	1,424	1,423	1,484	1,670	1,620	1,531	1,616	9%	5,632	6,437	14%
<b>Total Global Wealth Management</b>	<b>\$ 3,334</b>	<b>\$ 3,541</b>	<b>\$ 3,565</b>	<b>\$ 3,829</b>	<b>\$ 4,384</b>	<b>\$ 4,127</b>	<b>\$ 4,039</b>	<b>\$ 4,099</b>	<b>7%</b>	<b>\$ 14,269</b>	<b>\$ 16,649</b>	<b>17%</b>
<b>CORE INCOME</b>												
Private Client	\$ 212	\$ 226	\$ 216	\$ 264	\$ 359	\$ 254	\$ 250	\$ 207	(22%)	\$ 918	\$ 1,070	17%
Citigroup Asset Management	81	84	84	78	94	92	95	78	-	327	359	10%
The Citigroup Private Bank	55	71	70	73	80	79	80	85	16%	269	324	20%
Global Consumer Investment, Life Insurance & Annuity Products	255	299	290	265	349	347	331	347	31%	1,109	1,374	24%
<b>Total Global Wealth Management</b>	<b>\$ 603</b>	<b>\$ 680</b>	<b>\$ 660</b>	<b>\$ 680</b>	<b>\$ 882</b>	<b>\$ 772</b>	<b>\$ 756</b>	<b>\$ 717</b>	<b>5%</b>	<b>\$ 2,623</b>	<b>\$ 3,127</b>	<b>19%</b>
<b>CLIENT BUSINESS VOLUMES (in billions of dollars)</b>												
Private Client - Client Assets	\$ 816	\$ 852	\$ 845	\$ 965	\$ 1,032	\$ 1,032	\$ 1,047	\$ 977	1%	\$ 965	\$ 977	1%
Citigroup Asset Management -Assets Under Management	351	360	364	377	388	389	397	401	6%	377	401	6%
PBG - Client Business Volumes	119	125	128	140	144	149	154	153	9%	140	153	9%
Global Consumer Investment, Life Insurance & Annuity Products	546	560	560	578	593	599	608	608	5%	578	608	5%
Less Cross-Sell Volumes Included Above	(263)	(269)	(268)	(280)	(294)	(300)	(309)	(308)	10%	(280)	(308)	10%
<b>Total Client Business Volumes</b>	<b>\$ 1,569</b>	<b>\$ 1,628</b>	<b>\$ 1,629</b>	<b>\$ 1,780</b>	<b>\$ 1,863</b>	<b>\$ 1,869</b>	<b>\$ 1,897</b>	<b>\$ 1,831</b>	<b>3%</b>	<b>\$ 1,780</b>	<b>\$ 1,831</b>	<b>3%</b>

Note: Global Wealth Management includes businesses that provide services related to the accumulation and management of wealth.